

## Payment, cancellation and refund.

All prices in online booking are written in Danish kroner with sales tax included unless stated otherwise.

### No payment in advance for a place on the campsite

- (Caravan, Mobil home or tent)
- The amount for the stay + the use of the magnet card\* is to be paid by departure.
- (The magnet card will be given you by arrival). \* The magnet card can be used for hot water in the shower, wash machine/dryer, indoor swimming pool and internet etc.
- Cancellation without any cost.

### Payment in advance for rental units is paid in 2 instalments.

- 1. Instalment of 50% is paid upon booking.
- The remaining sum must be paid 30 days before arrival at the latest.
- Upon reservation later than 30 days before arrival, the total amount is paid as the booking is made.
- NOTICE: If payment is not made in time, we reserve the right to annul the reservation without any preceding notice.
- Service fee for booking rooms and rental caravan DKK 50.

### Cancellation and refund

You can cancel your booking the following ways:

- Cancellation up to 30 days before arrival will result in a refund of the whole amount but minus an administration fee of DKK 550.
- Cancellation between 30 – 14 days before arrival will result in a refund of 50% of the amount.
- Cancellation later than 14 days before arrival will result in no refund.
- Possible judicial conflicts will be brought for court in Rønne.

### Contact information

If you for some reason do not receive your contract which confirms your purchase, and do not get any errors from the online booking system then please contact us using the information below.

Complaint concerning the booking process, or the received product must happen within a reasonable time after you have seen the mistake or should have seen the mistake by looking through your contract. You can complain either by letter or by phone. Your right to complain expire after 1 year from the date receiving your product in accordance to Købelovens §83, stk. 1.

When Dueodde Familiecamping & Hostel receives a complaint about a product the complaint will be dealt with as soon as possible. Dueodde Familiecamping & Hostel will evaluate whether or not to refund the full amount or to compensate.

### Dueodde Familiecamping & Hostel

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