

E-commerce conditions for Stevns Camping

Terms and conditions

Below you will find useful information regarding the use of online booking. You can read about how we process your entered information, how you receive your receipt in connection with a purchase and much more. When STEVNS is written below, it is used as a synonym for Stevns Camping

Payment

All prices stated in STEVNS online booking system are, like everywhere else on the website, stated in Danish kroner including VAT and all taxes unless otherwise stated and clearly stated in the situation in question.

Reservations are made for printing errors and tax changes.

When booking a unit place online, DKK 200 is charged in advance, however, the maximum price for the stay. The amount is set off against the final payment.

Cabins: Upon booking, DKK 1,000 is paid in advance and the balance is paid no later than 2 months before arrival.

Payment is made by using one of the approved payment cards / credit cards in online booking, including Dankort, Visa and Mastercard. There is no charge on Dankort. The international payment cards and other Danish cards are subject to a fee for trading that takes place through online booking. The size of the fee will be stated in the transaction before the transaction is finally closed.

All online transactions in STEVNS online booking system are subject to an administration fee of DKK 0.

It is important that you comply with the payment terms. If payment is not made on time, we can automatically cancel the stay without prior notice.

Information about trading on the Internet

You can safely shop online through our online booking system. As a consumer, you are basically insured in relation to any misuse of your credit card online, therefore there is no deductible for misuse of your payment card via the Internet. You can read more about how you as a consumer should relate to payments online at the following websites: www.betaling.dk, www.fdi.dk.

Shipping and delivery

When booking and paying for a cabin, a rental tent, a place for your own tent, or a place for your own caravan, you will be presented with a contract from STEVNS, in which the accounts for your purchase appear. The contract can be printed out from the website after the booking has been completed, and is also sent by e-mail immediately after the purchase, if the correct e-mail address is provided by the buyer.

Delivery of the ordered product takes place on arrival at STEVNS on the day of arrival (and ends on departure on the day of departure). Both of these times are stated in the above contract.

Right of withdrawal and refund when ordering

The tenant can take out a cancellation insurance with his own insurance company, which covers in the event of a sudden illness.

Prepayments are not refundable in case of cancellation or shortened stay.

According to § 17, para. 2 cf. § 9, para. 2 of the Consumer Contracts Act, there is no right of withdrawal for agreements on accommodation by distance selling.

Registration of information

STEVNS registers your name, address, e-mail and other information provided in connection with the purchase in its customer directory. The information is not passed on, but STEVNS retains the registration for 5 years.

STEVNS uses server-side cookies and a secure connection to create the security of the information you provide on the site.

When paying by credit card, the registration is done via a secure server, where the information is encrypted before it is sent over the Internet.

Complaint processing

If for any reason you do not receive your contract confirming your purchase and you have not received an error message from the system, then you can write to the address or telephone number below.

Complaints about the booking process, the booking itself or the product (stay) must be made within a reasonable time after you have discovered the error or should have discovered the error by regular review of your contract. You can complain in writing or orally. One year after receipt of the goods (the stay), the right to complain ceases in accordance with the Purchase Act §83, paragraph. 1, unless otherwise agreed.

When STEVNS receives your complaint about an item, the complaint will be processed as soon as possible. STEVNS will decide whether the received item should be refunded, exchanged or whether a price reduction should be given or not refund.

Business information

Stevns Camping

Strandvejen 29

4671 Strøby

Tel: (00 45) 60 144 154

Email: info@stevnscamping.dk

Cvr .: 25230272