



## BOOKING CONDITIONS

### ACCOMMODATIONS

#### RESERVATION

The customer has the opportunity to book one or more overnight stays via the Coral Tree Lodge website (hereinafter referred to as CTL). CTL initially receives this booking as a binding reservation. When the customer sends this reservation to CTL, the customer continuously accepts the following conditions.

#### BOOKING

The reservation will only have a binding and contractual value for both parties if the customer receives a CONFIRMATION OF THE RESERVATION issued by the CTL.

#### PAYMENT

Payment for reservations is possible via PayPal using the payment link we sent or by bank transfer. At least 50% of the total booked amount of the requested stay is due as a deposit. Once the deposit has been received by CTL, a confirmation of payment will be sent to you. This confirmation guarantees you the reservation of your stay. The remaining amount will be paid upon arrival.

#### ARRIVAL

Late arrival or expected departure. It is up to our customers to inform us as quickly as possible of any change to their arrival or departure dates. In the event of late arrival or early departure from the dates specified on your reservation, the currently booked CTL price will be charged for each unused day. Depending on the period, CTL may apply a preferential rate to these unused overnight stays. We will keep your reserved accommodation available for 48 hours from the scheduled date of your arrival. After this time and without any news from you, your reservation will be canceled.

#### VEHICLES

One vehicle is permitted and must be parked on CTL premises. Parking the vehicle is free of charge for the entire booked period. Any additional vehicles must be parked outside the CTL premises. The entrance to the CTL site will be closed from 10 p.m. If you arrive later, the vehicle must be parked off-site.

## VISITORS

Additional visitors from our customers are not permitted on CTL property.

## ANIMALS

Because the CTL itself owns three dogs, no other customers' dogs or pets are permitted.

## RESIGNATION

Cancellation of your booking:

- **more than 30 days before your arrival:**

Your DEPOSIT will be refunded, less a \$10 cancellation fee.

- **less than 30 days before your arrival:**

50% of your deposit will be retained.

- **less than 14 days before your arrival:**

100% of your deposit will be retained.

## INFORMATION

A deposit of \$100 is required upon arrival. The deposit will be refunded on the day of departure, with the exception of any lump sum payment for the repair or reimbursement of missing or damaged items or equipment.

## HOUSE RULE

Guests undertake, under penalty of exclusion without compensation, to comply with the safety rules of the CTL, the evacuation instructions and in particular the HOUSE RULES, which are accessible in each accommodation. Every person who is physically present on the CTL premises accepts the HOUSE RULES and is obliged to adhere to the rules. Otherwise, CTL reserves the right to ask that person to leave the campsite without refund or compensation. In serious cases, the police can be informed and requested if necessary.

## FORMALITIES

Anyone who spends at least one night on the CTL premises must present an ID card to the operator, a copy of which will be retained. Minors not accompanied by their parents will only be admitted with their written permission.