



Contractual Terms for Bookings

- 1. Scope:** The following contractual terms govern the mutual rights and obligations between “Stover Strand Leben Inh. N. Köhnken e.K.” as the site management and the holiday guest.
- 2. General Information:** Access to the campsite premises is permitted only for registered persons. Each pitch may be occupied by one family or the co-travellers of one vehicle (maximum 6 persons) as well as one unit (motorhome or caravan, or tent with car). For holiday accommodations, the number of persons is limited to the maximum permitted occupancy of the rental object. Camping at the rental object is not permitted. Bookings from unaccompanied minors under 18 years of age are not accepted and will be refused by the site management.
- 3. Arrival & Departure:** The arrival and departure dates stated in the booking confirmation are binding. Your pitch or holiday accommodation is available from 3:00 pm on the day of arrival. Pitches must be vacated by no later than 11:00 am on the day of departure, and the barrier exit must be used before this time. Holiday accommodations must also be vacated by 11:00 am and the key returned to reception. Loss of a key will be charged at €25.00 per key. Cleaning of holiday accommodations is always carried out by site management. Late departures are only possible upon prior arrangement with site management and for an additional fee.
- 4. Booking:** The contract comes into effect upon receipt of our written booking confirmation (by post or email), which you will receive no later than 5 days after booking. Please check the booking confirmation immediately for accuracy and notify us of any discrepancies. The contractual services are based on the descriptions and prices in the valid price list for the travel period, or the total price displayed at the time of booking, as we reserve the right to apply dynamic price adjustments. Prices depend on factors such as demand, season, booking time, and availability. The decisive price is the one indicated during the booking process. In seasons 2 & 3, a minimum stay of 2 nights applies on weekends, and 3 nights on holiday weekends. For rental objects (excluding beach chairs), a general minimum stay of 2 nights applies. Shorter stays are possible only upon request and subject to availability. Telephone information, side agreements, and other assurances of any kind become part of the contract only if confirmed by us in writing. Site management reserves the right to make equivalent changes to the booking if necessary for special reasons, even if a specific pitch or object number was stated at the time of booking.
- 5. Payment:** A deposit of 20% of the travel price (plus a cancellation fee if selected) is due at the time of booking to the account IBAN DE23 2406 0300 0038 0733 00 at Volksbank Lüneburger Heide (BIC: GENODEF1NBU). The remaining balance must be paid 4 weeks before the start of the booking. If the deposit is not received by the due date, we reserve the right to send a payment reminder and to cancel the booking at your expense. If the arrival date at the time of booking is less than 4 weeks away, the full amount is due immediately. Only once full payment has been made is site management obliged to provide the booked service. On our website's online booking portal, you may choose payment via Google Pay, credit card, PayPal, direct debit, or purchase on account. If you select direct debit or purchase on account, payment will be processed directly by our payment service provider Ratepay. This means that Stover Strand assigns all outstanding amounts to Ratepay at the time of booking. The holiday guest must therefore make payment according to the payment terms to Ratepay — please transfer the amount only to the account specified by Ratepay. Please note that the amount must be transferred within Ratepay's payment period to avoid delays or additional costs.
- 6. Cancellation:** According to § 312g (2) No. 9 of the German Civil Code (BGB), there is no right of withdrawal for contracts for accommodation services, as these are services for a specific date or period. However, you may cancel your booking before the start of your trip if the cancellation is declared in writing (by email or post). The date of receipt of the written cancellation is decisive. In case of cancellation, we may demand reasonable compensation for the loss incurred, as per § 651a ff. BGB, which is standardised as follows:

Up to 30 days before the start of the booking: the deposit of 20% will be charged and not refunded.
Less than 30 days before the start of the booking: the total price is due.

Additionally, we grant a goodwill period of 24 hours after receipt of the booking confirmation during which you may cancel free of charge. This rule, to protect against unintended bookings, applies only if the stay does not begin on the following calendar day. In case of no-show, late arrival, or early departure, site management may, from 11:00 am on the following day, reallocate the pitch or holiday accommodation without compensation, unless otherwise agreed. You may provide evidence that the site management suffered no loss or a substantially lower loss.
- 7. Cancellation Fee:** We recommend that you take out our cancellation fee policy when booking. If you choose to do so, cancellations made less than 30 days before arrival will incur only the fee of 20% of the travel price, rather than the full booking price. Without this policy, our standard cancellation conditions under section 6 apply.

Stover Strand Leben

Inh. N. Köhnken e.K.
Stover Strand 10
21423 Drage

Tel.: +49 4177 – 430
Email: info@stover-strand.de
www.camping-stover-strand.de

HRA 110068
Amtsgericht Lüneburg
DE23 2406 0300 0038 0733 00

- 8. Rebookings and Goodwill Arrangements:** Rebookings, such as changes to the booking period or pitch, are possible in goodwill cases, provided that sufficient capacity is available. For multiple rebookings, site management reserves the right to charge a reasonable processing fee. If a rebooked stay is later cancelled, any refund of payments already made is excluded, regardless of the cancellation date.
- 9. Cancellation by Site Management:** If the provider is unable to provide the service due to force majeure (such as natural disasters, official orders, pandemics, etc.), the service obligation is void, and site management is entitled to withdraw from the contract. In such cases, payments already made will be refunded, or, upon request, a voucher may be issued to the holiday guest. In the case of locally restricted events such as flooding of individual pitches, site management will attempt to provide an alternative pitch; in this case, a rebooking to another category (if available) is permitted.
- 10. Liability:** Each guest undertakes to treat the campsite inventory, facilities, and pitch with care. The guest is liable for damages caused during their stay by themselves, their companions, or their visitors. The site operator assumes no liability for damage, accidents, losses, or other irregularities in connection with the use of the site.
- 11. Site Rules:** The separate site rules, displayed at reception and available online, are an integral and binding part of the contractual terms for all bookings and are accepted upon conclusion of the booking. Anyone who seriously violates the site rules or contractual terms (in particular, persistent disregard of quiet hours despite warning) will be immediately expelled from the site. There is no entitlement to a refund of the stay.
- 12. Opening Hours:** Please note that certain facilities or services, such as the restaurant, fresh market, leisure activities, or Wi-Fi, may be restricted or unavailable, especially in the low season. These services are not part of the contract but are voluntary additional services provided by the site operator. Restricted or unavailable leisure or service offerings therefore do not constitute a defect in contractual performance and do not entitle the guest to a price reduction.
- 13. Groups:** Groups of 10 or more persons (such as clubs, school classes, or companies) are permitted only with at least one adult supervisor, prior registration, and written permission from site management.
- 14. Dogs:** Dogs are permitted on the campsite, but dangerous dog breeds are prohibited. Dogs must be kept on a leash throughout the entire campsite (both fore- and hinterdeich areas). Dogs are not allowed on playgrounds, on the beach, or in rental objects. In case of conspicuous behaviour, site management may expel the dog and its owner from the premises.
- 15. Final Provisions:** By completing your booking, you confirm that your personal details are correct and accept these terms and conditions. Should any provision be or become invalid in whole or in part, the validity of the remaining provisions shall not be affected. The invalid provision shall be replaced by a provision that comes as close as possible to the economic intent of the invalid provision.

Version: 18.02.2026