

Here are a few points to consider before you book. Please take some time and go through this information in order to be informed in advance about everything important for your booking.

General:

You can book for any period in the early season, mid-season and low season (see data as per price list). A deposit is not necessary for bookings in these parts of the season and no reservation fee is incurred.

In the high season, bookings for campsites in category 2 (between 80 m² and 100 m²) and category 3 (> 100 m²) will only be accepted for a length of stay starting at 5 nights.

A deposit of 50,- EUR (up to 3 nights) or 100,- EUR (more than 3 nights), depending on the length of your stay, is necessary to secure a reservation in the high season. We will then credit the deposit, minus 6 EUR reservation fee, to the camping invoice during your stay. For bookings without a deposit (short-termed bookings) we will charge the reservation fee of 6 EUR to the invoice during your stay.

We will gladly take your site request into consideration and reserve a specific site, but reserve the right to change site allocations if we consider this necessary. **We ask for your understanding, that for stays of 1-2 nights for organizational reasons, no specific pitch requests are possible everytime.**

Information via telephone is non-binding and always requires written confirmation.

We reserve the right to refuse bookings without giving reasons.

Booking process:

As soon as we receive your reservation request we will check whether sites are available in the requested period and in the desired category.

If yes, you will receive an e-mail message, either

- a) immediately with the reservation confirmation (pertains to bookings for the early season, mid-season and low season, or short-term bookings) or
- b) with our confirmation of the reservation (pertains to bookings for the high season). The reservation becomes a fixed booking as soon as the deposit or reservation fee has arrived in our account. The confirmation of the fixed booking will also be sent to you then.

Arrival and departure:

Your booked campsite is available to you on the day of arrival starting at 1 pm and will be saved for you until 8 pm in any case. If you would like to arrive later, it is absolutely necessary to briefly inform us so that we know whether the reservation remains valid.

If we have not heard anything from you by 8 pm, we assume that you have decided otherwise and we can give the campsite to another guest without compensation.

The campsite is available to you until 11 am on the day of departure.

Cancellation and shortened length of stay:

If you cannot start your journey to our campground, it is basically possible to cancel free of charge. In the event of a deposit already paid: if you cancel your reservation up to 1 week before booked arrival, the deposit will be refunded to you (minus the reservation fee of EUR 6). We will completely retain the deposit with cancellations under a lead time of 1 week.

The booking period is basically binding. If you arrive on a later day without prior notice or if you end your stay earlier than booked, we will charge you for the campsite fee and fee per person (without tourist taxes and environmental charge) for any days not used.

Miscellaneous:

The site may only be used by the number of people registered. Visitors (max. 3 hours stay) may only enter the site after registration at the reception area. A visitor fee of 3 EUR per visitor is incurred in the high season.

Dogs are allowed (for a fee as per price list), but leashes are compulsory at the site! Dogs are not allowed in the sanitary buildings. Dogs absolutely must be taken outside the campground for their business.

Please note that the reception area, shop and restaurant have limited hours of operation in the low seasons and it is possible that not both sanitary buildings are available.

Events:

Please note the special rates during events such as the Volkswagen GTI event or Ironman (dates and prices as per price list).

Noise pollution can arise outside and inside the campground in the course of these events. A security service specifically hired by us is authorised to ensure appropriate campsite and night time quiet within the premises. But we cannot guarantee this in every phase for guests seeking peace and quiet.

However, we are definitely not a "party place". This is why we attach the utmost importance to compliance with night time quiet (between 11 pm and 7 am). Loud music and any noise are to be absolutely avoided during this time.

Guests who do not comply with these ground rules will be asked by us to leave the site on the next day at the latest. In this case, camping fees already paid will not be refunded and we reserve the right to lodge a possible claim for damages.

The reservation takes for granted that guests are aware of and completely approve the campground regulations of Campground Klagenfurt am Wörthersee (available for download at www.gocamping.at).