

GENERAL TERMS AND CONDITIONS (GTC) (As of: 01/2026)

1. Scope of application

The following terms and conditions comprehensively regulate the mutual rights and obligations between Südsee-Camp G. & P. Thiele OHG (Südsee-Camp) as the operator of the campsite and the campsite guest. The contractual services shall be based exclusively on the offers confirmed by Südsee-Camp in writing (by email or post) for the travel period. Telephone agreements, ancillary agreements and other agreements of any kind must be in writing and confirmed by Südsee-Camp in order to be valid.

2. General terms of use

Campsite guests are generally obliged to behave considerately, to keep the campsite clean and to comply with the quiet hours. Campsite guests are personally liable for all obligations arising from the conclusion of the camping contract or their stay at the campsite. This also applies to third parties registered by them.

A maximum of 6 people (exception: own children under 18 years of age) can be booked per camping pitch. Only one camping unit, i.e., caravan, motorhome or family tent, is permitted per pitch. Additional tents for visitors are not permitted.

The number of persons staying in rental properties is limited to the maximum permitted occupancy. Camping equipment or pavilions next to the rental accommodation are not permitted.

3. Booking / Prices

By registering/booking, the campsite guest makes a binding offer to conclude a camping contract. **The camping contract only comes into effect upon written confirmation of the booking (by mail or email) by Südsee-Camp.** The booking confirmation will be sent within a maximum of five days. It must be checked immediately for accuracy.

Südsee-Camp reserves the right to make equivalent changes to the booking if this appears necessary for special reasons.

Bookings by young people under the age of 18 traveling alone are not permitted and will be canceled by Südsee-Camp.

Early booking is strongly recommended for all holiday periods, the months of July and August and public holidays. This also applies to special requests for specific pitches and rental properties in other months. The minimum booking periods and fixed arrival and departure days must be observed.

Only the prices and dates stated in the booking confirmation are binding. Exceptions to this rule can only be made by Südsee-Camp; see section 23. Age details refer to the time of the stay. For insurance reasons, all persons traveling with you must be named and their dates of birth provided at the time of booking.

4. Deposit / Payment / Invoice

The required deposit of 20% of the total booking price, but at least 50,00 €, must be transferred by the date stated in the booking confirmation; the remaining balance must be paid no later than 30 days before the start of the stay, in each case quoting the specified reference, to the following account: IBAN: DE59 2406 0300 2490 0176 03, BIC: GENODEF1NBU, at Volksbank Lüneburger Heide e.G..

If the deposit and/or balance is not received by the respective due dates, we reserve the right to send a payment reminder and to cancel the booking at the guest's expense. Any payment terms that deviate from this are only possible by agreement and require written confirmation from Südsee-Camp.

Last-minute bookings: For bookings made up to 30 days before departure, the entire travel price is due immediately.

Credit balances of less than 5,00 € will only be paid out in cash or credited to the guest account at Südsee-Camp.

For legal reasons, the billing address can only be changed up to one day before departure at the latest. This should be noted in particular for company invoices.

5. Arrival

The arrival and departure dates specified in the booking confirmation are binding. **Camping pitches and rental properties are available from 3:00 p.m. on the day of arrival. Guests must wait in the parking lot opposite the main reception until the designated arrival time.** If arrival is significantly delayed, Südsee-Camp must be notified. If no notification is received, Südsee-Camp may only hold the rental property or camping pitch until 3:00 p.m. on the day after the scheduled arrival date and may then reallocate it without compensation.

6. Departure / Keys

Cottages, chalets and caravans with basic cleaning by Südsee-Camp must be vacated by 10:00 a.m. Basic cleaning of these properties is always carried out by Südsee-Camp or a contracted cleaning company. Camping pitches and rental caravans with self-cleaning must be vacated by 12:00 noon at the latest and guests must have exited through the barrier by then.

The keys and handover protocols for the rental properties must be returned to the reception desk at the time of departure. Loss of a key will be charged at 50,00 € per key.

7. Change of booking

If you make changes to the existing contract (such as persons, camping pitch/rental accommodation in the same category or larger, or changes to arrival or departure dates by 1-2 days), we will charge the amended price plus a handling fee of 15,00 € per rental unit/pitch.

Change in travel period: If you wish to change the entire travel period, this can be done only through a regular cancellation and rebooking. For your convenience, we also offer a date change option from 44 days up to 7 days before arrival, after payment of the applicable cancellation fee during this period. The cancellation costs can be used for a new booking as a goodwill credit, if the new travel price is as high or higher than the cancellation costs, it is the first change of the travel period and the new travel period is in this or next calendar year. A handling fee of 30,00 € applies. The date change must be done in writing and the new travel dates must be fixed within max. 14 days. **Date change requests that do not meet these requirements will be treated as a cancellation.**

If the new travel date is cancelled, the goodwill credit (former cancellation charges) expires and the new cancellation costs need to be paid additionally. Cancellation costs will not be disbursed in any case.

Transfer booking to a third party: If you are not able to make the trip yourself, you can transfer the complete booking between 44 days and 7 days prior to your arrival to a third party. A handling fee of 30,00 € applies. You will remain liable as joint debtor for the payment of the bills for the guest taking over your reservation. **It is not possible to transfer only parts of the booking.**

8. Cancellation

You may cancel the contract at any time. Cancellation must be declared in writing. The date of cancellation is determined by the date of receipt of the cancellation notice by fax: +49 (0)5196 980299, by mail: Südsee-Camp, Südsee-Camp 1, 29649 Wietzendorf, Germany, or by email: info@suedsee-camp.de.

If you cancel the contract, we will charge a handling fee of 30,00€ per rental property/pitch and in accordance with Section 537 (1) of the German Civil Code (BGB), reasonable compensation as per the following schedule:

- Cancellation up to 45 days prior to arrival date: 0% of the confirmed total booking price
- Cancellation 44 - 30 days prior to arrival date: 20 % of the confirmed total booking price
- Cancellation 29 - 0 days prior to arrival date: 80% of the confirmed total booking price

In the event of a later cancellation, late arrival or early departure or if you do not commence your trip without informing us, we retain our full claim to the booking price (100% of the total price confirmed at the time of booking). This also applies if you do not make use of the services, either entirely or partially. In these cases, we will refund you any expenses saved.

Rental properties and camping pitches that are not occupied by 3:00 p.m. on the day after the planned arrival date and for which no agreement has been made regarding later occupancy may be used by Südsee-Camp for other purposes. The occupancy of a pitch or rental property by Südsee-Camp does not constitute the provision of a replacement tenant, as guests can usually be accommodated elsewhere.

9. Cancellation protection

We strongly recommend that you take our cancellation protection. This protection is valid from the time of booking until departure. This protection applies if one or more registered persons are unable to travel or must depart early for the following reasons: sudden illness or injury so severe that, from a medical point of view, a stay is not possible, or the death of a first-degree relative. **Other reasons are excluded.** If you cannot travel for one of the above reasons, our cancellation protection will reimburse the cancellation charges incurred, subject to a deductible of 20%. A cancellation is only valid when submitted in writing to Südsee-Camp prior to the planned arrival date or the early departure. Furthermore, you must submit a corresponding certificate (e.g. a medical certificate or death certificate) within 14 days after cancellation.

10. Parking/ Electric cars/ License plate recognition

Each pitch or rental property has one parking space for a car; type B and C cottages have two parking spaces. Any additional vehicles must be registered and are subject to a fee. Paid parking spaces are available for additional vehicles.

Parking in the large parking lot (overnight) or in the entrance area of the two main entrances is prohibited.

Charging electric cars at rental properties or pitches is prohibited. You can find electric charging stations at the Piratennest indoor playground.

Access to the premises for the vehicle registration number stated in the booking confirmation is granted automatically via license plate recognition. Only the vehicle registration number is recorded visually (no images of persons). The legal basis for this processing is Art. 6 (1) (b) in conjunction with Art. 6 (1) (f) GDPR.

11. Packages/parcels

Südsee-Camp does not accept parcels for guests at the reception. Parcels may only be sent to the campsite in absolute emergencies and only after prior agreement (e.g. medication/medical equipment). Other parcels must be sent to local post offices or parcel locker stations.

12. Visitors

Only registered guests are permitted to stay at the Südsee-Camp. Campsite guests must register their visitors at the reception and pay an entrance fee. A separate pitch must be booked for additional tents, caravans or motorhomes.

13. Groups

Groups are defined as registered associations, school classes, or companies with 10 or more people and at least one responsible supervisor, but only with advance booking. Südsee-Camp reserves the right to charge a deposit for groups.

14. Swimming pool / indoor playground / leisure activities / restaurants

The swimming pool, indoor playground, restaurants and other paid leisure activities are not included in the accommodation price. None of the activities and leisure offers are part of the contract. If a program is canceled, fully booked, or a facility remains closed, this does not justify a price reduction or cancellation.

15. Dogs / Pets

Bookings with dogs are only permitted in the designated areas (See-Eck, GT 2000, Tannengrund, Sommerland, Seewald and MC sites). In rental accommodations, pets are only permitted in selected chalets.

Dogs are not permitted on playgrounds, on the beach, or at the swimming lake. In the event of conspicuous behavior or complaints, Südsee-Camp may expel the dog from the premises.

Leashes are mandatory throughout the entire grounds, the parking area and at the rental property.

16. Opening hours / frost

During the off-season, reception, shops, restaurants, the swimming pool, entertainment, etc. have limited opening hours. At times, not all facilities, camping areas and sanitary buildings are open. Please note that fresh water is only available on the pitches if, in Südsee-Camp's assessment, no frost is to be expected.

17. Military training area

There are several military training areas in the Lüneburg Heath. Especially in the early and late seasons, you may occasionally experience noise disturbances from shooting exercises. Südsee-Camp excludes any liability for such disturbances.

18. Liability

All guests and visitors must treat the inventory and the campsite with due care and must compensate for any damage caused during the stay by themselves, their companions, or their visitors. Campsite guests are liable to third parties for any damage caused by incorrect or defective electrical installations originating from the power distribution system.

Südsee-Camp is liable exclusively for intent and gross negligence, as well as for damages resulting from intentional or grossly negligent breach of contractual obligations. Liability for damage, accidents, losses, or other

irregularities arising in connection with the use of the site is excluded. Any liability for events of force majeure (e.g. weather conditions, strikes, official orders) is excluded.

Südsee-Camp is also not liable for damage caused by the failure or disruption of water, electricity, oil and gas supplies, or for noise pollution caused by third parties. Furthermore, Südsee-Camp is not liable for damages caused by the use of facilities or equipment located on the campsite in the event of slightly negligent breaches of duty; this also applies to facilities, equipment and precautions that are out of order or not in operation, as well as to slightly negligent breaches of duty by the legal representatives or vicarious agents of Südsee-Camp.

Insofar as exclusions of liability are not permitted by law, liability shall only be assumed in accordance with the statutory provisions for attributable injury to life, limb, or health.

19. Complaints

Any complaints regarding the rental property or pitch must be reported immediately by the campsite guest to Südsee-Camp. Claims for defects are excluded if they have not already been reported to Südsee-Camp by the campsite guest during their stay. Südsee-Camp must be given a reasonable period of time to remedy the defect.

20. Wi-Fi access/use of external Wi-Fi receivers, repeaters and external antenna technology

Südsee-Camp offers its guests internet access in the form of Wi-Fi (hotspots). This service is provided free of charge, on a voluntary basis and is not part of the contractually agreed services. The transmission speed may be subject to fluctuations and disruptions. As a rule, surfing the internet and sending and receiving e-mails is possible at various locations. Südsee-Camp reserves the right to change, restrict, or discontinue hotspots without prior notice. There is no entitlement to a specific local coverage of the hotspots. Further conditions can be found online before logging into the Wi-Fi.

The use of Wi-Fi repeaters is generally permitted. As a user of our guest Wi-Fi, you must observe the following conditions (if these rules are not observed, we reserve the right to remove guest devices from the Wi-Fi network):

1. It is prohibited to broadcast or amplify the existing Wi-Fi network using the SSID "Südsee-Camp". You are welcome to use your repeater as a client for your own use at your location or configure it to broadcast a different SSID. For details, please refer to the operating instructions provided by your hardware manufacturer.

2. The legal regulations governing the use of frequency bands and permitted transmission power must be observed. This applies in particular to the use of external antenna technology.

21. Campsite rules

The campsite rules, which are displayed at reception, available on request and can be accessed online, are binding for all stays. Anyone who grossly violates these rules and in particular violates the quiet hours despite warnings, will be immediately expelled from the campsite. In this case, the guest is required to pay for the entire stay, unless they can prove that the damage incurred was less than the full amount.

22. Data protection

Südsee-Camp processes your data for the purpose of handling your booking pursuant to Art. 6(1)(b) GDPR and, for marketing purposes, provided that we have obtained your consent pursuant to Art. 6(1)(a) GDPR. Disclosure of your information to third parties outside of the contract does not take place.

The Südsee-Camp area is monitored by video cameras in critical areas. This takes place pursuant to Art. 6(1)(f) GDPR (prevention of theft, vandalism and criminal acts; exercising our house rights). Recordings are evaluated only if necessary and only the necessary data is stored for clarification. The video recordings are deleted automatically pursuant to Art. 17(1)(a) GDPR in conjunction with Art. 5(1)(c) and (e) GDPR after 48 hours. The recording equipment is protected against access by unauthorised third parties by appropriate measures in accordance with the GDPR (Art. 32 GDPR).

We make image and sound recordings at Südsee-Camp at regular intervals. If you do not wish to be filmed or recorded, please inform the photographer or camera crew immediately.

Information about the data protection of Südsee-Camp (transparency and information requirements pursuant to the GDPR (Art. 12 to 14 GDPR), as well as your personal rights pursuant to the GDPR (Art. 15 to 23 GDPR) can be found here: www.suedsee-camp.de/datenschutz.

23. Changes to the information in the catalogue

Only the prices and information mentioned in the booking confirmation are binding. The offers and prices in this brochure reflect the status at the time of printing. Please understand that until you submit your booking request, changes in prices and services due to objective reasons are possible, which we must therefore expressly reserve the right to. For example, an increase in energy costs, fuel tax, sales tax or other taxes, etc. can justify a price increase if it causes the consumer price index to increase by more than 2 points. We will inform you of these changes in due time.

24. Dispute settlement procedures

Südsee-Camp G. & P. Thiele OHG is neither willing nor obliged to participate in a dispute settlement procedure before a consumer arbitration board.

25. Final provisions

The campsite guest confirms that the personal details provided are correct. By accepting the booking, the campsite guest acknowledges these terms and conditions including the campsite rules. The statutory regulations and the laws of the Federal Republic of Germany apply.

The exclusive place of jurisdiction for all disputes arising from the contract is Soltau for both parties if the campsite guest is a registered merchant, has no general jurisdiction in Germany, or their domicile or habitual residence is unknown at the time legal action is brought. Apart from that, the general place of jurisdiction applies.

If any provision of the general terms and conditions should be or become totally or partly invalid, then the validity of the remaining provisions shall not be affected. The wholly or partially invalid provision shall be replaced by a regulation, whose economic success comes as closely as possible to that of the invalid provision.

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