

House and Campsite Rules

Südsee-Camp warmly welcomes you! In order to make your holiday as pleasant as possible, we kindly ask you to observe the following rules during your stay:

★ **By entering the Südsee-Camp grounds, guests and visitors accept and abide by these rules and regulations.**

★ **Registration:** Before entering the premises, every person (guests, fellow travellers, visitors) - without any exception - has to register properly at the reception and pay the fee in accordance with the valid price list. The registration requirement also applies to dogs and vehicles. In case you have already registered all fellow travellers, pets and vehicles during your booking and received your booking documents by post, it is not necessary to personally check-in at the reception. The guest (Südsee-Camp's contract partner) is responsible for the registration of his/her visitors. He or she is liable for his/ her relatives, fellow travellers and visitors and has to be present during their stay without exception. Subletting is not permitted. Young people under the age of 18 are not allowed to stay on the campsite without a chaperone (parent or legal guardian). The admission of people can be refused if this appears necessary to maintain order and compliance with the site rules. Persons on site who are not registered will be expelled from Südsee-Camp premises and charged with the tenfold fee.

★ **Occupancy:** Max. 6 persons can be booked per camping pitch and it is only allowed to have one camping accommodation per pitch, meaning one caravan, motorcaravan or family tent (exception: own children). Additional tents for visitors are not permitted. Motorcaravans and caravans need a valid gas test certificate. For the rental accommodation, the number of persons is limited to the maximum occupancy. Camping or setting up pavilions next to the rental accommodation are not permitted.

★ **Drones / Cameras / Pictures & Filming:**

- **Drones:** It is forbidden to use so-called 'drones' (unmanned aerial vehicle, UAV, with or without camera) on and over the area of Südsee-Camp. An exception only applies to film and photo work accompanied by Südsee-Camp.

- **Video surveillance:** The Südsee-Camp premises are monitored in critical areas with video cameras. This is for your own safety and to exercise our property rights (prevention of safety issues). The recordings will only be checked in case of need and only the data needed will be saved. The recordings will not be passed on to third parties. The video recordings will be automatically deleted according to §6b Abs. 5 BDSG. Furthermore, the record will be protected from third-party access according to data protection regulations §9 BDSG.

- **Film & photo works:** Sometimes we make image and sound recordings (also with media or television) at Südsee-Camp. If you do not wish to be involved, please immediately inform the photographer or the film crew.

★ **Receiving post:**

- **Letters & newspaper/ magazines:** During your stay you can receive mail at Südsee-Camp. It is provided for your personal collection at a central spot (main reception). Here you can pick up your mail from the inboxes on your own responsibility - considering postal secrecy. We cannot guarantee for the receipt.

- **Parcels:** Südsee-Camp will not accept parcels or packages for guests. You can have your parcels delivered to the nearest pick-up stations/ branches in the surrounding area. Guests with a permanent pitch have the option of renting a post box opposite of the main reception at Deutsche Post. Please only send a parcel to our campsite in absolute emergencies (i.e. urgently required medicine/ medical equipment) and after prior agreement of our receptionists.

★ **Guest service:** The tasks of the guest service are, in addition to monitoring the technical systems and the normal services, also to supervise the campsite and ensure calm, order and cleanliness. Any work on guest property is not an included service.

★ **Grilling:** It is allowed to barbecue on your booked pitch or on the terrace of the rental accommodation. The grill must stand on legs. Fire bowls and baskets are allowed up to and including "forest fire warning level 3". Please note the respective forest fire warning level and always have something ready to put it out. Fully cooled down barbecue coal must be disposed in the dedicated metal ash bins at the recycling stations.

★ **Trade:** Any commercial sales and trading as well as sales of mobile homes and caravans on the grounds of Südsee-Camp require a permit from the administration. In all cases a commission is payable to the administration.

★ **Property rights:** Südsee-Camp and its employees, as well as third parties commissioned with it (security service) are authorized to exercise domiciliary/ property rights. The instructions of the Südsee-Camp staff are to be followed.

Anyone who commits a criminal offense, grossly violates the house rules or violates the quiet times despite a warning, will be expelled from the campsite immediately. In this case there is an obligation to pay for the entire booked or agreed stay; amounts already paid will not be reimbursed.

★ **Pets / dogs:** Pets are welcome but must be registered at reception and need a valid vaccination protection as well as protection against ticks, fleas, lice etc. and can prove this on request.

- **all pets:** The owner has to fulfil his duty of supervision and make sure that other guests are not harassed. Pets may only be kept on a leash, carried on the arm or transported in a transport container on the Südsee-Camp site. Pets are not allowed in the entire beach area, in the lake, at the playgrounds, in the sanitary buildings and in most of the rental accommodations! On your pitch/ at your pet-approved rental property, pets must be kept in the accommodation or in a for that pet suitable cage/ stable or must be leashed in that way so that they remain at least one meter away from the pitch boundary. Pets are not allowed to run free outside.

- **dogs:** Bookings with dogs are only allowed in the designated areas. However, you are also allowed to stay briefly in the camping areas not intended for dogs. In the rental accommodation, dogs are only permitted in the objects that have been specifically approved for this purpose. Dogs must be kept on a leash! This applies to the campsite and in the field and forest (Field & Forest Act), as it is partly a hunting area. Please pay particular attention to the absolute leash obligation from April 1st to July 15th (general breeding, setting and rearing time). The only exception to the leash requirement: on the dog playground! In order to relieve themselves, dogs must be led outside the campsite area. Various outside gates are available for this purpose (keys for a deposit at the reception). All droppings must be picked up and properly disposed of! We provide dog waste bags and rubbish bins free of charge at several locations. If the dog is conspicuous, Südsee-Camp can expel the animal from the premises.

- **dog playground:** The dog playground is available to our Südsee-Camp guests free of charge. Use at your own risk. Your dog may run and play on the completely fenced area. Further rules of conduct can be found on site.

★ **Defects / Liability:** The use of the site - especially the children's playgrounds and sports fields, the bicycle cross course and skate track and the swimming lake - is at your own risk. The campsite and its facilities must be treated with care; wilful destruction leads to a house and space ban and can be reported to the police. Important: Damages to objects and facilities belonging to the Südsee-Camp property and existing sources of danger must be reported immediately to a receptionist, so that they can be rectified as quickly as possible. Südsee-Camp is not liable for damage caused by third parties. We recommend that you take out appropriate insurance to secure your property.

★ **Rubbish & waste disposal:** The garbage must be properly separated and disposed of accordingly at the recycling stations. Charcoal may only be disposed of in the separate metal ash bins when it has cooled down! Bulky waste can be handed in at the bike rental for a fee. Hazardous waste, construction site waste, car and machine parts can only be exposed outside of Südsee-Camp, e.g. at the landfill in Hillern. The intermediate shrub store at the soccer field is exclusively for leaves, shrub and lawn cuttings and similar garden waste. Bags filled with garden waste must be emptied and the bags disposed of in the residual waste. Other waste (rubble, timber, garbage and the like) is prohibited there.

★ **Protection of nature:**

- **on site/ at Südsee-Camp:** Car washing is prohibited on the entire site. This also applies to the disposal/ dumping stations. The drinking water points are not intended to be used for cleaning bicycles and pedal carts. The wet biotopes, which have been created with great effort, are a habitat for many animals - the flora and fauna must be protected - entering is not permitted! The same applies to the island and the pontoons in the swimming lake. No fishing or using a landing net in the swimming lake or the biotopes are allowed! Our swimming lake is cleaned in a biological way by a Neptune filter system. To ensure a high quality of water please help to keep the nutrient input in the water as low as possible: shower before bathing, use the toilets, do not feed fish and birds. Please also protect the lawns underneath your awning! If possible not at all but at maximum lay out the smallest possible needed area with air and light permeable awning carpet (like Aerotex); plastic sheeting and other impermeable materials are forbidden!

- **Surrounding area of Südsee-Camp:** In the woods, marsh and heath it is forbidden

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to smoke and make a fire, dump rubbish and pick or destroy plants, and also to leave the paths which lead through meadows, fields or forests (extract from the Game and Forestry Law- NWaldLG)!

★ **Rappelkiste (fun car):** The Rappelkiste is used for animation. It is strictly forbidden to closely follow the "Rappelkiste" by bicycle, as it is very dangerous. The drivers are entitled to warn the children and if necessary also to deflate the bicycle-wheels and ban the children from the Rappelkiste.

★ **Smoking:** Smoking is prohibited in all buildings including our sanitary buildings, rental accommodations and our event tent (Arena).

★ **Horse stable & pastures:** Entering the pastures and feeding the horses is prohibited. Attention: electric fence! Only enter the area of the riding facility during the advertised opening times. Registration in the office in the riding hall is required. Please be quiet in the riding stables and indoor arena. Further rules of conduct can be found on site.

★ **Quiet hours:** Lunch break 13:00 – 15:00

& night rest (barriers are closed!) 23:00 – 07:00

Using music players, TVs and similar equipment is only allowed in consideration of other guests. During the quiet hours all disturbing noises should be avoided. Especially during night hours, we understand all preventable noises as noise nuisance and heavy breach against our House and Campsite Rules. Exceptions of the quiet hours only apply for necessary works and the events of Südsee-Camp itself.

★ **Swimming, beach & lake:** Swimming at your own risk. Our swimming lake is included for all Südsee-Camp guests; Visitors and day guests need to register at the reception and pay the entry fee. Children that cannot swim should always be accompanied by an adult and should never be left unobserved around any water environment (pool, lake or biotope).

- **Swimming lake:** Only inflatable rubber dinghies, surfboards, SUP and other inflatable swimming toys are allowed on our swimming lake; no hard boats, motor boats or solid (surf)boards! Glass bottles and barbecues are prohibited at the beach and bathing lake. Using the bathing lake and staying at the beach is prohibited during the night hours.

- **Südsee-Badeparadies (indoor pool):** Children under the age of 12 years who are not accompanied by an adult will not get access to the indoor pool. The house and bathing rules posted there as well as the current price list apply.

★ **Traffic & parking:** Always keep driveways free! If you arrive before 15:00 (3 pm), please use the large car park opposite our main reception to wait! The StVO (German Highway Code) applies to the entire campsite. The maximum permissible driving speed for all types of vehicles is 5 km/h - also for bicycles, e-scooters, pedal go-karts and all types of fun sports equipment! Please take care of your children, too! Vehicles that are parked in an obstructive or dangerous manner will initially receive a message from Südsee-Camp - in case of repetition the vehicles will be towed away for a fee. This applies in particular to the bus parking area, the entrance areas and in front of the barriers.

- **Motorised vehicles (including motorbikes, mopeds etc.):** "Fun rides" across the site as well as driving without a valid driving licence are not permitted, the StVO applies. Cars may only be parked on your own pitch, on the parking lot belonging to the rental accommodation or on a booked rental parking lot, but not on the paths, neighbouring parking spaces, third-party rental parking spaces or green verges. When booking, the camping pitch must either be selected to be large enough so that there is space for all vehicles brought with you or a separate rental parking space must also be booked. Visitors are only allowed to park their vehicle on the campsite if this has been prearranged in the reception and a corresponding parking space is available. If there is no space for this, vehicles can be parked in the large car park opposite the main reception for max. 12 hours (during the day until 22:00); Overnight parking is not permitted at the large car park.

- **Bicycles/ pedal go-karts:** Bicycles, pedal go-karts (so-called Kettcars), street scooters and the like that have not been parked in/ near bike racks, which are in the entrance area or block escape routes, will be confiscated, removed or moved. In the case of borrowed bicycles and Kettcars from Südsee-Camp, we expressly refer to the rental conditions that the guest signed when renting them and ask you to comply with these rules.

★ **Sanitary buildings:** The sanitary buildings (washrooms for persons = showers, toilets, hairdressing rooms, rental bathrooms) are to be used exclusively for the body hygiene of our guests. Showering with warm water is possible between 6:00 and 23:00. Every user is obliged to leave the facilities that he/ she used clean. Washrooms and toilets are no playgrounds - children under 7 are only allowed to go inside when they are accompanied by an adult. Wash off sand at the water points outside before entering the buildings. There is a strict ban on pets in all washrooms for persons and on smoking in the entire sanitary building. It is strictly forbidden to clean any objects in the washrooms!

- **Functional rooms:** laundrette, dish washing rooms, "chemical toilet" and dog showers. There are special functional rooms available to you to clean your laundry, dishes, toilet cassettes and to shower your pet - it is forbidden to carry out this and similar work in the regular washrooms for persons! Any other use is excluded. Laundry (laundromat): In many sanitary buildings you will find washing machines and dryers. Please note: the washing machines are out of order from 23:00 to 6:00 in the night. Please check your laundry regularly - even before the calculated time has elapsed - in order to throw in more money if the washing time is extended, but also to avoid long waiting times for other guests.

★ **Wi-Fi access / Usage of external Wi-Fi repeater and external antenna technology:** At Südsee-Camp you have free Wi-Fi available via several hotspots. You can dial in directly online after confirming the terms and conditions on your device - it is not necessary to show up at the reception for it: Select the Wi-Fi "SuedseeCamp" > Your browser will automatically open the log-in page. > Please read and accept the terms of use. You can find further conditions online before logging into the Wi-Fi.

The use of Wi-Fi repeaters and antenna technology is permitted under certain conditions, see the general terms and conditions (GTC) of Südsee-Camp. If these rules are not adhered to, we reserve the right to remove guest devices from the Wi-Fi network and to block them.

★ Emergency numbers / Barriers in case of emergency:

General emergency call: 112 | Police: 110

Please always inform the reception after your emergency call: +49 (0)5196 - 980 116, so that we can guide the called vehicle to the place/ accident site!

- **Hospital & Emergency room: Heidekreis-Klinikum**

in Soltau: +49 (0)5191- 60 20

Oeninger Weg 30, 29614 Soltau. (15 km)

in Walsrode: +49 (0)5161 - 60 20 with children's clinic

Robert-Koch-Straße 4, 29664 Walsrode. (35 km)

- **Night watchman at Südsee-Camp:** +49 (0)5196 - 980 116
or +49 (0)171 - 890 58 50

- **Further emergency numbers:** on the back of the campsite map (included in your travel documents).

The doctor in Wietendorf, the ambulance, the police and the fire brigade have their own access cards for the barriers. In an emergency, you can drive through the barriers at any time (even during the night)! Please note that you must go to the reception afterwards in order to re-activate your guest card again for entry.

