



Scouts St Sébastien

WILTZ A.S.B.L.

Château de Wiltz

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General conditions :

RESERVATIONS AND PAYMENT TERMS:

- You will find our prices and availability on the website www.scoutswiltz.lu
- Booking is only possible via our website www.scoutswiltz.lu
- Once your reservation has been sent, you will receive a confirmation with all the conditions of the contract.
- A downloadable « list of entries » should be returned as soon as possible.
- If, for any reason you do not wish to maintain your reservation, you must send a cancellation by email to reservation@scoutswiltz.lu .

TERMS OF PAYMENT:

- After receiving your confirmation, you are asked to pay a deposit of 30% within 2 weeks.
- 8 weeks before your arrival, you will have to pay the balance and return the « list of entries » by email to reservation@scoutswiltz.lu
- For bookings with arrival in less than 8 weeks, full payment will be due upon receipt of confirmation and the « list of entries » will be returned completed by return email.
- For bookings with arrival within 3 days, please contact the office.

MODIFICATION OF THE RESERVATION:

- Any partial cancellation reported at least 8 weeks before arrival will be subject to a recalculation of the balance due in order to avoid any additional costs. After 8 weeks, no refund on payments made will be made.
- An extension of the stay or additional participants to the initial booking will be payable upon arrival after agreement of the office.
- If during your stay, you leave the camp (for a hike for example), one or two nights, your pitch being always reserved for you, it will not be subject to any discount.
- Any withdrawal of one or more persons is to be reported 8 weeks before the beginning of the stay, beyond that, no modification or refund will be made.
- The staff is authorized to check at any time if the number of people staying in the rental corresponds to the number of registrations. In case of irregularity, any additional person will be charged twice.

CANCELLATION CONDITIONS:

- If you wish to cancel your reservation completely, please send an email to reservation@scoutswiltz.lu

The date of the email will count as the cancellation date.

- If you cancel at least 8 weeks before your arrival, we will keep 30% of the deposit you have paid, with a minimum of 50 euros.
- Between 8 and 4 weeks, we will keep 50% of the deposit you have paid, with a minimum of 50 euros.
- Less than 4 weeks, we will keep 75% of the deposit you have paid, with a minimum of 50 euros.
- Less than one week, we will keep 100% of the deposit you have paid.
- In case of cancellation, a credit note valid for a period of 12 months may be considered as compensation (minus a 50 euro handling fee).

WHEN YOU ARRIVE:

- Please report to the Castle of Wiltz office upon arrival.
- You will receive information on what to do in an emergency and the most important telephone numbers and addresses of a series of practical facilities in the area.
- If the office is closed, in the key box, you will find all the information concerning your stay.

CHALETS

MAINTENANCE:

- The chalet must be left clean on your departure.

What you have to do yourself:

- Clean kitchen appliances (refrigerators and ovens)
- Replace furniture and moved objects
- Wash and store dishes
- Empty the garbage cans
- Collect papers inside and outside the chalet
- Sinks, toilets and showers must be rinsed, kitchen surfaces must be clean.

SMOKERS :

- Smoking is not allowed inside the chalet.
- Please do not throw your cigarettes in the lawn, or in the yard.

CAPACITY :

- The rental contract is established for a maximum capacity of a certain number of people.
- If the number of tenants exceeds the capacity, the owner is entitled to refuse the additional persons and claim compensation.
- Any modifications or breaches of the contract will be charged to the customer.

WI-FI INTERNET ACCESS:

- Wi-Fi internet access is provided free of charge inside some chalets.
- The owner's responsibility cannot be engaged in case of:
 - Incompatibility or malfunction related to the equipment used by the tenant
 - Disruptions or interruptions

CAUTION:

- A deposit was requested upon your arrival.
- Immediately inform the owner of any damage or loss that has occurred on the property, even if it has not caused obvious damage.
- After noting the good condition of the chalet inside and outside, the deposit is returned after deduction of charges.

ECOLOGICAL RESPONSIBILITY:

- Garbage bins are at your disposal.
- A glass container is at your disposal near the camp sites.
- Water is life, it is precious; let us save it.
- Apart from toilet paper, nothing else should be thrown into the toilet bowl. Use only products compatible with a septic tank.

KEY:

- When you leave, after having
 - cleaned,
 - emptied the garbage cans,
 - checked that all lamps are off
 - emptied the fridge,

please close the shutters and windows and put the keys back in the "key box" in the courtyard of the castle of Wiltz.

CAMPSITES

SMOKERS :

- Please do not throw your cigarettes in the lawn, and make sure they are properly extinguished.

CAPACITY :

- The rental contract is established for a certain number of people.
- If the number of tenants exceeds the reservation, the owner is entitled to refuse the additional persons and claim compensation. In case of irregularity, any additional person will be charged twice.
- Any modifications or breaches of the contract will be factured to client.

WI-FI INTERNET ACCESS:

- Wi-Fi internet access is provided free of charge near the toilets of Camp 19 FOX.
- The owner's responsibility cannot be engaged in case:
 - Incompatibility or malfunction related to the equipment used by the tenant
 - Disruptions or interruptions

ECOLOGICAL RESPONSIBILITY:

- Garbage bins are available, please use them.
- A hollow glass container is at your disposal near the camp sites.
- Water is life, it is precious; let us save it.
- Apart from toilet paper, nothing else should be thrown into the toilet bowl. Use only products compatible with a septic tank.

REGULATIONS

- Motorized vehicles are not permitted on campgrounds.
- An electrical adapter can be provided in exchange of a deposit.
- Trailers can be pushed to your camping or accommodation site and left there. There are enough parking spaces.
- Please maintain a peaceful environment for yourself and others. Make sure that musical instruments or radios are only audible by you.
- Please respect the night calm between 11pm and 7am, respect your camp neighbours and their sleep.
- An adult supervisor must be present for each group staying on the estate.
- You are required to have your own first aid kit with you. In addition, you must have sufficient fire-extinguishing equipment.
- The toilets and showers must be respected and kept in a clean state. The bins must be emptied when they are full.
- The sanitary facilities are cleaned by all campers on a rotational basis. A timetable should be established for this purpose.
- You are only allowed to camp on the site that has been designated to you by the campsite staff.
- Do your dishes near your tent and use only biodegradable dishwashing liquid
- The use of generators is not allowed.
- Gas appliances must be approved and the hoses must not be more than three years old.
- When you leave, please:
 - clean up your camp site,
 - empty your garbage cans,
 - clean your fire place,
 - clean the toilets,

