



## 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](http://www.scoutswiltz.lu)
- Booking is only possible via our website [www.scoutswiltz.lu](http://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](mailto: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](mailto: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.
- Reservations that are not paid in full before arrival are automatically cancelled.

#### 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](mailto: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 bins and sort the rubbish
- Collect papers inside and outside the chalet
- Sinks, toilets and showers must be rinsed, kitchen surfaces must be clean.
- Put the mattress protectors used during your stay in the dirty clothes basket.
- Respect the calm of your neighbours and their sleep, avoid disturbing them at night.

### 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:

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

### CAMP FIRE:

- It is allowed to light a campfire in the designated area or in a fire bowl (brazier) that you must bring with you. Wild fires are forbidden and punishable.
- It is forbidden to cut down trees and to use a chainsaw.
- Please clean the campfire before you leave.

KEY:

- When you leave, after having
  - Cleaned the interior and exterior,
  - emptied the fridge and the bins,
  - checked that all lights are off, that the heating is turned down to 10°
  - Closed the windows and shutters
- please close the shutters and windows and put the keys back in the "key box" in the courtyard of the castle of Wiltz.

TO BRING WITH YOU:

- - Sleeping bag and pillow
- - Toilet paper
- - Dish soap, sponges and kitchen towels
- - Cloth and soap for cleaning the floors
- - Tablecloths (if necessary)
- - Fire bowl (brazier)

# CAMPSITES

During the months of **June, July and August**  
the campsites are exclusively reserved for scout groups affiliated and recognised by their federation.

## 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:

- Selective bins are available, please use them.
- A container for hollow glass is available near the campsites.
- 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

- You are only allowed to camp on the parcel that has been designated for you by the campsite staff. Identify yourself by displaying your reservation on your plot. On this form you will find :
  - the parcel number
  - the name of the group
  - name of the person in charge and his/her telephone number
  - the number of campers
  - the dates of the stay.
- Motorized vehicles are not permitted on campgrounds.
- An electrical adapter can be purchased at the Scout office in Wiltz
- Trailers can be pushed to your location and left there. There is enough parking space..
- Please maintain a peaceful environment for yourself and others. Make sure that musical instruments or radios are only audible by you.
- Please keep the night quiet between 23:00 and 07:00, respect your camp neighbours and their sleep. Complaints and excesses may lead to expulsion from the camp, without refund.
- 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.
- Toilets and showers must be used properly and kept in a clean condition. Waste bins should be emptied regularly. Hot water is expensive and is provided at certain times of the day.
- The sanitary facilities are cleaned by all campers on a rotational cycle. A schedule must be established for this task.
- It is forbidden to install a pool without agreement.
- Wash up near your tent or in the designated area of the sanitary block and use only biodegradable washing up liquid

- The use of generators is not allowed.
- It is forbidden to light a campfire on your plot, there is a common campfire area behind camp 21-5.
- It is allowed to light a fire on your plot, but only on a fire bowl (brazier) brought by you.
- The use of a chainsaw is forbidden, cutting wood in the forest is forbidden and punishable.
- It is forbidden to dig holes on your plot. Only self-supporting constructions are 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 rubbish bins,
  - clean the sanitary facilities,

#### DEPOSIT :

- A deposit has been requested before your arrival, which will be returned to you if no damage has been detected on the campsite during your stay.
- If any damage has been reported by one of the groups present on the site, the deposit will be retained, jointly and collectively for all the groups and will be reported to the Police and to the relevant Scout Federation

#### TO BE BROUGHT :

- Tent + mattress + sleeping bag and pillow
- Individual toilet paper
- Biodegradable dish soap, sponges and kitchen towels
- fire bowl (brazier)