General conditions - Camping Val d'Or sarl.

1. Application of general terms and conditions

1.1 These General Terms and Conditions apply to all reservations, agreements and stays at Camping Val d'Or.

1.2 Camping Val d'Or reserves the right to amend these Terms and Conditions. The most current version is always available at www.valdor.lu/en.

1.3 Third-party Terms and Conditions are expressly rejected.

1.4 Exceptions to these conditions are only valid if agreed in writing.

2. Reservations and payments

2.1 Only persons aged 18 or older can make reservations. Minors must always be accompanied by an adult.

2.2 A reservation is final after receipt of the confirmation and the first payment.

2.3 Payment schedule:

- 10% of the rental price within 14 days of booking;
- 30% no later than 175 days before arrival;
- 60% no later than 42 days before arrival;
- For bookings made within 28 days of arrival: 100% payment immediately.

2.4 If payments are not made (on time), Camping Val d'Or reserves the right to cancel the reservation.

2.5 Cancellation fees:

- After booking: 30% of the rental price;
- Up to 4 weeks before arrival: 50% of the rental price;
- 1–4 weeks before arrival: 90% of the rental price;
- Within 1 week before arrival: 100% of the rental price.

2.6 Refunds will be processed within 14 days of cancellation, after deduction of the applicable cancellation fees.

3. Check in/out

3.1 Camping pitches: arrival 2:00 p.m.–7:00 p.m., departure no later than 12:00 noon.

3.2 Accommodations: arrival 4:00–7:00 p.m., departure no later than 10:00 a.m.

3.3 Places are allocated by the campsite. Relocation only in consultation.

3.4 No refund will be given in case of late arrival or early departure.

3.5 The accommodation must be left clean and tidy upon departure, with all rented bed linen collected at the door and rubbish deposited in the appropriate containers. Failure to comply with these points will result in an additional charge of 10 euros per item.

3.6 No refunds will be given for late arrival or early departure.

4. Visitors

4.1 Day visitors are welcome between 8 a.m. and 10 p.m. and must be registered at reception.

4.2 Overnight visitors must register and pay the overnight fee.

5. Rules of conduct

5.1 The maximum speed on the premises is 10 km/h.

5.2 Quiet hours: 10 p.m. to 8 a.m.

5.3 Barbecuing is permitted provided it is done safely and without damaging the ground.

Open fires are only permitted in the fire pits designated by the campsite and must always be accompanied by a fire extinguisher, such as a bucket of water.

5.4 Smoking is prohibited in public areas and accommodations.

5.5 Guests are responsible for their own behaviour and that of their children and visitors.

6. Pets

6.1 A maximum of 2 pets per reservation is permitted.

6.2 Pets must always be kept on a leash and may never be left alone in accommodations.

6.3 Pets must do their business outside the grounds; the obligation to clean up after them always applies.

6.4 A mandatory cleaning deposit applies to accommodation with pets.

6.5 Dogs are allowed subject to Luxembourg legislation on dangerous breeds.

7. Waste

7.1 Waste must be separated and deposited in the designated containers.

7.2 Violations may result in additional costs.

8. Liability and force majeure

8.1 Staying at the campsite is entirely at your own risk.

8.2 Camping Val d'Or is not liable for theft, loss, damage or accidents caused by third parties or by improper use of facilities.

8.3 Guests are responsible for taking out appropriate travel and cancellation insurance.

8.4 In the event of force majeure (such as natural disasters, pandemics, government measures or power failures), the campsite may amend or terminate the agreement without compensation.

9. Damage and costs

9.1 Damage caused by the tenant, their companions or visitors will be fully recovered from the person responsible.

9.2 An invoice will always be issued in the name of the person responsible.

10. Deposit

10.1 A deposit is charged for pets in accommodations.

10.2 The deposit will be refunded after the final inspection and after deduction of any cleaning costs.

11. Facilities

11.1 Camping Val d'Or reserves the right to change facilities (such as sanitary facilities, catering or recreational facilities), to close them temporarily or to adjust their opening hours, without any right to a refund.

12. Privacy

12.1 Camping Val d'Or processes personal data in accordance with applicable legislation (GDPR).

12.2 Personal data will only be used for reservations, administration and providing information.

12.3 More information can be found in our privacy policy at www.valdor.lu.

13. Termination of the agreement

13.1 In the event of a violation of the house rules or serious nuisance, Camping Val d'Or may terminate the agreement with immediate effect.

13.2 In that case, the guest must leave the site within 4 hours, without any right to a refund.

14. Collection costs

14.1 If payments are not made on time, statutory interest and extrajudicial collection costs will be charged.

15. Liability Exemption Clause

15.1 In the event of high water, heavy rainfall, or other extreme weather conditions, those responsible for the campsite must act promptly; in emergencies or high-risk situations, they are authorized to clear the rented pitches and accommodations on the campsite.

15.2 In the event of flooding, heavy rainfall, extreme weather, or natural disasters, the tenant of a pitch authorizes the campsite management to relocate or evacuate any caravans and other equipment located on the rented pitch, even without prior notice. The company or entity tasked with the evacuation—whether it is the campsite itself or a third party acting on its behalf—shall not be held liable for any damage resulting from such an action.

15.3 The possibility of such an evacuation does not constitute an obligation, but rather a right granted to the campsite management; all tenants remain ultimately responsible for taking any necessary precautions themselves.

16.Applicable law

16.1 These terms and conditions are governed by Luxembourg law.

16.2 Disputes may be submitted to the competent court in Luxembourg or the Disputes Committee.

Revisited and recorded by:

Camping Val d'Or
Name owner: H.J. Van Berkum

Place:

2, um gaertchen

L-9747 Enscherange

Luxembourg

Date: 16-10-2026