

CAMPSITE AND APARTMENT HOUSE RULES

Status: 24 March 2026

Dear guests,

We are delighted that you have chosen our apartments/campsite and wish you a relaxing stay. Our apartments and campsite are open all year round. Our campsite attendants are on hand to look after guests and the site, and you are welcome to contact them at any time should you have any questions.

To ensure your stay is pleasant and relaxing, we ask you to observe the following points:

1. ARRIVAL

Access to the campsite is only permitted after registering at reception. For registration, we require your identity documents (as required by law). This also applies to short-stay visitors. Young people travelling alone must present written consent from their legal guardian upon registration until they reach the age of 16. A certificate of inspection for liquefied petroleum gas systems in vehicles (Gas-TÜV) is required. Persons with infectious diseases cannot be accommodated as guests. By registering, the guest declares that they are free from such diseases and confirms compliance with these HOUSE RULES.

2. VEHICLES / CHARGING ELECTRIC VEHICLES

Cars and motorbikes must be parked next to the tent or caravan in such a way that they do not obstruct traffic or disturb neighbours. As a general rule, only one car and one additional car (for an extra charge) are permitted per pitch. There are paid public car parks in front of the campsite.

A speed limit of 10 km/h applies throughout the entire campsite.

Charging electric vehicles at the power points on the pitches is prohibited for safety and capacity reasons. Charging is only permitted at the designated points in front of the entrance to the campsite.

3. NOISE LEVEL

Please be considerate of other guests and avoid making noise that disturbs the peace. This applies in particular to radios, televisions, music systems and musical instruments, etc. Please ensure that these are used in such a way as not to disturb the neighbours.

4. REST PERIOD

Quiet hours are from 10 pm to 8 am. During this time, vehicles of any kind are not permitted on the campsite. Guests wishing to enter the site during these hours are asked to park their vehicles in the car park located in front of the campsite and to use the pedestrian entrances. Any activities that cause noise must be avoided during quiet hours.

5. ELECTRICAL APPLIANCES

Electrical appliances, in particular washing machines or similar appliances with greywater drainage, may only be used indoors (in motorhomes or caravans) at luxury pitches equipped with a greywater connection.

A washing machine and a tumble dryer are available for shared use by all guests in the sanitary block.

6. SAFETY/SOURCES OF DANGER

It is not permitted to dig trenches or erect fences around your pitch at the campsite. Please ensure that tent pegs, tent ropes or other camping equipment do not pose a hazard to anyone. Mark any hazards that are difficult to spot with clearly visible signs.

7. CLEARLINESS

Sanitary facilities: The sanitary facilities are reserved for our guests and may therefore only be accessed with an access card, which you will receive at check-in in exchange for a deposit. We ask that you do not enter the sanitary facilities wearing outdoor shoes and that you leave them clean. Children under the age of 6 are only permitted to use the facilities when accompanied by an adult.

Campsite: We ask you to keep your pitch clean and to dispose of all waste, particularly food waste, immediately in the designated waste bins.

8. GARBAGE DISPOSAL

We therefore ask all guests to do the same here, in keeping with our commitment to environmental protection. In Austria, it is compulsory to sort your waste. Waste must be sorted and disposed of in the designated bins or containers. If you are using bin bags, please ensure they are tied securely before disposal to minimise littering and odours.

9. GREYWATER AND BLACKWATER

Greywater and blackwater, as well as cooking oil, barbecue residues, food waste and similar items, must be disposed of in an environmentally responsible manner at the designated points and must not be emptied on site or poured down drains.

10. GRILLING/CAMPFIRES/SMOKING

Campfires and open fires are prohibited throughout the campsite.

Barbecues using gas are permitted on your own pitch. Smoking is only permitted on your own pitch or in the designated smoking area.

Apartments: Smoking is not permitted in the apartments.

11. DAMAGE

The person responsible shall be liable for any damage caused to the campsite's facilities, premises and furnishings, as well as to those in the apartments. Should the guest or their companions cause wilful damage, destruction or wear and tear exceeding normal levels to property or furnishings, the guest shall be liable for the resulting damage and is obliged to compensate for it in full. The amount of the damage is calculated on the basis of the necessary repair costs or the cost of replacing the damaged items. We accept no liability for theft or damage to guests' property caused by third parties, nor for injuries or accidents. We therefore recommend that you take out private insurance cover.

12. CHILDREN

There is a playground available for children. Parents must supervise their children at all times. If they fail to fulfil this duty of supervision, they will be liable for any damage caused by their children.

13. PETS – Extract from the Terms and Conditions

Pitches & tent sites, apartments: A maximum of 2 pets per pitch is permitted. All pets brought onto the site must be registered on arrival and kept on a lead at all times during your stay. The animal must not pose a danger or cause any unacceptable disturbance. Pet waste is not permitted on the campsite grounds or elsewhere and must be cleared away immediately by the pet owner should this occur.

Should a pet disturb or endanger anyone through barking, aggressive behaviour or biting incidents, we reserve the right to refuse the owner and their pet further accommodation on the campsite. In such cases, the cancellation conditions set out in the Terms and Conditions shall apply.

14. DOMICILIARY RIGHTS

In exercising their right to manage the premises, the management and the receptionist on duty may refuse admission to individuals or ask them to leave the site or their apartment if this is deemed necessary to maintain safety and order on the campsite. Guests and visitors who are under the influence of alcohol may be asked to leave the premises.

15. PERMANENT CAMPER

We do not offer permanent pitches. From November to April, you can book a seasonal pitch. If you stay for at least two months, you will be considered a seasonal camper and will be eligible for the relevant rates.

16. SAFETY

Electrical installations: Any electrical installations connected by the guest must comply with the applicable DIN/VDE regulations and must be inspected at the guest's own expense. Relevant proof must be provided to the campsite operator upon request.

Electricity/Gas/Water: Gas installations and gas heating systems must comply with legal requirements and must be serviced regularly by the guest. The guest is personally liable for any damage caused.

Safety: Use of the paths and tracks is at your own risk. In the event of rain, snowfall or frost, please check for yourself whether weather conditions permit this. The paths cannot be cleared at all times or in all circumstances.

Additional information: The maintenance of trees and shrubs is carried out exclusively by the campsite operator.

17. BICYCLES / E-SCOOTERS / SIMILAR VEHICLES

Bicycles, e-scooters and similar vehicles may only be used on the campsite grounds on the designated paths. You must ride at walking pace at all times and take particular care to avoid pedestrians, children playing and other guests.

Riding on grassed areas, pitches and the children's playground is not permitted.

Parents or guardians are responsible for ensuring that their children comply with the relevant rules.

18. DRONES / AIRCRAFT

The operation of drones and other unmanned aerial vehicles is strictly prohibited throughout the entire site of the campsite and apartment complex.

Exceptions may only be granted with the prior consent of the campsite management.

This rule is designed to protect our guests' privacy, prevent noise pollution and ensure compliance with applicable data protection and safety regulations.

19. Wi-Fi / INTERNET USE

The campsite provides its guests with free Wi-Fi internet access, subject to availability. There is no guarantee of uninterrupted availability at all times, specific connection speeds or continuous use. Internet access may only be used in accordance with the applicable legal provisions. In particular, its use for unlawful activities is prohibited.

The campsite operator accepts no liability for data loss, damage to devices or any other disadvantages that may arise from the use of the internet access.

20. CCTV

To ensure the safety of our guests and to protect the campsite, certain areas of the site may be subject to video surveillance. Video surveillance is carried out strictly in accordance with the applicable data protection regulations. Please observe the relevant signs displayed in the monitored areas.

21. LOST PROPERTY

Any items found on the campsite should be handed in at reception.

Lost property will be kept for a reasonable period of time. Once this period has expired, we reserve the right to dispose of or recycle the items in accordance with the relevant legal provisions.

22. WHAT TO DO IN AN EMERGENCY

In an emergency, please remain calm and notify reception or the campsite staff immediately.

In the event of a fire, accident or other emergency, please call the relevant emergency numbers:

- Fire brigade: 122
- Police: 133
- Ambulance: 144

Please follow the staff's instructions and use the designated escape routes in an emergency.

An emergency telephone with pre-programmed numbers is located at the rear of the reception building (in the courtyard near the apartment car parks). Instructions on how to use it are displayed on site.

23. WINTER OPERATIONS

During the winter months, weather conditions may result in restricted operating and usage conditions at the campsite. Snow clearance is carried out as far as operationally possible; however, we cannot guarantee that the site will be completely cleared of snow and ice at all times.

Walking and driving on the paths in winter conditions is therefore at your own risk.

During frosty periods (approx. November to April), the water connections on the pitches are out of service. Guests are responsible for securing their own facilities accordingly and preventing frost damage.

A frost-proof water connection is located at the greywater disposal/waste disposal building.

With this in mind, we hope you have a restful and relaxing stay at our campsite!