

Terms and Conditions for Overnight Stays at Sport- and Ferienpark Worriken

(Version: 07.04.2026)

Dear Customer,

these general terms and conditions regulate the legal relationship between the customer and DgG Gemeinschaftszentren, hereinafter referred to as Worriken. Please read them carefully, as your booking constitutes acceptance.

1. BOOKING

The booking becomes binding upon written confirmation (email or contract). The person making the request is contractually responsible for all persons listed. By booking, the guest accepts the cancellation conditions.

2. SERVICES AND PRICES

The services and prices listed in offers, quotes, and brochures are binding. We reserve the right to make changes before the contract is concluded, provided the customer is informed. Prices are final, including VAT and all ancillary costs unless stated otherwise. Additional agreements are only binding after written confirmation.

3. PAYMENT TERMS

Current deposit and payment conditions apply (see section 8). After booking, the customer receives the relevant invoice. Worriken may cancel bookings if payment is not received on time. For last-minute bookings, payment can be made on site via credit card, debit card, or cash.

4. ARRIVAL AND DEPARTURE

Booked accommodations are available from the agreed check-in time and must be vacated by the check-out time. In case of early departure, the full booking amount is due.

5. CANCELLATION BY THE GUEST

The guest may cancel at any time before the start of the stay. Cancellation must be in writing (email or letter). Applicable cancellation conditions (section 7) apply. Date of receipt by Worriken is decisive.

6. CANCELLATION BY WORRIKEN / FORCE MAJEURE

If Worriken cancels due to force majeure or other reasons, the customer will be informed immediately. Payments already made will be refunded promptly.

7. CANCELLATION CONDITIONS

7.1 CHALETS / SPORHOUSE / CAMPING (Up to 9 units)

Standard rate : Cancellation or modification is not possible with this rate

Flexible rate : Free cancellation or modification up to 3 days before arrival. For cancellations within 3 days before arrival or in case of no-show, the full stay will be charged

7.2 CHALETS / SPORHOUSE / CAMPING (From 10 units)

- Up to 31 days before stay : free cancellation
- 30 – 8 days before stay : 80 % of the booked units will be charged
- From 7 days before stay : 100 % of the booked units will be charged

8. DEPOSIT AND PAYMENT CONDITIONS

8.1 CHALETS / SPORHOUSE / CAMPING (Up to 9 units)

- **Standard rate** : The total amount is due at the time of booking
- **Flexible rate** : No deposit is required. Payment is made on site

8.2 CHALETS / SPORHOUSE / CAMPING (vanaf 10 eenheden)

- Deposit of 30 % of the booked units
- Final invoice after the stay

9. GROUP ACCOMMODATION (BUNGALOWS)

9.1 DEPOSIT AND PAYMENT CONDITIONS

After booking, Worriken may issue a deposit invoice to the customer. The final invoice is issued after the stay and must, like the possible deposit invoice, be paid by the customer according to the indicated payment terms. The basis for the final invoice is the summary of the stay signed by the customer before departure.

9.2 CANCELLATION CONDITIONS

In case of cancellation by the customer, payments already made will not be refunded.

If fewer persons than planned arrive and Worriken has not been informed in writing at least 30 days in advance, 80 % of the registered persons will be charged (Form B or registration).

If fewer persons than planned arrive and Worriken has not been informed in writing at least 14 days in advance, 100 % of the registered persons will be charged (Form B or registration), unless a medical certificate is provided at the latest at departure.

In case of early departure of participants, no price reduction will be granted.

Rented infrastructure not cancelled at least 30 days prior to the stay will be charged even if not used.

In case of cancellation by Worriken due to force majeure or other reasons, Worriken undertakes to inform the customer immediately. Payments already made will be refunded immediately.

We strongly recommend taking out travel cancellation insurance.

10. LIABILITY

Worriken is liable for damage caused to third parties by an accident only if such damage can be proven to result from negligence on the part of Worriken. Worriken is not liable for loss or damage to items brought by the customer or their property. The customer is responsible for any loss or damage caused. It is the responsibility of the customer to take out appropriate insurance.

11. COMPLAINTS

The customer is obliged to report any complaints immediately on site. It is in the customer's interest to do so in writing. If a complaint is made only afterwards, Worriken is not in a position to provide a remedy. Any right to compensation is therefore excluded.

12. DATA PROTECTION

The processing of personal data is carried out in accordance with applicable data protection regulations.

13. LAW AND DISPUTES

For all cases not provided for, the courts of Eupen shall have exclusive jurisdiction.