1. Scope

1. These Business Terms shall apply to the rental provision of sleeping berths in stationary tents, covered wagons and log cabins in the Europa-Park Camp Resort as well as to the use of shared facilities while staying at the facilities in the Europa-Park Camp Resort and the use of the services thereof.

2. General Business Terms of the camping guest shall only apply if this was explicitly agreed in writing.

II. Conclusion of the contract, contractual partners, statute of limitations

1. Europa-Park Resort undertakes to keep the sleeping berths booked by the camping guest ready and to provide the agreed services. Which services have been agreed as per contract can be seen from the arrangement in the brochure and from the details in the reservation confirmation which refers to this.

2. The camping guest undertakes to pay the prices of Europa-Park Resort agreed or applicable for the provision of the sleeping berths and the further services used by him. This shall also apply to services arranged for by the camping guest and expenses of Europa-Park Resort to third parties. The agreed prices include the respective applicable rate of value added tax and possible due visitor’s tax.

3. Europa-Park Resort can make its consent to a subsequent reduction in the number of booked sleeping berths, possible other services of Europa-Park Resort or the duration of the camping guest’s stay, requested by the camping guest, dependent on the fact that the price for the sleeping berths and/or for the other services of Europa-Park Resort is increased.

4. Invoices of Europa-Park Resort without a due date are payable without deduction within 10 days from receipt of the invoice. Europa-Park Resort can request the immediate payment of due claims from the camping guest at all times. In case of default in payment Europa-Park Resort is entitled to request the respective applicable statutory interest on default in the current amount of 8 % or with legal transactions an interest of 5 % above the base lending rate. Europa-Park Resort reserves the right to prove higher damages.

5. Europa-Park Resort is entitled to request a reasonable advance payment or provision of security in the agreed amount or to require the down payment agreed thereby for the whole duration of the contract by Europa-Park Resort. In case a credit card is stated as a guarantee Europa-Park Resort shall merely examine the coverage of costs. No charges will be debited unless the advance payment or security are not paid within 5 working days or the amount in the case of subscriptions is not debited and available within 5 days. If this consent is not granted then the agreed price from the camping guest is increased.

6. In justified cases, for example if the camping guest is in arrears with the payment, Europa-Park Resort is also entitled to request an advance payment or provision of security within the meaning of the General Business Terms for the contract or of the contractual services agreed in the contract, up to the full agreed remuneration after conclusion of the contract until the commencement of the stay.

7. Europa-Park Resort is further entitled to request a reasonable advance payment or provision of security within the meaning of the General Business Terms for the contract or of the contractual services agreed in the contract, up to the full agreed remuneration after conclusion of the contract until the commencement of the stay.

8. The camping guest can only offset, reduce or exercise a right of retention with an undisputed or uncontested claim or compensation of Europa-Park Resort. If this consent is not granted then the agreed price from the camping guest is increased.

9. If the period of time between conclusion of the contract and provision of the service exceeds four months Europa-Park Resort reserves the right to also make changes to prices without a prior announcement.

10. If the applicable rate of interest value added tax changes after conclusion of the contract then the agreed price shall change accordingly.

11. All stated prices and price agreements shall apply in euros. Insofar as foreign currencies are mentioned then this shall be exclusively carried out for the binding orientation based on the exchange rate which was valid at the time of publication.

12. With bank transfers the camping guest has to state the reservation number and the name (identification number) in the amount can only be taken into account by Europa-Park Resort if these are received by it at least 14 days before arrival. A confirmation of receipt of the payments is not sent to the camping guest by Europa-Park Resort. Therefore the due date of payment is the bank account to be stored as confirmation by the camping guest. Payment by bank transfer is no longer possible in case of reservations at short notice (these include all reservations one to 14 days before arrival).

IV. Cancellation of the camping guest/non-use of services by the camping guest

1. A cancellation by the camping guest of the contract concluded with Europa-Park Resort requires the written consent of Europa-Park Resort. If this consent is not granted then the agreed price from the camping guest is increased.

2. The camping guest is not entitled to cancel the contract if he does not exercise his right to cancellation in writing towards Europa-Park Resort by the agreed date insofar as there is no case of the cancellation of the camping guest.

3. In case of sleeping berths not used by the camping guest Europa-Park Resort must offset the income from another rental as well as the saved expenses. If the sleeping berths are not otherwise rented the camping guest shall also pay the costs for the use of the corresponding number of sleeping berths at the flat rate for saved expenses. In this case the camping guest undertakes to pay at least 80 % of the contractually agreed price for overnight stays. The camping guest is at liberty to prove that the aforementioned claim is not incurred or not in the requested amount.

V. Cancellation of Europa-Park Resort

1. Insofar as agreed in writing that the camping guest can cancel the contract free of charge within a certain time period on the part entitled to cancel the contract during this period of time in case of enquiries from other customers/camping guests for the contractual booked sleeping berths and the camping guest does not waive his right to cancellation following an enquiry from Europa-Park Resort. If there is a breach of the above-mentioned conditions.

2. If an advance payment or provision of security as agreed or requested according to Subclause III. No. 5 and/or No. 6 is not provided even after the expiry of a reasonable final deadline set by Europa-Park Resort then Europa-Park Resort is also entitled to cancel the contract.

3. Europa-Park Resort is further entitled to terminate the contract extraordinarily for a factually justified reason, for example if

   1. force majeure or other circumstances beyond the control of Europa-Park Resort render the satisfaction of the contract impossible

   2. sleeping berths are booked under misleading or false statement of essential facts, e.g. the person of the camping guest or the purpose of his stay.

   4. Europa-Park Resort has justified reason to assume that the use of the contractual services can endanger the smooth business operation, the safety or the reputation of Europa-Park Resort in public without this being attributed to the field of control or organisation of Europa-Park Resort, or there is a breach of the above-mentioned conditions.

VI. Provision, hand-over and return of the sleeping berth

1. With a booking of individual beds within the stationary Tipi tents there is no entitlement to a complete, own tent. Multi-bed rooms are stipulated with third party occupation. The camping guest has the possibility to receive a complete tent. The costs for the vacant beds shall be charged in this case.

2. Stationary covered wagons can only be booked as complete wagons. Vacant beds not used by the camping guest shall be charged.

3. With regard to the stationary covered wagons there is no entitlement that a complete room will be made available when booking. Multi-bed rooms are stipulated with third party occupation. Complete bedrooms can be booked. The costs shall insofar be charged for sleeping berths which are booked and not used

4. Booked sleeping berths shall be available to the camping guest from 3:00 pm of the agreed day of arrival. There is no entitlement that the accommodation will be available earlier.

5. On the agreed day of departure the sleeping berths are to be cleaned and made available to Europa-Park Resort by no later than 11:00 am. After this time Europa-Park Camp Resort can charge 50 % of the full list price for the use which exceeds the contract until 6:00 pm, from 6:00 pm 100 % of the price for overnight stay.

6. The camping guest has justified reason to assume that the use of the contractual services can endanger the smooth business operation, the safety or the reputation of Europa-Park Resort in public without this being attributed to the field of control or organisation of Europa-Park Resort, or there is a breach of the above-mentioned conditions.

    The site allocated to the camping guests including sleeping berths may be used as a maximum by the number of persons who are registered. The sub-letting or further rental of the provided sleeping berths is prohibited. The prior written consent of Europa-Park Resort, within § 540 Par. 1 Sentence 2 BGB [German Civil Code] is excluded insofar as the camping guest is not a consumer.

VII. Liability of Europa-Park Resort

1. Europa-Park Resort shall be liable for its obligations from the contract with the due care and attention of an ordinary merchant. Claims of the camping guest for damages are excluded. Excluded from these damages are the injury to life, the body or the health if Europa-Park Resort was responsible for the breach of duty, other damages which are due to a wilful or grossly negligent breach of duty by Europa-Park Resort, and damages which are due to a wilful or negligent breach of duties of Europa-Park Resort which are typical for the contract. A breach of duty of a legal representative or a vicarious agent is deemed equivalent to a breach of duty of Europa-Park Resort. Should Interferences or defects arise to the services of Europa-Park Resort, Europa-Park Resort shall make every effort to choose a method where it gains knowledge of the fact by the immediate complaint of the camping guest. The camping guest undertakes to make every reasonable contribution to remedying the interference and to minimising possible damages. The camping guest must examine leisure facilities, appliances and vehicles before use.

2. As the sleeping berths rented to camping guests cannot be locked, valuables are to be carried by the camping guests at all times for their own safety.

3. The car park which is available to the camping guests is a public car park. Europa-Park Resort assumes no liability whatsoever.

4. Insofar as Europa-Park Resort procures external services, technical or other equipment from third parties for the camping guest it acts on behalf of and for the account of the camping guest.

5. Europa-Park Resort is liable for its obligations from the contract with the due care and attention of an ordinary merchant. Claims of the camping guest for damages are excluded. Excluded from these damages are the injury to life, the body or the health if Europa-Park Resort was responsible for the breach of duty, other damages which are due to a wilful or grossly negligent breach of duty by Europa-Park Resort, and damages which are due to a wilful or negligent breach of duties of Europa-Park Resort which are typical for the contract. A breach of duty of a legal representative or a vicarious agent is deemed equivalent to a breach of duty of Europa-Park Resort. Should Interferences or defects arise to the services of Europa-Park Resort, Europa-Park Resort shall make every effort to choose a method where it gains knowledge of the fact by the immediate complaint of the camping guest. The camping guest undertakes to make every reasonable contribution to remedying the interference and to minimising possible damages. The camping guest must examine leisure facilities, appliances and vehicles before use.

IX. Special Instructions

In order to prevent damages to the site, the affixing of decoration materials or other objects is to be coordinated with Europa-Park Resort in advance. The camping guest assumes insofar no liability whatsoever.

X. Final provisions

1. The right is reserved to correct mistakes and printing and calculation errors.

2. Entrance tickets shall only and exclusively be issued to registered overnight guests in the Europa-Park Camp Resort. The main entrance of the Europa-Park Resort is available to accompanying persons (relatives, grandparents, etc.) and day visitors.

3. Amendments or addendums to the contract, the acceptance of the application or these General Business Terms for the camping contract must be made in writing. Unilateral amendments or addendums by the camping guest are invalid.

4. The place of performance and payment is the registered seat of Europa-Park Resort.

5. Exclusive place of jurisdiction – also for cheque and bill of exchange disputes – in commercial transactions is the registered seat of Europa-Park Resort under company law. Insofar as one company law applies to the dispute, the courts of jurisdiction are the courts of jurisdiction of the registered seat. Insofar as one company law applies to the dispute, the courts of jurisdiction are the courts of jurisdiction of the registered seat.


7. Should Individual provisions of these General Business Terms be or become invalid or null and void or non-existent, this shall have no effect on the validity of the other provisions. Incidentally the statutory regulations shall apply.

8. Versions of these General Business Terms in other languages than German shall only serve for purposes of translation. The German version of these General Business Terms shall prevail in case of interpretation problems, discrepancies due to language or contradictions with contents between the foreign and German version.