



Terms and Conditions for caravanning

General Information

Per mobile pitch is only one mobilehome (maximum length 12m), power supply from the outside, permitted. Tents are prohibited. All guests staying in the Masai_Mara Area need to be announced at the reception desk. The Serengeti Park GmbH has the right to change pitches and objects if necessary.

Booking

Bookings only by email: uebernachten@serengeti-park.de. We inform you that only the prices mentioned in the valid pricing list effect for the contractual goods and services. The children's age relates to the time of your stay. Please have your children's ID handy when checking in – if not we can't give a discount. Information given by phone and additional agreements are just elements of contract, if you received a written confirmation (by post, fax or mail). In case there is no written confirmation except last minute bookings (from 24h prior arrival) and walk ins, contract will not become effective. We accept no guarantee for technically caused incorrect information! Please check your reservation confirmation if everything is correct!

Check In

Please have your confirmation sheet handy for check in. The confirmed dates are binding. Your mobile spot is available from 10:30 am. If you arrive after 7:30 pm please give us a quick note, so we can inform our night auditor and arrange you a late check in. Last Check in till 9:00 pm.

Check Out

The mobile pitch is available till 10:00 am. If you leave after 12 o'clock the Serengeti Park GmbH will charge an extra daily rate of 24,00 €. On your departure the mobile spot needs to be clean, if not we will charge an additional 10,00 € for the cleaning.

Your Chipcard needs to be returned at the check out. The lost of the card will be charged with 20,00 €.

Payment

To secure the travel price, Serengeti - Park has taken out insolvency insurance with R + V Allgemeine Versicherung AG. A security note is on the booking confirmation.

The total amount will be paid on arrival. You can pay cash or card (EC, Visa- or MasterCard). If you book online and put in your credit card details, your card will be charged immediately.

Gift Card

Gift cards from Serengeti Resort are just redeemable in liaison with an overnight stay. The original gift card needs to be presented at the reception, otherwise redemption isn't accepted.

If you use the voucher for an other season, year or lodge you have to pay an extra charge at the reception.

Change of Reservation and Cancellation

A cancellation can be made at any time. To proof your cancellation we recommend a written cancellation. You can send your cancellation via mail to uebernachten@serengeti-park.de If you don't cancel your booking, you need to pay the contracted goods and services, even if you don't use them. Serengeti-Park Hodenhagen GmbH charges generalized per cancelled booking: Cancellation is free of charge till 15 days before arrival. After 15 days we charge 50%. Cancellation on your arrival day or no show will be charged with 100%. We advise our guests to conclude a travel cancellation insurance at the respective insurance company. The high of expense depends on the date of cancellation receipt. In case of doubt the guest has to provide evidence of the receipt. It's the guests right to satisfactorily show Serengeti-Park Hodenhagen GmbH that, based on cancellation or no show, there is no or minor loss.

Dogs

You need to inform our reception team in advance, when travelling with a dog. The dog owner is liable for damages. It's prohibited to bring fighting dogs onto premises. Dogs must be kept on leash all the time. In case of non-compliance with the rules Serengeti Park staff has the right to ban you from the park.

Park Entrance fee

Per stay you need to pay at least one day park entrance fee per person, to regular admission prices. If you book more than one night, but pay the park admission only for one day, you have to leave the park on the other days between 10 am and 4 pm and leave the keys at the reception. The second park admission will be charged regularly. From the third day the park entrance fee is free for our overnight guests. Please note that for the first two park fees only one discount (e.g. free ticket, special promotion conditions, ...) per booking / stay can be considered! A combination of different discounts isn't possible. A later set-off cannot be recognised. If you stay at the Serengeti Park premises without valid tickets, park admission will be charged twice for that day.

Liability

Every guest is obliged to take care of the inventory. Any damage caused during your stay needs to be reported and replaced immediately. We do not assume liability for any damages, accidents, losses or other irregularities, which happen in connection with the use of Serengeti-Park property. Influence through force majeure, for example strikes, bad weather [...] excludes all liability.

House Regulations

On arrival you receive our house regulations, which needs to be signed. In the event of violation, especially after warning, you'll be banned from the park immediately. You are obliged to pay for the whole stay. The instructions of the staff must be followed.

Photo Work

We perform image- and sound recordings in regular intervals on our premises. If you not agree please tell our photographer or camera team immediately.

Further on the terms and conditions of DEHOGA are still valid.

11.02.2021