



# Contractual agreements for bookings of the lodges

## General

For the lodges, the number of persons is limited to the maximum permitted occupancy! Only registered persons are allowed to stay on the lodge premises. Visitors must be registered at the reception. Serengeti-Park Hodenhagen GmbH reserves the right to change space or object allocations if this is necessary for special reasons.

## Booking

Bookings can be made via our online booking portal or by email at [uebernachten@serengeti-park.de](mailto:uebernachten@serengeti-park.de).

Telephone booking: Monday to Sunday from 8:30 to 19:00 (except during the winter break).

The contractual services are exclusively subject to the descriptions and price quotations in the price list valid for the travel period. Age information refers to the time of the stay. For children, proof of age must be presented on arrival (vaccination certificate, child ID card or similar) - if this is not presented, we cannot grant any reduced person prices for children.

Information provided by telephone, subsidiary agreements and other assurances of any kind whatsoever are only part of the contract if they have been confirmed in writing by Serengeti Park. The contract comes into effect with the sending of our written confirmation (by post, fax or e-mail), with the exception of bookings made at short notice 24 hours before the start of the tour. We do not assume any guarantee for technically caused written misinformation! Please check the booking confirmation for correctness immediately!

## Check-in

Upon arrival, the booking confirmation must be presented.

If you have booked through a tour operator, the voucher must be presented in printed form.

The arrival and departure dates stated in the booking confirmation are binding.

The lodge is available from 16:00\* on the day of arrival.

## Check-out

The lodge is at your disposal until 10:30 am\* on the day of departure. The key, as well as the chip card to open the gates, must be handed in at the time of check-out.

In case of loss or defect, the keys will be charged at € 30.00, the chip card at € 50.00 and the holder for the card at € 5.00.

## Payment

In order to secure the travel price, Serengeti Park has taken out insolvency insurance with tourVERS Touristik-Versicherungs-Service GmbH via HanseMerkur.

A guarantee certificate will be sent with the booking confirmation.

The total price is to be paid upon arrival. In addition to cash payment, EC card, Mastercard and Visa card are accepted.

## Vouchers

Serengeti Park vouchers can only be redeemed in conjunction with an overnight stay. The original voucher must be presented at reception when checking in. If the voucher cannot be presented, redemption is **not** possible! A payout or credit note is **not** possible!

A service voucher issued is only valid for the lodge and season stated on it. If the voucher is redeemed in another lodge, season or year, a surcharge may have to be paid.

## Rebookings and cancellations

A cancellation of the booking can be made at any time, but must be made in writing for evidence purposes.

Cancellations by e-mail must be addressed to *uebernachten@serengeti-park.de*.

If a cancellation is not made, the agreed price from the contract must be paid even if the guest does not make use of contractual services. Serengeti-Park Hodenhagen GmbH charges the following flat-rate cancellation fees per cancelled booking:

- Cancellations are free of charge up to 15 days before departure.
- From the 14th day until 1 day before arrival: 50% of the total price of the booked services.
- Cancellations on the day of arrival or no-shows will be charged 100% of the total price.

Within the cancellation period, Serengeti-Park Hodenhagen GmbH offers a one-time rebooking free of charge. This rebooking is only possible in the current season. If this rebooking is used, the cancellation period expires.

Serengeti-Park Hodenhagen GmbH therefore reserves the right to charge 100% of the booked services in the event of cancellation or no-show.

A further rebooking is not possible.

We recommend that our guests take out travel cancellation insurance with an appropriate insurer.

The date of receipt of the guest's cancellation declaration by Serengeti Park is the relevant date for calculating the deadline. In case of doubt, the guest is obliged to provide proof of receipt.

The guest is at liberty to prove to Serengeti-Park Hodenhagen GmbH that no damage or significantly less damage has been incurred due to his/her cancellation or non-appearance.



## Dogs

Bringing dogs must be announced at the time of booking. A maximum of two dogs per lodge are allowed. Guests with dogs will only be accommodated in the designated lodges and are only allowed there. If this has not been booked, the booking will be cancelled and we will charge a cancellation fee of 50%.

Dogs must not be left alone in the lodges. The dog owner is liable for any damage. It is strictly forbidden to bring fighting dogs. Dogs must be kept on a leash in the entire park area. Non-compliance will result in a ban from the park!

The dog is not allowed on the bus tour, the shows, in the rides and on the VIP tours are not permitted.

## Cots

The booking of a cot is only possible in the designated safari lodges (accommodation in the living room of the lodge). Cots are charged at 5,00 € per night/bed.

## Infants

Children under 3 years of age (have ID document ready) experience a completely free stay, but must be included in the reservation.

Bed linen is not automatically provided. An additional set of linen can be booked for € 5.00.

Please note that the maximum number of persons in the lodge may not be exceeded with an infant.

## Park entrance

We charge a minimum of one park entrance per person per stay. If you book several nights and only pay one park entrance fee, you must leave the entire park area for the day without an entrance ticket between 10:00 and 16:00 and hand in the key to the lodge and the gate card to the area at the reception. After two consecutive days of paid admission, further admission is free of charge.

A discount can be credited once per stay if there is at least one full-paying guest.

Subsequent offsetting is not possible. A combination with other benefits, discounts or promotions is excluded.

If you are on the park grounds without a valid admission ticket, Serengeti Park reserves the right to charge you double the admission price for that day.

## Liability

Each guest undertakes to treat the inventory and the park grounds with care. They are obliged to report any damage caused by them or their companions during their stay immediately and to pay compensation on site. Serengeti Park accepts no liability for damage, accidents, losses or other irregularities arising in connection with the use of the park premises. Influence by force majeure, e.g. weather, strike, excludes any liability.



## Image and sound recordings

At regular intervals, we carry out picture and sound recordings on the park grounds. If you do not want these, please inform the photographer or camera team immediately.

## Additional Ranger Lodges / Double Decker Lodges

### Arrival

Arrival must be by 7:30pm, otherwise entry to the Serengeti Safari will not be possible. The ranger vehicle/double-decker bus must be parked in the designated parking area in the Masai Mara complex during the day and may only be moved by a resort staff member. You are not allowed to leave the vehicle in the Serengeti Safari.

A valid driving licence must be presented at the Ranger Lodge check-in, and the minimum age of 21 years is also required.

\*Times are subject to change.

Furthermore, the General Terms and Conditions of DEHOGA apply.

04.01.2023

<b>Sicherungsschein für Pauschalreisen</b> gemäß § 651r des Bürgerlichen Gesetzbuchs Versichertes Unternehmen: Serengeti-Park Hodenhagen GmbH Policen-Nummer: 1130563820	Bei Rückfragen zur Insolvenzversicherung wenden Sie sich bitte an diese Adresse:  Touristik-Versicherungs-Service GmbH Borsteler Chaussee 111-113 • 22453 Hamburg
<u>Dieser Sicherungsschein ist nur gültig für Reisen, die ab dem 01.11.2021 gebucht wurden und bis zum 31.12.2023 beendet sind. Dieser Sicherungsschein gilt für den Buchenden und alle Reiseteilnehmer.</u>	Im Schadensfall wenden Sie sich bitte an: HanseMerkur Reiseversicherung AG, Siegfried-Wedells-Platz 1, 20354 Hamburg, Tel.: + 49(0)40/ 53799360
Dem Reisenden steht im Fall der Insolvenz des oben genannten versicherten Unternehmens gegenüber dem nebenstehend genannten Absicherer unter den gesetzlichen Voraussetzungen ein unmittelbarer Anspruch nach § 651r Absatz 4 des Bürgerlichen Gesetzbuchs zu.	  Vorstand: Eberhard Sautter (Vors.), Eric Bussert, Holger Ehses, Johannes Ganser, Paik Mildner Aufsichtsrat: Dr. Karl Hans Arnold (Vors.) Handelsregister: Hamburg B 19768
<b>Wichtiger Hinweis:</b> Bitte beachten Sie die Zahlungsbestimmungen des Veranstalters zur An- und Restzahlung des Reisepreises. Dieser Sicherungsschein verliert seine Gültigkeit mit Beendigung der gebuchten Reise.	

Serengeti Park  
Hodenhagen GmbH  
Am Safari Park 1  
29693 Hodenhagen

Buchungshotline +49 (0) 5164 – 97 99 90  
Fax +49 (0) 5164 – 97 99 399  
uebernachten@serengeti-park.de  
www.serengeti-park.de/uebernachten

Geschäftsführer:  
Dr. Fabrizio Sepe  
Dipl. Ing. Claudia Schirza  
UST-IdNr. DE116372896

Hannoversche Volksbank e.G.  
IBAN DE 82 2519 0001 0630 0030 30  
BIC VOHADE2H  
Amtsgericht Walsrode HRB 210