



# Hedebo Strand Camping

50 years on the waterfront at Sæby Northern Jutland

## When you book one of our luxury or standard cottages

The cabin is ready at 3 pm and must be vacated by 11 am (earlier check-in and later check-out is often possible and is free - ask in the reception). If arrival later than 6 pm, the reception must be contacted if you want to keep the booking. The key is also fetched and returned in the reception.

## When you book a cabin

You prepay 50 % of your stay on the day of booking, the balance is paid no later than on arrival.

## If you cancel, move or shorten the booking of the cabin

Min. 30 days before arrival = You pay DKK 1,000 in administration fee or the price of the stay, and we refund any excess amount.

After 30 days before arrival = the prepaid amount will not be refunded.

## Cleaning and service cottages

Deliver your cottage in the same cleaned condition as at the reception. Any final cleaning (DKK 400-500) must be ordered no later than one day before departure. You are responsible for the rented cottage and must compensate any damaging of housing and furniture during your stay. Bring your own towel, dishcloth, cleaning material, etc. Bed linen may be rented for DKK 90 per set. Contact us in case of any defects immediately after arrival, so it may be rectified immediately.

## Dog in a cottage

You are most welcome to bring one smaller dog (call us to verify whether you may bring your dog). A dog costs DKK 50 per day. Doghair must not be left in the cottage, and the dog must not be in the furniture. Remember to pick up dog shit and do not leave the dog alone, as it's barking can be of nuisance to your neighbors.

## Rules of camping and order

### Cleaning campsite

Our service buildings are cleaned at least twice a day during high season. Pay attention to the staff and do not use toilet and kitchens when they are doing their job.

### Trash

Please note that waste containers are for ordinary household waste only. Cleaning of fish must be done at our fish cleaning area by building A. To avoid odor nuisance, wrap fish waste in airtight bags. Pick up dog shit and do not throw trash on the ground.

### Quietness and cars

Loud music must not be played during the day, just as there must be quietness on campsite from 23 to 8 o'clock. Play ball on the ball fields, for example on the beach, where e.g. water pistols also belong. Take care of the children, drive a maximum of 15 km/h and avoid unnecessary driving at campsite. Park one car per site and not on available neighbor sites.

### Fire

Note fire rules on [www.hedebocamping.dk](http://www.hedebocamping.dk) and see fire stands (red dots) in our sitemap.

## Terms and conditions online booking

### Registration of data

We register your name, address, e-mail and other information given in connection with the booking. Information is not passed on, but the information is kept for min. 5 years.

Cookies are needed to make our website work and help us deliver our services. They tell you how to use our website and help us improve your and others' experience of it. Expect us to make pictures and video of the campsite and our guests which we use on website and social medias. If you do not agree, write an email to [info@hedebocamping.dk](mailto:info@hedebocamping.dk)

### Payment

Our prices are written in Danish kroner, including VAT and all taxes unless otherwise stated. Prices indicated in Euro are indicative. Payment is made by using one of the accepted debit cards (Dankort, VISA and VISA electron) as well as the credit cards (Maestro and MasterCard). We kindly remind you that a surcharge is added. When paying by credit or debit card, the registration is made via a secure server, where the information is encrypted before it is sent over the Internet.

Subject to errors in the online price calculation, the prices on our website will always be applicable. It is basically safe to shop online. Read about consumer protection on this website:

[www.forbrug.dk/english](http://www.forbrug.dk/english)

### Complaints

We will email you a confirmation as soon as possible after receiving the booking. If you do not receive your confirmation and you have not received an error message from the system, you can contact us by email or phone. If you have not received the confirmation within 24 hours, please check the spam filter. Always check if the stay is booked correctly.

Complaints about the booking procedure, the actual booking or product (accommodation) must be made within a reasonable time after you have seen the mistake or should have discovered the mistake by looking through your contract. You can complain in writing or orally. One year after receiving the item (accommodation) the right to claim terminates under the Købelovens §83, section 1, unless otherwise agreed.

When Hedebo Strand Camping receives the complaint about an item (accommodation), it is processed as soon as possible. We decide whether the stay must be refunded, exchanged or a price reduction must be given.

### Company information

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