

Terms and conditions of e-business

Camping

Charlottenlund Fort

Terms of sales and delivery

Below you will find useful information related to online booking. Among other things you can read how we process your entered information, and how you receive your receipt for purchases.

Payment

All rates in Charlottenlund Fort Camping's online booking system are stated in Danish kroner and include taxes, unless otherwise clearly stated.

Payment will be made using approved credit cards such as Visa and MasterCard No charges are added to online bookings.

Information on trading online

As a consumer, you are protected against any misuse of your credit card, so there is no deductible if your credit card is misused via the internet.

You can read more about how you, as a consumer, should relate to online payments on the following websites: www.betaling.dk, www.fdi.dk.

Shipment and delivery

Once you have made the booking, you will receive a confirmation of your purchase. The booking confirmation can be printed from website and will also be sent to your email immediately after purchase.

The delivery of the ordered product (in this case the stay) will take place upon arrival at Charlottenlund Fort Camping.

Cancellation and refund

You have the option to cancel your booking on the following conditions:

- Cancellation must be made in writing by e-mail or letter.
- If the cancellation is made within 14 days after the time of booking, the amount paid will be refunded.
- If a booking is cancelled later than 14 days after the time of booking, a cancellation fee of DKK 200 will be charged.
- If a booking is cancelled later than 14 days before the expected time of arrival, a cancellation fee of DKK 200 will be charged.
- If a booking is cancelled less than 24 hours before the expected time of arrival (at 13 PM on the day of arrival), the amount paid will not be refunded.

Registration of information

Your personal information including name, address and mail is registered in Charlottenlund Fort Campings's customer database in which they will be stored for 5 years. The information will not be disclosed.

When paying by credit card, the registration takes place on a secure server where the information is encrypted before being sent over the Internet.

Handling of complaints

If you do not receive your booking confirmation, and if you have not received an error message from system, please contact the reception at the address below or by phone.

Complaints about the booking procedure, the actual booking or product (the stay) must be made within a reasonable time after discovery of any errors. You can submit a complaint in writing by email.

In pursuance of section 83(1) of the Danish Sale of Goods Act, the right to file a complaint will lapse one year after receipt of the goods (the stay), unless otherwise agreed.

Complaints about the booking process will be handled expeditiously by Charlottenlund Fort Camping which will decide whether the item must be refunded, exchanged or whether to offer discounts.

Company information

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