

Site regulations Camping Bannwaldsee



Wherever people live together, certain rules are needed to enable them to live well together. With this overview we would like to give you some guidance. In the interest of our guests, we attach great importance to compliance with the site rules. Especially important is the observance of the registration law, the night rest, the dog rules, the registration of visitors and everything that concerns the security and the well-being of our guests. In the event of gross or repeated violations of these site rules, we reserve the right to evict without refund of camping/rental accommodation fees. Please keep in mind that these campsite rules are not made for us, but for YOU, so that you can spend a nice and relaxing holiday here at the campsite Bannwaldsee. Please adhere to the regulations of our campsite. You save us and you in the interest of an orderly camping life the introduction of even

OPENING HOURS

Campsite open all year round.

Closed: 10:00 pm to 7:00 am

Reception: opening hours vary according to season (see notice board)

PURPOSE OF STAY

The camping site Bannwaldsee is a tourism enterprise. The stay can only be for purposes of vacation, recreation and leisure. The establishment of a primary or secondary residence, accommodation as a substitute for a regular residence or other non-tourist purposes is expressly prohibited. Exclusion of the tenancy law.

CHECK-IN / PAYMENT / CHECK-OUT

Arrival from 1:00 pm to 9:00 pm. If your pitch is available before 1:00 pm, you can of course go to your pitch earlier.

Late arrival: Please inform us by telephone if you can only arrive after 6:00 pm or if your arrival is further delayed.

Check-in before arrival: Please note the different pitch categories. The registration law requires the correct completion of the registration form and the presentation of a travel document.

All co-travellers are to be registered and de-registered on the exact day without delay according to their respective arrival and departure dates. At the time of check-in, present any proof that entitles you to claim discounts. Discounts cannot be taken into account at a later date for financial reasons. On the day of arrival, please check the REGISTRATION (info price) handed out to you. By accepting it, you confirm the correctness and completeness of your details. It serves as your information and is the basis for the registration office. Please report any changes immediately.

By taking over the pitch you automatically agree to the pitch, the designated pitch category, the valid price list, the pitch regulations and the reservation conditions and accept the general terms and conditions and data protection regulations of J. und L. Helmer GmbH & Co.KG.

Reduction in visitor's tax on presentation of disabled person's pass (from 80 %) at check-in. Not possible retroactively beyond the last day of the month!

Arrival without reservation: Please let us know on arrival how long you want to stay at most. Shortenings are possible at any time, extensions only if the following booking allows it. Since electricity is charged according to consumption, we ask for billing only on the day of departure. In the mobile home park and in our rental accommodations, we ask for billing on the day before your departure or as soon as the exact departure date is fixed.

Arrival with reservation: Reservations are only made with a binding arrival and departure date. In the high season we charge a reservation fee + a deposit (see current price list).

Quick check-in: In order to speed up check-in on the day of arrival, we kindly ask you to inform us in advance of the first and last name and date of birth of all fellow travellers. As electricity is charged according to consumption, we ask that it is only charged on the day of departure. In the mobile home park and in our rental accommodations, we ask for billing on the day before your departure or as soon as the exact departure date has been determined. If you wish to extend your stay, please contact the reception staff as soon as possible. Extensions are only possible if the subsequent booking allows it.

The site management reserves the right to change site allocations equally if this is necessary for special reasons.

PAYMENT:

In cash (€URO), by Maestro (ATM) or credit card (Visa and Mastercard) during reception hours (see notice).

ATMs for cash withdrawal can be found at the bank in the center of Schwangau.



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On the day of departure, pitches must be vacated between 8:00 am and 12:00 pm at the latest in immaculate condition. Keys for rental properties and private bathrooms (rented bathrooms) must be returned to reception by 10:00 am. If keys are released after 12:00 am, the price for a further overnight stay will be charged additionally. Lost keys must be replaced.

A check-out must always be made personally at the reception in order to carry out the deregistration of the guest in accordance with the rules.

REST PERIODS CAMPSITE

Entrance barriers closed: 10:00 pm to 07:00 am (general driving ban).

If you want to leave by car during this time, please park your vehicle on time in the car park outside the barrier.

Night rest: 10:00 pm to 07:00 am (in summer: 11:00 pm to 07:00 am).

During the night, guests must refrain from doing anything that could disturb the peace and quiet of other guests. The observance of the night's rest is strictly controlled. The instructions of the security staff must be followed. Should your night's rest be disturbed, please inform us. In the event of massive disturbance of the night's rest, please ring the emergency bell.

Need for rest and recreation: Even outside the night's rest, please always show consideration for your neighbours, who must not be disturbed by radio, TV and other electrical appliances, motor noises or otherwise.

PITCHES

Please refer to the current site plan in colour for the pitch category for each pitch. Keep a minimum distance of approx. 0.5 m to the camping path.

Placement of the camping accommodation preferably parallel to the path out of consideration for the camping neighbours. Dimensions include vegetation.

Please take into account the site boundaries when pitching your tent/caravan/motorhome. The pitch number is indicated on the pitch signs.

The pitch is delimited by pitch signs and boundary posts. Please use only air-permeable tarpaulins. Cars must be parked on the pitch.

Digging of water channels is not permitted. If necessary, you can borrow wooden grates at the reception for a small fee (see notice for size and prices).

In case of damage to the wooden grates by the user (e.g. sawing or similar), the guest will be charged for this.

Hedges and trees may under no circumstances be cut back independently or even removed completely. Please contact our groundsman in special cases.

Mowing the lawn: We make sure that the lawn on the campsite is mowed regularly. Especially on busy arrival and departure days our groundsman has a lot of work with this, after all every new arriving guest should get a well-kept place. The lawn mower is usually only on the campsite from about 9:00 am.

Only in exceptional cases earlier. We ask for your understanding.

FREE WIFI

Disclaimer: Unlimited access cannot be granted. No liability is accepted for interruptions/failures (regardless of cause). J. und L. Helmer GmbH & Co.KG expressly excludes any liability for damages (e.g. virus damage), consequential damages or losses during or as a result of the use of this service.

GAS FACILITIES

Before arrival, it must be ensured that the gas supply system used has a valid approval.

ELECTRICITY

Electricity connection for all pitches: **16A, 230V, CEE plug.**

We charge a one-off basic fee for the provision of the electricity connection (see price list).

See site plan for location of power boxes. Use earthed cables. Only use the socket in the power box marked with your pitch number.

Only 1 connection per pitch! In case of misuse, an appropriate electricity fee per night will be charged for the entire period of stay. Pitch number reserved.

Always unroll cable drums completely, otherwise they can get hot and trigger the circuit breaker. Please ensure that any plug connections are suitably watertight.

J. und L. Helmer GmbH & Co.KG provides a power outlet. From the socket, the liability for damages that may result from the use of electricity is transferred to the electricity user. Exclusion of liability for power fluctuations and interruptions and overvoltage.



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WATER AND WASTEWATER

Water- and wastewater connections all comfort pitches. You have to bring your own connection hoses.

Drinking water (best spring water) on the whole camping area (except fountain in the beer garden). Drinking water can be taken from the drinking water wells. Details see site plan. It is forbidden to clean equipment or wash dishes etc. at the drinking water fountains.

Please treat the precious resource water with care.

Waste water of any kind may only be emptied into the drains provided (sewer system). Under no circumstances may waste water seep into the ground or be discharged into the stream/lake. Therefore, drain it directly into the sewer system using a hose or place a bucket underneath to collect it and empty it in good time!

Chemical toilets may only be emptied into the disposal stations provided (see site plan). Please rinse thoroughly and leave clean!

Motorhome supply and disposal station: see site plan

Generally accessible. Please rinse and leave clean!

Waste water disposal and fresh water filling for overnight guests free of charge. Transient guests possible for a fee (see price list).

VEHICLES AND PARKING SPACES

In general, all vehicles must be parked on their own site. This also applies to permanent and seasonal campers.

Free pitches are not parking spaces! This also applies in the low seasons!

Please book a pitch size that suits your space requirements. If you park your car on another pitch, we cannot rent it to anyone else. We assume that you want to use the space and charge you for this space from the date of arrival according to the valid price list.

Free parking spaces in the entrance area of the campsite are provided for our day visitors and guests of our holiday apartments.

Please park in a space-saving manner and respect the barriers.

Please keep the waiting zone in front of the barriers free for new arrivals. Access to the campsite must be free at all times for emergencies.

Other persons, except our guests, are not allowed to enter the campsite area.

Road traffic regulations and walking speed (also for cyclists, electric scooters, etc.) apply in the entire camping area.

VISITORS

For security and cost reasons, persons not familiar with the site are not permitted to enter. The Bannwaldsee campsite is private property.

Visitors are only allowed to enter after prior registration at the reception and payment of the visitor's fee. If you are receiving visitors, it is your responsibility to ensure that your visitors register at reception and pay the entrance fee before entering the campsite. We reserve the right to deny visitors access to the Bannwaldsee campsite. Day visitors must have left the camping area by 10:00 pm at the latest. Otherwise they will be charged as overnight guests.

DRONES

The use of drones is not permitted on the entire camping area - including the bathing beach - without prior permission. The Bannwaldsee is a bird sanctuary and flying drones is severely penalised as a result.

DOGS

Dogs are allowed at the camping site Bannwaldsee. However, so that other guests are not disturbed in any way by their presence, we must strictly ensure that no one is frightened or endangered by free-roaming dogs, that no one is disturbed by constant barking and that no complaints are ever made about contamination by dogs.

The following dog rules must therefore be observed:

- Dogs must be kept on a short lead at all times outside tents and caravans (including on the pitch). You know your pet and know if further action is required.
- Dogs are not allowed to dig holes on the pitch.
- Dogs must be walked regularly. A dog-walking path along the Mühlberger Ach (Bannwaldsee outlet) or in the Bannwald opposite the campsite along the Tristallbach are available. Please take care of the removal of the dog's waste (Dog Station).
- There must be no pollution by dog urine or dog excrement.



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- Dogs may not be taken to the bathing beach, the sunbathing lawn, the children's playgrounds, the sanitary facilities, the rental properties, the supermarket or the restaurant.
- No one may be disturbed by continuous dog barking.
- Dog showers are available (see site plan).
- Dogs are not allowed in the Bannwaldsee (regulation of the Landratsamt Ostallgäu)! Bathing possibility in the Mühlberger Ach (outlet Bannwaldsee).

WASTE DISPOSAL AND ENVIRONMENTAL PROTECTION

Waste separation is required by law. In our waste disposal area (see site plan) you will find containers for white and coloured glass, cans, waste paper, cardboard, batteries and residual waste. Due to the different waste separation laws in Europe, plastic waste is disposed of with the residual waste. There is no longer an organic waste bin, as everything else except organic waste was disposed of in this bin and sorting it out was no longer reasonable for our groundsman. We ask for your understanding.

No bulky waste - take home tables, chairs, upholstered furniture, scrap metal, bicycles, surfboards, tents, electrical appliances etc. that have become unusable or ask at reception for the address of the nearest recycling centre. Many things can be handed in there for free or for a small fee.

Environmental protection is very important at the Bannwaldsee campsite. Please use energy, water and other resources sparingly, separate your waste carefully and behave towards nature with consideration and respect.

BEACH AND LAWN

Disclaimer - Bathing and swimming at your own risk! There is no lifeguard. The wooden jetties, the swimming platform and hut of the boat rental can be slippery when wet. In connection with this, some prohibitions are unfortunately unavoidable:

Boats can be stored free of charge on your own responsibility directly at the lake or on your own pitch. However, they may not be left - even for a short time - on the sunbathing lawn or the bathing beach. A fee will be charged for boats that are stored contrary to the regulations. We reserve the right to dispose of boats that have not been properly stored or that are broken, neglected or obviously left behind. The lakeside is not a bulky waste storage area. Claims for damages on the part of our guests in this connection are excluded.

Motorboats (also electric!) of any kind **are forbidden** on the Bannwaldsee!

Fishing is prohibited! For safety reasons, fishing is prohibited on the bathing beaches during bathing hours. You will find plenty of other fishing spots.

Quiet times at the bathing beach and on the boardwalks: during the night silence has to prevail on the sunbathing lawn, the bathing beach and on the boardwalks. Please be considerate of other guests' need for peace and quiet.

Litter bins are deliberately **missing from the bathing beach** because they have been misused for „household rubbish“. Please do not leave rubbish on the shore areas, but make sure that it is disposed of properly. This applies especially to glass bottles!

CHILDREN AND PLAYGROUNDS

During the high season we offer an activity program for children and teenagers. Our children's entertainment is designed to help children get to know each other and socialise. It is not to be considered childcare. Parents are invited to join in. Some activities require adult supervision. Most of the activities are free of charge, for a few a small fee will be charged. Participation is always at your own risk.

Consideration for others: Children are offered a lot here at the Bannwaldsee campsite and they should also be able to let off steam. Nevertheless, some consideration for other guests and careful handling of facilities and equipment must be demanded. Undue noise, pollution and damage are to be avoided.

Parents are responsible for supervision: In case of accidents of any kind, parents are responsible and liable for damages caused by their children. Please explain to your children the points of the site rules that are relevant to them.

Playgrounds: Dogs, alcohol and smoking are prohibited on all playgrounds. The night's rest must be observed at all times. Noise, pollution and damage are to be avoided.



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GRILLING AND OPEN FIRE GRILLING

Allowed: Grilling is part of a camping holiday! Therefore, barbecuing on the campsite with a charcoal, gas or electric barbecue is allowed at your own risk. Please take care to ensure that neighbours are not unduly inconvenienced and that the turf is not destroyed. Please never dispose of hot coals in the rubbish! For safety reasons, **open fires are prohibited** by the police on the entire campsite!

SERVICE FACILITIES

For all facilities, please take care of furnishings and equipment and leave them in a clean condition.

TV room: Adults can get the key from reception if needed. Do not leave litter and please be careful with the facilities. No adjustments/changes are to be made to electrical appliances.

Freezer: You can freeze your named refrigerated items free of charge. For hygienic reasons, no food may be stored here. Unattended cooling elements may be removed by the site management without any claims for compensation. Liability on our part excluded.

Drying room: for outdoor/sports clothing, large bath towels and sports equipment. Please leave clean. Liability on our part excluded.

Launderette: tokens available at reception (see price list). Please use little detergent as we have low lime water. Liability on our part excluded.

SANITARY FACILITIES

The sanitary facilities at the Bannwaldsee campsite are of high quality and state of the art. We place high hygienic demands on our cleaning team, but we also expect the same from our guests. However, if there is any reason for criticism or if something is broken, please contact our cleaning staff directly or inform the reception staff. During the low season some areas may be closed.

Please inform your children that the sanitary facilities are not a playground. Danger of slipping on wet floors! In order not to endanger themselves or others, children should therefore please not run through the corridors.

Rental bathrooms: only the tenants have access to the respective sanitary cells. The final cleaning is done by our cleaning team. In the meantime we do not enter the sanitary cells. Liability for private objects on our part is excluded.

Sanitary rooms for handicapped persons: a separate key „Eurokey“ is required for this purpose, which you can obtain at the reception for a deposit. These sanitary rooms may only be used by handicapped persons.

RENTAL PROPERTIES

For all our rental properties a deposit is required at the time of reservation throughout the year (see price list)

Parking: There is a dedicated parking space for each rental property. Please park your car according to the plan.

Check-in: Rental accommodations are ready for occupancy no later than 3:00 pm.

Late arrival: Please inform us by telephone if you will not be able to arrive until after 6:00 pm.

Winter: Please do not enter the rental accommodation with ski boots or dirty/wet street shoes.

Animals cannot be accommodated for hygienic reasons.

Check-out: Rental accommodations are to be vacated on the day of departure between 8.00 am and 10.00 am and the key is to be handed in at the reception. In case of heavy soiling we reserve the right to charge an extra fee. The guest is responsible for any damage to the rented accommodation. For lost keys and inventory replacement is to be made.

WINTERCAMPING

Danger of slipping in ice and snow: In order to present you with a beautiful, natural winter landscape and to protect paths and pitches, only some paths are made free of snow. You move within the camping area in free nature at your own risk. In case of ice and snow there is a danger of slipping! Only in the entrance to the campsite and at the entrances to the sanitary facilities can be gritted as required. But even here increased caution is required by the guest. Please adapt your behaviour to the weather conditions.

Snow shovelling: Some pitches are cleared for newly arriving guests with the snow plough. Shoveling snow around the camper/motorhome/car and removing snow from the camper/motorhome roof is the responsibility of the winter guest.



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Water connection: not possible during the frost period on the pitches. Water taps in the sanitary buildings. For campers there is a water hose to fill the water tank in the disposal station (see site plan).

Frozen lake: Entering the lake in winter is always at your own risk. The ice thickness is neither approved by us nor by the authorities.

PERMANENT AND SEASONAL CAMPING

The pitch is a rented ground which can be rented for a maximum of 1 year. Any changes to the pitch and its surroundings require consultation with the pitch management.

The pitch must be kept in a good condition at all times. In case of neglect the rental contract can be cancelled immediately.

Permanent campers **must have a gas test** carried out independently by a specialist according to the current time intervals and present this certificate to the site operator. Failure to do so may result in expulsion from the site.

Vehicles must be parked on their own parking space.

Hedges and trees may not be cut back independently. Please contact the groundsman.

Visitors and overnight guests must register independently at the reception **before entering** the campsite.

All new constructions have to be discussed with the campsite management before the start of construction. In case of non-compliance, the site must generally be dismantled.

Please observe the generally applicable **quiet times** at the Bannwaldsee campsite during construction work or when mowing the lawn.

The exterior appearance of the camping accommodation must fit into the overall image of the campsite.

Borrowed items of the campsite inventory are to be returned properly after use without being asked. The sawing or similar of wooden grates is forbidden. In case of violation a fee will be charged. Please leave your pitch after your long-term stay as you found it.

EMERGENCIES

In case of emergency please contact the reception staff. We will inform the ambulance and emergency doctor for you.

In case of fire: Please inform yourself on the day of arrival about the nearest fire extinguisher (see map) and inform the fire brigade immediately in case of emergency. The fire extinguishers are locked and the key is secured by a glass pane. Misuse will be prosecuted.

Please familiarize yourself with **the escape and rescue routes** in the sanitary buildings (see posted plans). Please use emergency buttons secured by glass panes only in case of emergency. Misuse will be prosecuted.

For emergencies outside our reception hours, please use the emergency bell at the entrance to the **reception**.

GENERAL DISCLAIMER

The Bannwaldsee campsite is a natural site. There are bumps, fruit trees, hedges, paved and natural trails, meadows, insects, etc. Everything is exposed to the weather. Lighting is greatly reduced at night so as not to disturb guests' sleep. We ask our guests for adapted behaviour and personal responsibility.

Safety is an essential factor for the well-being and recreation of our guests and is very important to us. The camping site Bannwaldsee is a tourist facility located in the nature reserve Bannwaldsee under family management. Many of the rules in our campsite regulations have the safety of our guests as their primary objective, to which we devote our full attention. However, we also ask our guests to do their part.

Please contact us in confidence in the event of any conspicuous observations or incidents. We are here for you. Please support us where we need your help. Together we are a great camping family.

THANK YOU! Your Helmer family

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