

# Changes to your reservation & cancellation of your reservation

At Dancamps, we want to give our guests flexible choices, enabling you to choose the degree of flexibility that suits your needs and desires. Holidays are often planned ahead, and sometimes need to be shifted due to unforeseen events.



## **Before your stay:**

Dancamps is therefore offering a choice of 3 options that can be made at the time of the booking only. We regret that it is not possible to switch flexibility options once the initial booking has been made.

**Super Flex:** Our most flexible option, where you can rebook and cancel until 12.00 o'clock the day before the original booking date and still receive a full refund of your stay. You will get a 100% refund (within 5 working days) however, there is an administrator fee of DKK 150, - REMEMBER rebooking and cancellation must always be done in writing per. mail to [booking@dancamps.dk](mailto:booking@dancamps.dk) no later than the day before the original arrival date by 12:00 o'clock.

**Standard Flex:** A good and flexible solution where you can rebook and cancel up to 21 days before the original arrival date. You will receive a 100% refund (within 5 working days), however, there is an administrator fee applicable of DKK 150. REMEMBER rebooking and cancellation must always be made in writing per mail to [booking@dancamps.dk](mailto:booking@dancamps.dk) and the 21 days are valid from the day the notice is received.

**Non-Flex:** This is the cheapest option, the booking cannot be changed and is non-refundable if you do not have the opportunity to use (part of) the stay then there will be no refund at all for the entire duration, or parts there of.

Changes or rebookings mean either cancellation of the stay, change of type of accommodation or changes to the dates. Of course, it is always possible to book extra days or extras to your stay.

Note: Non-flex, Standard-flex and Super-flex are dynamic prices that are calculated based on the total duration of your stay. It will always be clear in the booking what your specific chosen flexibility will cost you.

## **During your stay:**

Please note that our 3 Flex options for changes do not apply during the stay in the following cases, which may be covered by your private travel insurance: cancellation or rebooking because of an acute illness, accident or death in the immediate family or with you.

## **Right of withdrawal and refund:**

Dancamps points out that your booking is not covered by the consumer contracts act's rules on 14 days right of withdrawal. Sale of accommodation (cabins, cottages, camping, etc.) is covered by a special exception provision in the consumer contracts act, section 18, paragraph 2, no. 12. The booking is not covered by a 14-day right of withdrawal.