

Campsite rules

All visitors of the "Ostseecampingplatz Familie Heide" are welcome! Considerate behaviour, mutual comradely tolerance and compliance with the necessary instructions of the campsite management are assumed as a basic condition for camping life, in the interest of all those seeking recreation!

1. rest on the campsite

Daily night rest from 10 p.m. to 7 a.m. and midday rest from 1 p.m. to 3 p.m. must be observed. Any activity causing noise must be stopped during this time. Parents are responsible for ensuring that young people and children also respect the midday rest period. The use of entertainment electronics equipment must be carried out in such a way that it does not cause a nuisance to non-participants. The entrance and exit barriers will be closed during this time. Please call if an emergency requires it so that we can open the barrier for you.

2. access

Driving cars onto the site is only permitted for arrival and departure, as well as for excursions (The speed limit is 5km/h. Prohibited: To use the vehicles to the wash house, to the store and during rest periods). Motorbikes and mopeds may only be pushed on the site, (with the engine switched off.) The entry and exit barriers are controlled by license plate recognition. The EDP logs the license plate of each car each time it passes through. Surveillance cameras are installed in the entrance area.. The recordings are stored. Anyone who enters or drives through the campsite accepts all charge, terms of use and the campsite regulations. The barrier remains closed during the winter months from 28 October to 27 March.

3. pitch

The distance from the own object (caravan/aperture tent) to the next object should be a minimum of 3 metres or to mobile homes a minimum distance of 5 metres. The distance to the road should be at least 2 metres. All vehicles and trailers must be constructed and positioned in such a way that they can be pulled off the site on their own wheels at any time and caravans can be immediately registered for public traffic. The tenant is responsible and liable for the observance of the distances & mobility. The stakes, supports, iron bars, pegs, etc. may be driven into the ground up to a maximum of 30 cm and may not be provided with a foundation. It is prohibited to firmly connect caravans and awnings, this also includes protective roofs over everything that cannot be separated. The extension of awnings by means of additional shuttering/stand construction made of wood, metal or other materials is not permitted. Each tenant must ensure that the lawn is always kept short and that the property is clean. The water tap (drinking water) at the pitch is only intended for the withdrawal of water for use. The following uses are not permitted: lawn sprinkling, car washing, caravan washing, etc. If there is a 2nd caravan on the pitch, all prescribed distances must be observed. Our staff is entitled to enter and inspect your pitch at any time. Concrete slabs may only be laid if they are level with the grown ground. Laid slabs must be removed again when the pitch is abandoned. The area laid must not exceed 15 m².

4. waste water

The discharge of waste water into the ground or into drainage shafts is strictly prohibited. For this purpose, please use the waste water drains located on the boundaries of the pitches. Rainwater must not be fed into the waste water pipes. The landlord is not liable for damage caused by blockage of the "waste water" pipe network.

5. safety Electricity

Electricity may only be connected with the permission of the landlord. The point of transfer of risk between the Landlord's electrical system and the Tenant's electrical system is the plug connection at the distribution box. Acceptance is only permitted for legally approved equipment and operation must be carried out with the utmost care. In the event of repeated malfunctions of the tenant's installation, the landlord may disconnect the power supply or to remedy the defects. Any faults occurring in the lessor's electrical system shall be remedied as soon as possible within working hours. Claims for recourse cannot be derived from the interruption of the power supply. Unauthorised use will be reported to the police.

6. gas safety

A gas test must be carried out on gas systems in the caravan/motor home every 2 years. This also applies to appliances that are connected externally. Only up to 2 gas bottles per pitch are allowed. Gas bottles up to 11 kg and max. 2 litres of flammable liquid may be stored per pitch.

7. open fire

Open fires cannot be permitted under any circumstances for safety reasons. Only charcoal barbecues are permitted. Fire accelerants, such as spirit, are prohibited. Barbecue ashes may only be poured into the designated container.

8. fire extinguisher

Every tenant is obliged to have a fire extinguisher ready for use and tested by the TÜV.

9. environment

The use of electricity, water, and hot water should be sensible so that energy costs are not driven up! A waste of precious energy is forbidden in the interest of all guests!

10. dogs

For dog owners: Dogs are only to be kept on a leash! This applies to the entire camping area. It is not permitted to take dogs onto the beach. There is a special designated dog beach for this purpose, in beach area C, which is also marked as such. Several "dog toilet" stations have been set up on the grounds for the dogs' emergency toilet business, where you can obtain and dispose bags for dog excrement. Dog excrement on the grounds must be removed immediately. Dogs are only allowed to shower in the dog shower in the entrance area. Every dog owner undertakes to comply with these rules.

We expressly draw your attention to the fact that infringements will be punished with a fine of 50,- € at the first warning. Any further infringement will result in immediate expulsion and/or will be reported to the police in accordance with the state dog regulations.

11. sanitary facilities

The sanitary facilities and water points are to be treated with care. Children under 6 years of age should only be in the sanitary area when accompanied by an adult. Hot water is to be used only in the sanitary areas. No hot water may be brought to the pitches. Wilful or avoidable damage and destruction to the facilities, outdoor areas, plantings or inventory will be charged to the perpetrator.

12. lawn mowing / hedge trimming

Lawn mowing is only permitted between 10:00 and 12:00 and between 16:00 and 18:00. Hedges may be trimmed from 15 June onwards, taking care not to disturb breeding birds. Lawn and hedge cuttings

may not be stored on the pitch. This is to be handed in separately at the recycling centre. (see opening hours)

13 Order and cleanliness

All users of the campsite have to take care of order and cleanliness on their site and its surroundings. In the case of unkempt pitches, the site management may, 14 days after a written request, have the pitch maintained - and if necessary the caravan cleaned - at the expense of the tenant.

14 Smoking

Due to the current legal situation, smoking is not permitted in the gastronomic establishments (enclosed rooms). Smoking is prohibited in all rented accommodation, recreational facilities and sanitary areas. The filters of the cigarettes belong in the residual waste.

15. jet skis & boats

Both are charged with the Boats fee. The use of water ski jets, on the Baltic Sea, is only permitted during the hours of 10:00 to 13:00 and 15:00 to 18:00. The mooring buoys of tenants may only be set in the marked area, at the slipway. (This is permitted from 10.06. onwards. The mooring buoys must be removed by 31.08. of each year). Boats on the pitch must keep the prescribed 3 metre distance.

16. theft

Personal property, of any kind, must be secured in such a way as to prevent theft.

17. exercise and ball games

Ball games are not allowed on the campsite or between the tents and caravans. The sports fields and the multi-purpose field on the event meadow are available for this purpose. (Excluded in the time from 13:00 - 15:00 and from 20:00 - 8:00).

18. playgrounds

The children's playgrounds are only for children up to the age of 12. Quiet times must also be observed here. The use of the playgrounds is at your own risk, despite all care on our part.

19 Visitors, Day Guests & Unregistered Persons

Only registered persons are allowed to enter the campsite grounds.

Day guests must purchase a day ticket at the reception. The prices for parking and visitor fees can be found in the price list displayed at the reception & tourist information.

Visitors without a day ticket will be charged double the daily fee.

20. paths

Paths form fire lanes on the campsite. Every tenant is obliged to keep a distance of 2 metres from the road. You are only allowed to stop on the path for a short time for loading and unloading (no parking), in principle you have to park your car on your own plot.

21. parking spaces

The parking lot in front of the barrier is chargeable for all guests, except during the winter season from 28 October to 31 March. The fee is paid at the parking meter. There is a holding loop in the parking lot for arriving and departing caravan teams, which is not paved. Parking is not permitted in this area. Contravening tenants will receive a €15 ticket and will be issued with a parking claw. Parking on non-rented parking spaces is not permitted.

22. care of the flora and fauna

The preservation, care and protection of the flora and fauna is a natural duty of every camping enthusiast. Unauthorised alteration of the trees, damage to the trees by nails, screws, hooks and the like, as well as improper pruning are prohibited. Only native plants are allowed on the site. (Plants such as thuja & cherry laurel are prohibited) It is strictly forbidden to walk, climb or play in any of the crop fields and the cliff. Likewise, it is not permitted to take stones from the beach. The coastal area is located in the landscape conservation area and violations must be reported immediately according to the state conservation law.

23. waste

According to the waste management company of the district of Rendsburg - Eckernförde, there is an obligation to separate waste. It should be separated as follows: Paper, composites, organic waste, residual waste, glass, nappies. Further information has been handed out to you on arrival. The rubbish collection point is located in the entrance area, in the parking lot on the left and disposal is possible during the specified opening hours. As it is compulsory to separate rubbish, the supervisor is instructed to check the rubbish and, if necessary, is also entitled to refuse to accept it or to charge a fee. (Bulky, special & electric waste will not be accepted).

The depositing of rubbish on the campsite, own pitch, cliff, beach, grain fields, parking lot or in front of the rubbish area is not permitted and is considered as environmental pollution and will be punished with a fee of 50,- € and a report.

24. filming and photographing on the campsite grounds and on the beach.

Cameras are installed on the campsite grounds and on the beach for surveillance purposes. Each tenant agrees that the pictures may be stored and used for clarification in case of administrative offences or criminal offences.

The landlord is entitled to take photographic records, including aerial photographs, for marketing purposes. Furthermore, recordings of the events (animation & entertainment) are made for marketing purposes, which could be used in print and social media, as well as on the homepage of the lessor. Insofar as persons or the property of the tenant/visitor are recognisable on the recordings, which are not in the foreground here, the tenant undertakes to agree to the use of the recordings.

The use of drones by tenants/visitors must be agreed in advance with the site management.

25 WiFi (hotspots)

The provision is free of charge up to 2 MBit/s, voluntary and is not part of the contractually agreed service. The transmission speed may be subject to fluctuations and disruptions. As a rule, surfing the internet and sending and receiving e-mails is made possible at various locations. Ostseecampingplatz Familie Heide reserves the right to change, limit or discontinue hotspots without prior notice. There is no claim to a specific local coverage of the hotspots. Please note that WiFi does not always make its way through caravan or tent walls. Moisture, bushes and trees provide additional "shielding".

26. emergency & security service

The emergency service can be reached at:

Reception: 04352-2530

Night watchman: 015154791576

Emergency call: 110 (fire brigade) - 112 (ambulance)

Medical on-call service: 116117

Wasserschutzpolizei: 04642-9655-902

Vogelsang-Grünholz police station: 04352-2310

No liability can be accepted for personal injury or damage to property.

The supervisory and reception staff are responsible for maintaining safety, peace and order, and for observing the campsite regulations. Please follow the instructions of the staff without reservation. Anyone who disobeys them is trespassing and must expect to be expelled from the campsite or charged with a criminal offence.

27 Liability

There is no claim for damages due to force majeure, especially fire, storm or unforeseen circumstances. Other claims for damages against the landlord are excluded, unless he or his employees can be accused of intentional or grossly negligent behaviour.

The guest shall be liable for any damage caused by him and his fellow occupants as well as for any damage caused by any facilities, installations, and equipment. The conclusion of a partial cover insurance is recommended. The place of jurisdiction for tenant and landlord is Eckernförde.

28 Data protection

Attention is hereby drawn to the data protection regulations of our establishment, which is displayed at the reception and will be handed out on request.

29. damage due to force majeure / extreme weather conditions

We hereby draw your attention to the fact that increasingly extreme weather events, such as drought, heavy rain, thunderstorms, storms and snow, can cause damage which directly or indirectly affects you as a tenant. This also applies to fire. In this case, please refer to our publicly displayed emergency and evacuation plans, which should be followed calmly and prudently in case of emergency.

As the campsite, as landlord, is not responsible for these natural events/damage, no travel or rental defects can be derived from this.

30. miscellaneous

The above campsite regulations and the rules of conduct and hygiene for the Corona Pandemic must be followed. We have posted these for our tenants at the reception and published them on our homepage www.waabs.de.

In the event of non-compliance or infringement, the owner may, on the basis of his domiciliary rights, issue an expulsion order, in serious cases without notice. The owner is entitled to refuse the admission of persons or to expel them from the site if this appears necessary to maintain safety, peace and order on the site and in the interest of the other guests or if the guest insults staff or other guests during his stay, disturbs the peace of the other guests, expresses or behaves in a xenophobic or discriminatory manner or wilfully damages or destroys the inventory of the campsite or the rented accommodation. In case of expulsion from the campsite, the owner is entitled to the full rent. In case of any violation of the campsite rules, a penalty of 50,- € will be charged.

Caravans older than 20 years cannot be sold with a pitch. Therefore, a transfer is not possible for these objects. These pitches must be vacated at the end of the lease.

It is forbidden to hoist flags on the campsite which have a political extremist or national socialist reference, are confusingly similar or on which corresponding symbols can be seen.

Every tenant is obliged to follow and implement the official regulations of the state ordinance for camping and weekend sites in Schleswig-Holstein (notice at reception) and these campsite regulations.

We wish all tenants a nice and pleasant holiday, lots of sun and good rest.

Helga and Karsten P. Heide GbR