

Campsite Regulations

All visitors to *Baltic Sea Campsite Familie Heide* are warmly welcome! Considerate behaviour, mutual collegial tolerance and compliance with necessary instructions from the campsite management are fundamental conditions for campsite life—in the interest of all guests seeking recreation.

1. Admission Rights

Access is granted only to camping guests who receive a transponder wristband or card upon arrival. This personalised transponder serves as a campsite ID, as a key for the sanitary facilities, and for all access points to the campsite grounds.

The ID is issued to all guests from 6 years of age and must be carried on the premises at all times. It must not be left unattended.

The ID (transponder) is issued in different colours indicating the respective visitor category. The ID must be returned at reception upon departure.

Loss of the ID is charged at **€10.00** and must be reported to reception immediately so the access authorisation can be deactivated and a new one issued.

Minors without legal guardians are not permitted to stay overnight on the campsite.

2. Quiet Hours

There is **night-time quiet** from **10:00 pm to 7:00 am** and **midday quiet** from **1:00 pm to 3:00 pm** daily.

All noise-producing activities must cease during these periods. Parents are responsible for ensuring that children and young people also respect the quiet hours.

Use of entertainment electronics must not disturb others.

The entry/exit barrier is closed during the above periods. In emergencies, please call us so we can open the barrier.

Driving on the campsite grounds is prohibited during quiet hours. Exceptions apply to persons with proof of a walking disability (G on the disability ID) and to vehicles essential for operations.

3. Access & Traffic

Driving on the site is permitted only for **arrival, departure, and excursions**, and only at **walking speed (7 km/h)**.

This **7 km/h** limit also applies to e-scooters and bicycles.

Prohibited: using vehicles to drive to the washhouse, to the shop, or at any time during quiet hours.

Motorcycles and mopeds may only be **pushed** on the site (engine switched off).

The entry/exit barrier is controlled by **number-plate recognition**; the system logs each passage.

Changing the registered licence plate costs **€5**.

The entire grounds are under video surveillance; recordings are stored.

By entering or driving onto the site, you accept all tariffs, terms of use, and these campsite regulations.

During the winter season from **30 Oct to 23 Mar**, the barrier remains closed.

A maximum of **2 cars per pitch** is permitted; this includes golf carts.

Only **road-legal vehicles** and/or drivers with appropriate age/licence are allowed on the campsite.

4. Pitch

The distance from your own unit (caravan/awning) to the next unit must be at least **3 metres**, and at least **5 metres** to mobile homes.

The distance to the road must be at least **2 metres**; for mobile homes, **10 metres across the road**.

A distance of **5 metres** must be maintained within fire lanes.

All vehicles and trailers must be arranged so they can be towed off the site at any time on their own wheels; caravans must be ready for immediate registration for public roads.

The tenant is responsible and liable for compliance with distance and mobility requirements.

Posts, supports, iron bars, pegs, etc. may be driven **no deeper than 30 cm** into the ground and must not have any foundations.

It is **prohibited** to permanently connect caravans and awnings (including non-separable protective roofs over both).

Extending awnings with additional sheathing/frameworks of wood, metal or other materials is not permitted.

Grass must be kept short at all times and the pitch kept clean.

The standpipe (drinking water) at the pitch is for **domestic water use only**. The following uses are **not permitted**: pools, lawn sprinkling, car washing, etc.

If a **second caravan** is placed on the pitch, all prescribed distances must be observed.

Our staff may enter and inspect your pitch at any time.

Concrete slabs may only be laid if they are **flush with the natural ground** and must be removed when vacating the pitch.

The paved area may not exceed **15 m²**.

4.1. Vacant Permanent Pitch

The tenant undertakes to occupy the pitch **exclusively** for camping purposes with a caravan/motorhome.

During **01 April – 30 September** each year, the pitch may **not** remain vacant for more than **4 weeks**.

Otherwise, the tenant will be given a **14-day** deadline to occupy the pitch. If this does not occur, the lessor may terminate the lease with **14 days' notice**.

Payments already made will **not** be refunded in this case.

5. Wastewater

Discharging wastewater into the ground or into drainage shafts is **strictly prohibited**.

Please use the **wastewater drains** located at the boundary of each pitch.

Rainwater must **not** be discharged into the wastewater pipes.

The lessor is **not liable** for damage caused by blockages in the "wastewater" network.

6. Electrical Safety

Connection to the electrical supply is only permitted **with the lessor's approval**.

The transition point between the lessor's and the tenant's electrical installations is **the connection at the distribution box**.

Only **legally approved appliances** may be used, and operation must be carried out with the **utmost care**.

If the tenant's installation causes repeated disturbances, the lessor may **interrupt the power supply**, e.g. to eliminate defects.

Any faults in the lessor's system will be repaired **as soon as possible during working hours**.

Claims for damages cannot be derived from interruptions in the power supply.

Electric cars may only be charged at the official charging stations, not at the pitch or mobile home.

Unauthorised electricity use will be reported to the authorities.

Feeding power into the network is not permitted and will be **charged as consumption**.

7. Gas Safety

Gas systems in caravans or motorhomes must undergo a **gas inspection every two years**.

This also applies to devices connected externally.

Each pitch may store a **maximum of 2 gas cylinders (11 kg each)** and **up to 2 litres of flammable liquids**.

8. Open Fire

For safety reasons, **open fires are strictly prohibited**.

Only **charcoal barbecues** are permitted.

The use of fire accelerants (e.g., spirit, lighter fluid) is **forbidden**.

Ashes may only be disposed of **when completely cold**, and only in the **designated containers**.

9. Fire Extinguishers

Each tenant is required to have a **ready-to-use, professionally inspected fire extinguisher** available at all times.

If smoke detectors are installed, they must be **deactivated when leaving the site**.

10. Environment

Electricity, water, and hot water must be used **sensibly**, to prevent unnecessary cost increases.

The **wasteful use of energy is strictly prohibited**, in the interest of all guests and environmental protection.

11. Dogs

For dog owners:

Dogs must be **kept on a leash at all times**—this applies to the entire campsite area.

It is **not permitted** to take dogs to the **bathing beach**.

There is a **designated dog beach** in section C, clearly signposted.

For dog waste, several **“dog toilet” stations** are available on site, where bags and waste bins are provided.

Dog waste must be removed **immediately**.

Dog washing is permitted **only at the dog shower** located near the entrance.

Each dog owner is obliged to comply with these rules.

Violations will result in: First offence: **€50 fine** Further offence: **immediate expulsion from the campsite** and/or **reporting under state dog regulations**.

Pets may **not stay in rental accommodation** without the supervision or presence of their owner.

A maximum of **two dogs per pitch** may be registered.

12. Sanitary Facilities

Sanitary buildings and water points must be treated **carefully and respectfully**.

Children under 6 years of age may only enter the sanitary areas **when accompanied by an adult**.

Hot water may **only be used inside the sanitary buildings**.

Dogs are **not allowed** in the sanitary areas.

It is **forbidden** to carry hot water to the pitches.

Intentional or avoidable damage or destruction to facilities, outdoor areas, plantings, or inventory will be **charged to the responsible person**.

13. Lawn Mowing and Hedge Cutting

Lawn mowing is permitted only during the times:

10:00–12:00 and **16:00–18:00**.

Hedges may be trimmed **from June 20th onwards**, taking care not to disturb nesting birds.

Grass and hedge clippings may **not be stored on the pitch**; they must be **disposed of separately** at the recycling station (see opening hours).

14. Order and Cleanliness

All campsite users must ensure **order and cleanliness** on and around their pitches.

If a pitch is neglected, the lessor may—after **written notice and a 14-day period**—arrange maintenance and/or cleaning of the caravan at the tenant's expense.

15. Smoking

Smoking is prohibited in all **indoor areas** and on **playgrounds**.

Cigarette filters belong in **residual waste bins**.

The **use and distribution of cannabis** is **strictly forbidden** on the entire campsite grounds.

16. Jet Skis and Boats

Jet skis and boats are subject to the **boat fee**.

The use of **water jet skis** on the Baltic Sea is permitted only between

10:00 a.m.–1:00 p.m. and **3:00 p.m.–6:00 p.m.**

Mooring buoys may only be placed **in the marked area near the slipway**, and only **from June 10th**.

By **August 31st** of each year, all buoys must be removed.

Boats stored on the pitch must keep a **minimum distance of 3 metres** to other objects.

17. Theft

All personal belongings must be secured to **prevent theft**.

The management assumes **no liability** for losses resulting from negligence or unsecured property.

18. Sports and Ball Games

Sports and ball games may **not be played between tents or caravans**, nor anywhere within the camping area.

For this purpose, please use the **sports grounds** and the **multi-purpose field** located on the event meadow.

Use of these areas is prohibited between

1:00 p.m.–3:00 p.m. and **8:00 p.m.–8:00 a.m.**

19. Playgrounds

Playgrounds are **intended for children up to 12 years of age**.

Quiet hours must also be observed here.

Use of the playgrounds is **at one's own risk**, even though the equipment is regularly maintained with great care.

20. Visitors, Day Guests, and Unregistered Persons

Only **registered persons** are allowed to enter the campsite.

Day guests must purchase a **day ticket at reception**.

Prices for visitor fees are displayed on the **price list** at reception and in the tourist information office.

Visitors **without a valid day ticket** will be charged **double the daily fee plus €50**.

21. Paths

Paths on the campsite serve as **fire lanes**.

Each tenant must maintain a **distance of 2 metres** from the road.

Parking on the roads is **not permitted**, except **briefly for loading and unloading**.

As a general rule, cars must be parked **on the tenant's own pitch**.

22. Parking Areas

The parking area **in front of the barrier** is subject to a **parking fee for all guests**, except during the winter season from **October 20th to March 23rd**.

The fee must be paid at the **parking machine**.

A **designated area** for **caravan/trailer combinations** (unpaved) is located within the parking lot, but **parking there is prohibited**.

Violations will incur a **€50 fine**.

Parking on **unpurchased pitches** is **not allowed** and will also be fined **€50**.

Fire brigade access roads must always remain clear.

23. Care of Flora and Fauna

Preserving, caring for, and protecting local flora and fauna is a **fundamental duty** of every tenant. Independent alteration of the tree population, damaging trees with nails, screws, hooks, or improper pruning is **prohibited**.

Only **native plants** may be used — **thuja** and **cherry laurel** are **not allowed**.

It is **strictly forbidden** to walk on, climb, or play in the **grain fields** or on the **cliffs**.

Removing stones from the beach is also **not permitted**.

The coastal area is designated as a **landscape conservation area**; violations will be **reported immediately** in accordance with the **State Conservation Act**.

24. Waste

According to the waste management regulations of the **Rendsburg–Eckernförde district**, **waste separation is mandatory**.

Waste must be separated as follows:

Paper, composite materials, organic waste, residual waste, and glass.

Further information will be provided upon arrival.

The waste disposal area is located **near the entrance**, to the **left of the parking lot**, and may only be used during **posted opening hours**.

Supervisors are authorised to **inspect waste** and may **refuse incorrectly sorted waste**.

Bulky waste, special waste, and electronic waste will not be accepted.

Depositing waste on the campsite, on the pitch, on the cliffs, on the beach, in the fields, in the parking lot, or in front of the waste area is **strictly prohibited**.

Such behaviour is considered **environmental pollution** and will result in a **€50 fine** and an **official report**.

25. Film and Photography on the Campsite and Beach

The campsite and beach areas are **under video surveillance**.

By entering the premises, each tenant agrees that the images may be **stored and used** for the investigation of administrative offences or criminal acts.

The lessor is authorised to take **photographic and aerial images** for marketing purposes.

In addition, **photos and videos of events (animation & entertainment)** may be used for **print media, social media, and on the lessor's website**.

If persons or property of tenants/visitors appear in these images but are not the main subject, the tenant agrees to their use.

The **use of drones** by tenants or visitors must be **approved in advance** by the campsite management.

26. WLAN (Hotspots)

Free WLAN is provided with a data rate of up to **3 Mbit/s**.

This service is offered **voluntarily** and is **not part of the contractual agreement**.

Transmission speed may fluctuate and experience interruptions.

In general, internet surfing and the sending/receiving of emails are possible at various locations on the campsite.

Baltic Sea Campsite Familie Heide reserves the right to **modify, restrict, or deactivate hotspots** without prior notice.

There is **no entitlement** to complete or specific coverage.

Please note that WLAN signals **do not always penetrate** caravan or tent walls.

Moisture, bushes, and trees may further reduce signal strength.

27. Emergency & Security Service

Emergency contacts: **Reception:** +49(0)4352-2530 - **Night Watchman:** +49(0)151 54791576

Police: 110 - **Fire Brigade:** 112 - **Medical On-Call Service:** 116117 –

Water Police: +49(0)4642-9655-902 **Police Station Vogelsang-Grünholz:** +49(0)4352-3074000

The management **assumes no liability** for personal or material damage.

Reception and supervisory staff ensure **safety, peace, and order**, and enforce compliance with the campsite regulations.

Guests are required to **follow staff instructions without restriction**.

Anyone refusing to comply commits **trespassing** and may face **expulsion** or **legal charges**.

28. Liability

No claims may be made for damages resulting from **force majeure**, especially in cases of **fire, storms, lightning strikes, or other unforeseen events**.

All other compensation claims against the lessor are excluded.

This does **not** apply to **gross negligence** or to **injury to life, body, or health** resulting from negligent breaches of duty by the lessor or their agents.

The tenant is liable for all **damage caused by themselves, their co-occupants, or their equipment**.

Taking out **partial comprehensive insurance** is recommended.

The **place of jurisdiction** for both tenant and lessor is **Eckernförde**.

29. Data Protection

Attention is drawn to the company's **data protection policy**, which is displayed at the reception and available upon request.

The privacy policy can also be found online at:

👉 <https://www.waabs.de/ostsee-campingplatz-de/datenschutz/>

30. Damage Caused by Force Majeure / Extreme Weather Conditions

Please note that increasingly extreme weather events such as **drought, heavy rain, thunderstorms, storms, and snow**

may cause damage that directly or indirectly affects the tenant — this also applies to **fires**.

In such cases, the **publicly displayed emergency and evacuation plans** apply and should be followed **calmly and responsibly** in the event of an emergency.

Since these natural events, possible damages, or energy shortages are **not caused by the lessor**, they **do not constitute grounds for travel or rental defects**.

31. Parcels and Packages

Baltic Sea Campsite Familie Heide does **not accept parcels or packages** for guests.

In **absolute emergencies only**—and **by prior arrangement** with the Tourist Information—parcels may be sent there (for example, **medication or medical equipment**).

All other parcels must be sent to **local parcel stations or nearby post offices**.

32. Miscellaneous Provisions

The above **campsite regulations must be observed**.

They are displayed at reception and published on the website:

👉 www.waabs.de

In cases of **non-compliance or repeated violations**, the lessor may—under their **householder's rights**—**expel the tenant from the campsite**, including **without notice** in severe cases.

The lessor has the right to **refuse admission or remove persons** when necessary to maintain **safety, peace, and order**, or if a guest insults staff or other guests, disturbs the peace, behaves **discriminatorily or xenophobically**, or **deliberately damages** campsite or rental property.

In the event of expulsion, the lessor **retains the right to full payment** of the rental fee. Any violation of the campsite regulations will result in a **€50 fine**.

Caravans that are **20 years or older** may **not be sold with their pitch**.

Such pitches must be vacated at the end of the rental period.

It is **strictly forbidden** to display **flags or symbols** with **political extremist or National Socialist references**,

or any that resemble such imagery.

Every tenant undertakes to comply with the **state regulations for camping and weekend sites** of **Schleswig-Holstein** (posted at reception) as well as with these campsite regulations.

Closing

We wish all tenants and guests a **pleasant and relaxing holiday**, plenty of **sunshine**, and a **wonderful stay!**

Effective from 01 October 2025

Ostseecampingplatz Familie Heide oHG

This is a translation using AI to facilitate understanding. The German version is authoritative.