

### **Standard terms and conditions**

The standard terms and conditions apply when renting and reserving bungalows and chalets at:

Vakantiepark "De Groote Vliet"

Onderdijk 245

1693 CG WERVERSHOOF

T: 0031-228-583229 / [www.degrootevliet.com](http://www.degrootevliet.com)

e-mail: [info@vakantieparkdegrootevliet.nl](mailto:info@vakantieparkdegrootevliet.nl)

**Section 1 Reservations:** Bookings are only accepted from people of 18 years and older. (Groups of teenagers are not permitted.) A reservation can be made by telephone, in writing, by e-mail or in person at the park's office. Reservations will be confirmed within seven days. Once you have received written confirmation, you are requested to check its accuracy. Discounts must be requested upon booking as it cannot be applied retrospectively.

If you have not received a confirmation within seven days, you are requested to contact us. We reserve the right to cancel the rental/hire contract when it appears that any incorrect information provided would have a detrimental effect for us.

**Section 2 Payment:** Your first payment is 50% of the total amount, which you have to pay within 14 days of receiving the invoice. The outstanding amount you will pay before four weeks upon arrival. In the event that a reservation takes place within four weeks of the arrival date, you are required to pay the indebted amount directly to the Rabobank, IBAN: NL43RABO0310045037 and SWIFTadres: RABONL2U, Reference: De Groote Vliet in Wervershoof. Your reservation becomes final once payment is received. You will receive the keys to your bungalow or chalet from reception once the total rental price has been paid. We ask no booking costs, but if you cancel within two weeks after booking, we will charge you € 25,00 administration costs. When you have paid already, we refer to section 9.

**Section 3 Deposit:** Guests are required to use the bungalows, chalets and other facilities within the park with care and for the agreed purpose. That is why we ask for a deposit, which is stated on the invoice. After your departure, your holiday home will be checked. If everything is in order, we will transfer the deposit within 14 days. In the event of any damage and unpaid costs, these will be deducted.

**Section 4 Arrival and departure times:** The keys to your bungalow or chalet can be collected from the office from 15.00 hrs. If you are unable to arrive between 15.00 and 17.00 hrs, please contact our office two days before arrival. In order to allow time for cleaning, you are required to vacate your bungalow or chalet by 10.00 hrs on the day of departure. We will check the bungalow or chalet on the day of arrival and you will receive your deposit back.

**Section 5 What is included in the rental charge:** The rental charge of a bungalow or chalet includes:

- The use of gas, water, heating and electricity.
- V.A.T.
- Wifi

The rental charge does **not** include:

- Final cleaning (compulsory)
- Bedlinen (compulsory)
- Tourist tax
- Light activities such as washing up, emptying rubbish bins and placing the rubbish bags in the relevant containers.
- Removal of the bed linen, bed linen must be delivered at the reception or when the reception is closed, in the hallway of the rented place

- Optional (kitchen) towel package, high chair, and Childers bed
- Bringing your pet(s)

**Article 6 Pets Bringing your pet (s):** Is only allowed on request. For this we charge an additional amount for cleaning. It is mandatory to keep your pet on a leash at the park.

**Section 7 Liability:** The key person mentioned in the rental confirmation is responsible for the orderly running of (in and around) the houses or caravans. Any breakages/losses or damage to the accommodation's inventory need to be settled directly by the key person. Deviations to this rule can only apply when the key person can clearly show that the damage in question was not their fault and cannot be blamed on their negligence or was not caused by one of the members of their group. Unless this is (intentionally) the fault of the (employees of) 'Groote Vliet', this relates to:

- a. Loss, theft, damage or accidents, caused to people and/or goods during or as a result of a stay in the park;
- b. Destroying or making technical equipment in the park out of order.

Furthermore, we reserve the right to make explicit changes to the design and opening times of the park. In addition, necessary maintenance work can be carried out to the accommodation or other facilities during your stay without the right to compensation. This will only occur in order to ensure the optimal functioning of the park.

**Section 8 Park rules:** You and your group are required to adhere to the set park rules. You will receive the park rules, which apply to all rental agreements, by email 1 week before arrival.

**Section 9 Cancellation:** If you wish to cancel your reservation more than four weeks before your intended arrival, then you will lose your first payment. If you cancel within four weeks of your arrival, then you will be liable for the full bookings amount. Cancellations prior to arrival (of the rental period) need to be confirmed in writing to the park. When you have transferred the whole amount, we will consider this as a first payment. You can take out cancellation insurance via the link in our confirmation email or your own insurance.

**Section 10 Complaints:** We will do our best to ensure that your stay is as pleasant as possible. However, despite our endeavours it may be possible that you have a complaint. In order to be able to solve this as quickly as possible, we would ask you to make the office aware of this.

**Section 11 General proviso:** All the prices in our brochure, e-mail and website may be subject to change. We cannot be held responsible for any errors or omissions. This supersedes all previous publications.