



## BOOKING CONDITIONS OF OOSTAPPEN GROEP VAKANTIEPARKEN

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## BOOKING CONDITIONS OF OOSTAPPEN GROEP VAKANTIEPARKEN

You want to rent or use an accommodation/camping pitch at an Oostappen Groep holiday park. In accordance with local legislation, only tourist bookings are allowed.

### EXCLUSION OF RIGHT OF WITHDRAWAL

Oostappen Groep Vakantieparken would like to point out that bookings you make are legally final. A right of withdrawal (reflection period) of 14 days does not apply to the agreement you conclude.

### ARRIVAL AND DEPARTURE

On the day of arrival, you can access your rented accommodation from 15:00. Camping pitches can be accessed from 12:00. On the day of departure, you must vacate the rented property and/or the camping pitch before 10:00. You can make free use of the park's facilities all day long. Please bear in mind that your car and camping equipment, if any, must be parked outside the park and that some facilities have limited opening hours during the low season. Parking outside the park is not possible at every park. You may be referred to a (paid) parking space. We also offer you an extra advantageous option: an extension until 22:00, for a fee. This is only possible if your pitch is available on the day of departure (cannot be booked in advance). For rates and other information, please contact reception.

### EARLY DEPARTURE

If you check out earlier than the original departure date, it is not possible to receive a refund for the remaining days. You are responsible if you leave the holiday park before the original check-out date.

### LIABILITY

Oostappen Groep Vakantieparken accepts no liability for:

- Theft, loss and/or damage, of whatever nature, during or as a result of a stay at an Oostappen Groep holiday park;
- The breakdown or decommissioning of technical equipment and/or the failure or closure of facilities at the Oostappen Groep holiday parks;
- Information provided verbally and/or by telephone;
- Unexpected (construction) activities in the vicinity of the booked accommodation, work on access and/or main roads, noise nuisance from, for example, neighbours, cars, nuisance caused by vermin and environmental problems in the vicinity of the park and/or the accommodation.

You are jointly and severally liable for all loss and/or damage to the rented and/or other property of Oostappen Groep Vakantieparken, regardless of whether this is the result of acts or omissions on your part or of third parties who are at an Oostappen Groep holiday park with your permission. Additional (cleaning) costs may be charged to you if you use or leave the accommodation/camping pitch incorrectly. The (final) cleaning does not include washing dishes, removing and collecting bedding; put waste in the bin bag and put it in the container.

### REFUND FOR NO USE

If the accommodation/camping pitch is not used by you during the agreed period, an (extra) fee is due, the costs of which are equal to the invoice amount that would have been due if accommodation/camping pitch had been used, based on the maximum number of people that can use the accommodation/camping pitch. Unless explicitly stated otherwise.

### PACKAGES

Packages can be booked in advance, together with the accommodation. Certain packages or parts thereof will only be available if there are sufficient participants. If the package or part of it is not available due to whatever circumstances, Oostappen Groep Vakantieparken will refund the participation price for each part that has not been enjoyed, without being obliged to pay any compensation to you or third parties. Discount schemes do not apply to packages, nor do combinations of discounts, unless explicitly stated otherwise. Packages are purchased in full, taking into account the agreed arrival and departure dates.

### DISCOUNTS

Discounts do not apply to bookings and pre-bookings already made. Any right to a discount must be reported immediately when booking. Settlement or refund is no longer possible after that.

### MAKING A BOOKING BY TELEPHONE

Holidaymakers can also make a booking by telephone. In the case of a telephone booking, an 'Agreement' is concluded immediately.

### PRE-BOOKINGS

Each guest can make a pre-booking one year in advance for the coming year. This pre-booking is subject to a standard cost of €100 per pre-booked pitch. As soon as the rates are known and programmed, the pre-bookings will be converted into bookings. The €100 already paid will be deducted directly from the costs of the booking. If you want to cancel your pre-booking after payment, the amount already paid will not be refunded.



## CANCELLATION FUND

It is possible to take out a cancellation fund for direct bookings (without the intervention of a tour operator). The rate of the cancellation fund is 6.5% of the agreed accommodation costs (a minimum of €10) plus €4.95 administration costs.

Participation in the cancellation fund indemnifies you against the costs of a cancellation caused by one of the following events, if supported by an official statement. If this proves impossible, Oostappen Groep Vakantieparken reserves the right to conduct an investigation.

1. In the event of death, sudden illness or accident of the main person or one of the participants.
2. In the event of early termination of your holiday due to the death of a relative once removed of the main person or one of the participants.
3. In the event of early termination of your holiday due to fire, storm damage or lightning strikes to or in your home or household effects of the main person or one of the participants.
4. A special call for military service, other than mobilisation.

In the event of early termination of your holiday for one of the above reasons, a percentage of the rent will be refunded in proportion to the number of holiday days taken.

## EXCLUSIONS

There is no right to payment if:

1. The event is the result of or is related to a civil war, a (natural) disaster and/or a forest fire;
2. The event is the result of or is related to a virus outbreak and/or an epidemic for which restrictive measures are imposed by the government;
3. The event is the result of or is related to the insured party participating in or knowingly attending (aircraft) hijacking, strikes, riots, uprising or acts of terrorism;
4. The event was caused by, occurred during or ensued from nuclear reactions, irrespective of how and where the reactions originated, unless used for the medical treatment of the insured party;
5. The insured party or the party interested in payment with regard to the occurrence, nature or extent of the damage makes an incomplete statement or if the obligations are not fulfilled or not fulfilled in time.

## CANCELLATIONS

If you unexpectedly have to cancel your holiday and you are not affiliated with our cancellation fund or the reason is not covered by the cancellation fund, you are obliged to pay the entrepreneur a fixed compensation. This amounts to:

- 15% of the agreed price, in the event of cancellation within 3 months prior to the commencement date;
- 50% of the agreed price, in the event of cancellation within 2 months prior to the commencement date;
- 75% of the agreed price, in the event of cancellation within 1 month prior to the commencement date;
- 90% of the agreed price, in the event of cancellation within 1 month prior to the commencement date;
- 100% of the agreed price, in the event of cancellation on the day of arrival or no-show.

In the event of cancellation, Oostappen Groep Vakantieparken will charge an administrative fee of €50 as a standard. Cancellations must always be made in writing. Please note! If you have made a reservation via our tour operator Vakantievelingen, Groupon or Social Deal, it is not possible to cancel or change the reservation.

## COMPLAINTS

Despite all the good care of Oostappen Groep Vakantieparken, you may still not be satisfied. You must submit your complaint locally and immediately at reception, in order to give them the opportunity to take measures aimed at resolving the issue. If the complaint is not dealt with satisfactorily, you can submit the complaint in writing up to 1 month after departure from the park via [gastenservice@oostappengroep.nl](mailto:gastenservice@oostappengroep.nl) or by post to Oostappen Groep Vakantieparken, afdeling gastenservice, P.O. Box 196, 5720 AD Asten.

## ACCOMMODATION CLAIMS FUND

For a carefree holiday, Oostappen Groep Vakantieparken gives you the option to take out an accommodation claims fund. The advantageous rate of the accommodation claims fund is €1.85 per night per accommodation. The accommodation claims fund indemnifies you against damage to the accommodation and damage to the furniture and equipment in the accommodation. Damage will be reimbursed if the guest is liable for the damage and it exceeds €25. Not included are fire damage, vandalism and damage to small furniture and equipment.

## PAYMENT

Your payment terms are shown on your booking confirmation. When you book last minute, you should take into account that the payment date is a few days after if not immediately when booking. You must make payments in advance, in accordance with the set payment terms, via your personal page on [www.mijnoostappen.nl](http://www.mijnoostappen.nl) by means of iDeal. If you do not have the option to make the payment by iDeal, you can also make a bank transfer. We kindly ask you to clearly use the BOOKING NUMBER as payment reference for a payment that is not made via [www.mijnoostappen.nl](http://www.mijnoostappen.nl). If this is not stated, the payment will be administratively booked on a suspense account and your booking may be cancelled through the automated system. You can make payments at any time, as well as check your invoice and payments, via [www.mijnoostappen.nl](http://www.mijnoostappen.nl). If on arrival, it appears that there is still an amount outstanding, you may be asked to pay this after all. During and after the season, any outstanding items are checked. We will send you a reminder for any outstanding items. We therefore recommend always asking for a proof of payment for (cash) payments at reception.



## **MIJNOOSTAPPEN.NL**

We recommend registering on this personal website. You can make and/or view payments at [www.mijnoostappen.nl](http://www.mijnoostappen.nl). Can you make an additional booking and fill in the details of you and your travel group. Please complete this before arrival.

## **ADDITIONAL COSTS**

Oostappen Groep Vakantieparken will send its correspondence digitally; if this is not possible, postage costs of €2.50 will be charged. These costs can be found in your booking confirmation.

## **VAT**

VAT is charged on your booking. This is included in the price. If this is adjusted in the interim by order of the government, Oostappen Groep reserves the right to pass on this adjustment in your booking.

## **GROUPS**

In the case of bookings by groups, Oostappen Groep Vakantieparken may set special conditions for, among other things, supervision and the location of the accommodations in relation to each other, while the purpose and size of the group may in certain cases lead to a group not being accepted. A different security deposit may apply.

## **SECURITY DEPOSIT AND SETTLEMENT**

In connection with the final inspection\* of the accommodation, a security deposit of €250 per booked accommodation will be charged on all our bookings. Oostappen Groep Vakantieparken is at all times entitled to set off claims it has against the holiday maker and fellow travellers covered by his agreement (such as outstanding items, fines and damage), for whatever reason, against all amounts paid by them, including the security deposit.

If necessary, an additional invoice will be sent.

The security deposit or the remainder thereof will be refunded no later than 30 days after departure, provided the accommodation is left in accordance with our (cleaning) instructions and there are no (claim) amounts outstanding for settlement. The return of the security deposit does not waive any claim for damages or compensation in any form whatsoever. One year after departure, the right to a refund of the security deposit expires.

\* Inspection for damage to the property and/or furniture and equipment, check for presence of furniture and equipment

## **SWIMMING**

Parents and/or supervisors must ensure that children who cannot swim wear water wings and/or a life jacket. An adult should always supervise this. Swimming in the outdoor lakes is also not allowed in Belgium.

## **PETS**

Depending on the accommodation/or camping pitch, tenants or users can bring two pets. A dog bed must be brought for dogs and flea protection is mandatory for dogs/cats. Pets must at all times be kept on a leash and taken for a walk outside the park or within the dedicated dog walking site. The owner remains at all times responsible for his/her pet and is obliged to carry the dog pass with him/her. Any accidental dog fouling at the park must be removed by the dog owner there and then. You will find special bags for this at the park that you can use free of charge. Pets of day visitors are allowed against payment of €3.50 per pet. Pets must be registered in advance at all times. If they are not registered, they will not be allowed into the park.

## **NON-SMOKING AND/OR PET-FREE ACCOMMODATIONS**

You can book a non-smoking and/or pet-free accommodation based on availability. If you wish to make use of this option, please send an e-mail to [reserveren@oostappengroep.nl](mailto:reserveren@oostappengroep.nl) or contact the booking department on 0900 9677. Of course, you can also send an e-mail to [reserveren@oostappengroep.nl](mailto:reserveren@oostappengroep.nl). We are happy to help.

## **LOW SEASON** (except July and August)

In the low season, it is quieter at the Oostappen Groep holiday parks and we offer you extra favourable rates. During these periods, (certain) facilities may not be available and/or work is being carried out on account of changes and/or extensions, without us notifying you in advance.

## **PARK REGULATIONS**

All guests/users must adhere to the rules laid down by Oostappen Groep Vakantieparken, including the park regulations. For the park regulations, we refer to the website and/or reception and/or the booking department.

## **DIFFERENCES IN ACCOMMODATION**

There may be differences between accommodations of the same type and/or they may deviate slightly from published photos.

## **TRAVEL GROUP**

Every staying guest is obliged to register in advance. This can be done via the personal page at [www.mijnoostappen.nl](http://www.mijnoostappen.nl). Unaccompanied minors are admitted to a limited extent. At least 1 person aged 21 or older must be present throughout stay. Guests can register at reception upon arrival. Please note: the number of persons staying at the accommodation (including children and babies) cannot be more than the maximum number of people indicated. Oostappen Groep Vakantieparken can in



this case deny the (fellow) holidaymaker the use of the accommodation. They will not be entitled to a refund. Exchanging persons during your stay is not allowed.

### **GUEST RATES**

When your booking is final and your car card has already been printed/sent, you can only register additional people as a guest. This is subject to the regular guest rate (excluding bed linen). This also applies if the number of people falls within the maximum allowed number of people for a specific rented accommodation/camping pitch. You can indicate this and any other additional bookings, such as extra children's furniture, at reception. Please note that not every accommodation is suitable for placing (extra) children's furniture.

### **BOOKING FEES**

The prices of the accommodations/camping pitches do not include mandatory booking fees. Oostappen Groep Vakantieparken charges a booking fee of €20 per booking.

### **MISCELLANEOUS CHARGES**

Mandatory 'miscellaneous charges per person per night' are charged for each staying guest. This can be changed in the interim by order of government agencies. You are obliged to pay the most recent rate.

### **PREFERENCE BOOKING**

When determining certain preferences regarding the accommodation/camping pitch or the location of the accommodation/camping pitch, Oostappen Groep Vakantieparken charges €17.50 preference costs per accommodation/camping pitch.

NOTE: this is not possible through all tour operators. Please inquire about this in advance.

### **BED LINEN**

Oostappen Groep makes bed linen mandatory for every guest staying in rented accommodation (with the exception of babies).

### **BOOKING - COVID-19**

When making a booking, you should keep in mind that COVID-19 measures may be in force. This means we adhere to government guidelines and that, if prescribed, extra measures have been taken at our holiday parks. We may have adjusted the opening hours and it is possible that hardly any or no facilities are open. A change in facilities or opening thereof imposed by these restrictions is not a valid reason to cancel your booking free of charge.

### **REBOOKING GUARANTEE/AMENDMENT CHARGES**

If you want to make a change to an existing booking, for example, to change the period, change holiday park or change the travel group, Oostappen is not obliged to implement these changes. Oostappen determines to what extent the change requests are granted on the basis of possibilities and availability. You have the option of making a change to your booking up to 4 weeks before the arrival date. For this, we charge €18.50 in amendment charges, unless the costs of the booking are higher. In that case, the amendment charges are waived, but you will pay the higher costs for your booking. If the cost of your booking becomes lower than the original price, we will not refund you the difference. In principle, it is not possible to make changes in the 4 weeks before arrival.

### **OTHER PROVIDER**

The above rebooking guarantee applies to holidays that are booked directly through Oostappen. If you have booked with another provider, ask them for the conditions on how you can change the booking.

### **HOW DO I TELL YOU OF ANY CHANGES?**

You can contact the booking department for this on 0900 9677. Of course, you can also send an e-mail to [reserveren@oostappengroep.nl](mailto:reserveren@oostappengroep.nl). We are happy to help.

**These booking conditions apply to all bookings made directly or indirectly with Oostappen Groep Vakantieparken. Deviations in the descriptions of our accommodations/camping pitches are possible. We reserve the right to make changes to the content of our publications. Manifest printing errors do not bind us.**

**Changes made by third parties that are not known at the time of compiling these booking conditions will apply as a matter of course, without it being possible to announce this in advance.**

**All previous booking conditions hereby expire. Price changes reserved.**