



BOOKING CONDITIONS OOSTAPPEN GROEP VAKANTIEPARKEN

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

RECRON TERMS AND CONDITIONS

All reservations and offers and all agreements concluded with the Nederlandse Oostappen Groep Vakantieparken are subject to the RECRON terms and conditions, the latest version, filed with the Chamber of Commerce of Midden Gelderland.

ARRIVAL AND DEPARTURE

On the day of arrival, you can access your rental accommodation from 15.00 hours. Camping pitches are available from 12.00 hours. On the day of departure, you have to vacate the rental accommodation and/or the camping pitch before 10.00 hours. You can make use of the facilities of the park for free all day. Please note that your car, and any camping equipment, must be parked outside the park and that during the low season, some facilities may have limited opening hours. Parking outside the park is not possible at every park. You may be referred to a (paid) car park. We also offer you an additional economical option: extend your stay until 22.00 hours (against payment). This is only possible if your accommodation/pitch is available on the day of departure (we do not take reservations in advance). For rates and more information, please contact Reception.

EARLIER DEPARTURE

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

LIABILITY

Oostappen Groep Vakantieparken does not accept liability for:

- Theft, loss and/or damage, of whatever nature, during or as a result of a stay at an Oostappen Groep Vakantiepark;
- Technical equipment becoming defective or rendered inoperative and/or the failure or closure of facilities at the Oostappen Groep Vakantieparken;
- Information provided orally and/or by telephone.

You are jointly and severally liable for all loss and/or damage to the rented accommodation and/or other property of the Oostappen Groep Vakantieparken, regardless of whether this loss and/or damage is the result of acts or omissions on your part or of third parties that are staying at an Oostappen Groep Vakantiepark with your permission. In case of improper use of the accommodation/camping pitch or leaving it behind in an improper state, additional (cleaning) costs may be charged to you.

FEE FOR ACCOMMODATION NOT USED

If the accommodation/camping pitch is not used by you during the agreed period, a(n) (additional) fee is payable by you, equal to the amount of the invoice that would have been owed upon use on the basis of the maximum occupancy of the accommodation/pitch, unless expressly stated otherwise.

PACKAGE DEALS

Package deals can be booked in advance, in combination with the accommodation. Certain packages or components of packages can only take place if there are enough participants. If the package or components of packages cannot take place under any circumstance, Oostappen Groep Vakantieparken will refund the participation fee per component not realised, without being held to pay any compensation to you or third parties. Discount schemes do not apply to packages, nor can discounts be combined, unless expressly stated otherwise. Packages are taken in full, with due observance of the agreed arrival and departure dates.

DISCOUNTS

Discount promotions do not apply to reservations and pre-reservations already made. Any rights to a discount must be communicated immediately upon booking. Deductions and refunds at a later date are not possible.

PRE-RESERVATIONS

All guests may make pre-reservations one year ahead for the coming year. For this pre-reservation, we charge a standard fee of €100 per pre-reserved accommodation/pitch. Once the rates are known and programmed, the pre-reservations will be converted into reservations. The €100 already paid, will be deducted from the costs of the reservation. If you want to cancel your pre-reservation after payment, the amount already paid will not be refunded.

CANCELLATION INSURANCE

It is possible to take out cancellation insurance for direct bookings (i.e. not through a tour operator). The cancellation insurance is 6.5% of the agreed accommodation costs (with a minimum fee of €10), plus a €4.95 administration fee.

Taking out cancellation insurance indemnifies you for the costs of a cancellation caused by one of the following events, if an official declaration can be provided. If such a declaration cannot be provided, Oostappen Groep Vakantieparken reserves the right to conduct an investigation.

1. In the event of the death, sudden illness or accident of the person making the booking or any fellow travellers.
2. In the event of early termination of your vacation due to the death of a first-degree relative of the person making the booking or any fellow travellers.
3. In the event of early termination of your vacation due to fire, storm damage or lightning strike damage to the home or household contents of the person making the booking or any fellow travellers.
4. A special call-up for military service, other than mobilisation.

In the event of early termination of your vacation due to one of the foregoing reasons, a percentage of the rental fee will be refunded in proportion to the number of holiday days enjoyed.

EXCLUSIONS

You are not entitled to a refund if:

1. The event is the result of or 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 in which government restrictive measures are imposed;



3. The event is the result of or is related to the insured party participating in or knowingly and willingly attending a (aircraft) hijacking, strike, revolt, uprising or terrorist act;
4. The event is the result of, occurred during or arose from nuclear reactions, regardless of how and where the reactions originated, unless used in the medical treatment of the insured party;
5. The insured party or the beneficiary of the insurance have made incomplete, untrue statements about the origin, nature or extent of the damage or if obligations are not or not timely fulfilled.

If you unexpectedly have had to cancel your holiday, and you did not take out our cancellation insurance or the reason is not covered by the cancellation insurance, you are obliged to pay a fixed compensation to the entrepreneur. This compensation is:

- In the event of cancellation up to 3 months before the effective date, 15% of the agreed price;
- In the event of cancellation up to 2 months before the effective date, 50% of the agreed price;
- In the event of cancellation up to 1 month before the effective date, 75% of the agreed price;
- In the event of cancellation from 1 month before the effective date, 90% of the agreed price;
- In the event of cancellation on the date of arrival or no show, 100% of the agreed price.

In the event of cancellation, Oostappen Groep Vakantieparken will charge a standard administration fee of €50.

Cancellations must always take place in writing.

CANCELLATION

If you have booked a season pitch and wish to cancel your reservation, the RECRON terms and conditions apply.

If you want to upgrade your current reservation to another period, this is possible for the value of your current reservation.

If you have made one reservation for several accommodations and/or camping pitches and you want to cancel one or more of those accommodations, the RECRON terms and conditions apply.

DAMAGE INSURANCE

To enjoy a carefree holiday, Oostappen Groep Vakantieparken offers you the option to take out damage insurance for your accommodation. The economic rate of the insurance is €1.85 per night per accommodation. The damage insurance will indemnify you for damage to the accommodation and damage to the household contents of the accommodation. Damage is reimbursed if the guest is liable for the damage and the damage exceeds a value of €25. Not included are fire damage, vandalism and damage to small household items.

PAYMENTS

The payment terms are stated on your reservation confirmation. When you book a last-minute holiday, please note that the payment date is a few days after if not immediately on reservation. You must make the payments in advance, in accordance with the payment terms, via your personal page on www.mijnoostappen.nl. We kindly ask you to clearly state the **BOOKING NUMBER** as the payment reference when you do not make the payment via www.mijnoostappen.nl. If the booking

number is not stated, the payment will be booked to an interim account and there is a chance that your reservation will be cancelled by the automated system. On www.mijnoostappen.nl, you can make payments at any time and also check your invoice and payments. When, on arrival, it appears that an amount of the payment is still outstanding, you may be asked to make another payment.

During and after the season, we check outstanding items. When you still have outstanding payments, you will receive a reminder. We therefore recommend that you always ask for a proof of payment when you make (cash) payments at Reception.

VAT

Your reservation is subject to VAT. This tax is included in the total price. If the tax rate is adjusted in the interim on the instructions of the government, Oostappen Groep Vakantieparken reserves the right to charge this adjustment on to you.

LARGER PARTIES

When booking for a larger party, special conditions can be set by Oostappen Groep Vakantieparken, for instance regarding supervision and the location of the accommodations in relation to each other. As a result of the purpose of the stay and size of the group, we may in certain cases refuse a group booking. A higher deposit may also be charged.

DEPOSIT AND SETTLEMENT

In connection with the final check* of the accommodation, there is a possibility that a deposit of €250 per booked accommodation is charged. Oostappen Groep Vakantieparken at all times reserves the right to set off claims (such as outstanding items, fines and damage) on the holiday maker and any fellow travellers falling under his agreement, with all amounts paid by them, including the deposit. If necessary, an additional invoice will be sent.

The deposit or the balance thereof shall be refunded not later than ten days after the departure date, provided the accommodation is left in accordance with our house and cleaning rules, and there are not outstanding amounts or damage. The refund of the deposit does not constitute a waiver of the right to claim damages or compensation in any form whatsoever. The right to a refund of the deposit expires one year after the departure date.

* Check for damage to the object and/or household contents, check for the presence of household contents

PETS

Two pets are allowed per accommodation/pitch. Pets must be kept on a leash at all times and have to be walked outside the park, or in the special dog area. The owner remains responsible for his/her pet at all times and is required to carry a dog card. Any accidents at the park must be cleaned up immediately by the owner. At the park, special bags are provided that you can use for free. Day visitors can bring their pets at a charge of €3.50 per pet. Pets always have to be registered in advance. If pets are not registered, they are not admitted to the park.



LOW SEASON (with the exception of July and August)

In the low season, the Oostappen Groep Vakantieparken are quieter and we offer accommodation at extra low rates. However, (certain) facilities may not be available during these periods and/or work may be carried out to maintain/change/expand facilities. We are not always able to inform you of such closures in advance.

PARK REGULATIONS

All guests/users must adhere to the regulations laid down by Oostappen Groep Vakantieparken, including our park regulations. For the park regulations, we refer you to the website and/or Reception and/or the Booking Office.

DIFFERENCES BETWEEN ACCOMMODATIONS

It is possible that there are differences between accommodations of the same type and/or that the accommodation you booked differs from the publicity photos.

TRAVEL PARTY

All guests that stay at our park are required to register in advance. This can be done via your personal page on www.mijnoostappen.nl. Minor children travelling alone are admitted on a limited basis. At least 1 person aged 21 or over must be present during the entire stay. Guests can register at reception upon arrival. Please note: it is not allowed to stay in an accommodation with more persons than the maximum number of guests indicated. Please inquire about the maximum occupancy in advance. It is not allowed to exchange persons during the stay.

GUEST FEE

When your reservation has been finalised and your car card has already been printed/sent, you can only register extra persons as a guest. We then charge the regular guest fee (excluding bed linen). This also applies when the number of people falls within the maximum occupancy allowed for a specific rental accommodation/pitch. You can register guests and add items to your reservation, such as extra children's furniture, at Reception. Please note that not every accommodation is suitable for the placement of (extra) children's furniture.

BOOKING FEE

The prices of the accommodations/camping pitches are excluding the mandatory booking fee. Per accommodation, Oostappen Groep Vakantieparken charges a booking fee of €20.

LEVIES AND TAXES

For each person staying at our park, we charge a mandatory 'levy per person per night'. This levy can be changed in the interim on the orders of government agencies. You are obliged to pay the most recent rate.

BOOKING PREFERENCES

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

ATTENTION: this is not possible when you book through a tour operator. Please inquire about the options in advance.

BED LINEN

Oostappen Groep charges a mandatory bed linen fee for every person staying in a rental accommodation (except for infants).

COVID-19

When making a reservation, you should keep in mind that COVID-19 measures may be in force. This means that we adhere to the guidelines of the government and that, if required, additional measures have been taken at our holiday parks. It is possible that we have adjusted opening hours and 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 reservation free of charge.

CHANGEOVER WARRANTY / ALTERATION FEES

If you want to make a change to an existing reservation, such as changing the period, changing the holiday park or changing the travel party, Oostappen is not obliged to make these changes. Oostappen itself determines to what extent the change requests are granted based on options and availability.

You have the option to make a change to your reservation up to 4 weeks before the arrival date. For this we charge € 18.50 change costs, except when the costs of the reservation are higher. The change costs will then be canceled, but you will pay the higher costs for your reservation. If the cost of your reservation becomes cheaper than the original price, you will not receive 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 booked directly through Oostappen. If you have booked with another provider, ask them for the conditions on how to change the reservation.

HOW DO I SUBMIT MY CHANGE?

You can contact the reservation department via telephone number: 0900 9677. You can of course also send an e-mail to: reserveren@oostappengroep.nl.

We are happy to help you.

These booking conditions apply to all bookings made directly or indirectly with Oostappen Groep Vakantieparken. There may be changes in the descriptions of our accommodations/camping pitches. The contents of our publications are subject to change. Obvious printing errors are not binding to us.

Changes by order of third parties that are not known at the time of drawing up these booking conditions will of course be applicable, even when we were unable to notify you of these changes in advance.

This document replaces all previous booking conditions. Prices are subject to change.