

General conditions

1. ARRIVAL AND DEPARTURE

Rental accommodations:

Check-in is possible from 3pm. Please notify us if you arrive later than 10:00 pm. There is no night reception.

You must leave the bungalow no later than 11:00 am on the day of departure. If you plan to leave earlier than 8:30 a.m., please notify the reception the day before departure.

RV, camping and tent sites:

- Check-in is possible from 1 p.m. .
- You must leave the camper, camping and tent site no later than 1 p.m.

2. CANCELLATION

- You can cancel free of charge until at least 7 days before arrival. Between 7 days and 72h we will charge 50% of the outstanding balance. Less than 72h before arrival, it is no longer possible to cancel and we will charge 100% of the outstanding balance.
- In case of lockdown or closure of the borders, the reservation will be cancelled free of charge.
- In case of no-show or early departure, we will charge the total amount of the reservation. We do not require proof of cancellation but strictly adhere to the above conditions.
- You can purchase cancellation insurance from an insurer of your choice if you wish; we do not offer it.
- Force majeure clause: In the event of force majeure, the above cancellation conditions will lapse. Force majeure includes, but is not limited to: war or danger of war, riots, strikes, disturbances in the energy circuit or traffic, governmental measures, scarcity of raw materials, natural disasters, extraordinary weather conditions or any other circumstance as a result of which full or partial fulfillment of the contract cannot be demanded of the manager in all reasonableness and fairness. In the event of force majeure preventing the provision of the bungalow, camper, camping or tent pitches, you will not be entitled to any compensation or refund of accommodation costs already paid. You will receive a voucher to the value of the already paid accommodation costs.

This voucher serves as a credit when making a future reservation. The voucher must be compulsorily used within a period of 2 years.

3. DAMAGE

Our rental properties look peaky and we like to keep it that way, for you and the guests after you. If any damage is found (broken or stolen items) after departure, we will charge it. With normal use, of course, you should not worry.

- **DAMAGE AND OR THEFT OF RENTED GOODS**

If the guest rents or uses goods during their stay, the guest is responsible for all damages of kind. Urban Gardens itself does not offer damage and/or theft insurance.

The bikes to be rented have a retail value of 580 euros. This is also the amount payable in the event of complete breakdown, loss or theft. In case of a partial defect, we charge the net repair costs. Of course, we do not charge for wear and tear from normal use.

4. MAXIMUM OCCUPANCY

- Basic log cabin: 4 persons
- Pitch: 5 people
- Tent pitch incl. electricity: 5 people
- Tent pitch excluding electricity: 2 persons
- Motorhome site: 5 people

If we find that this condition is violated, we may deny you access to the bungalow. Hereby the cancellation conditions come into effect (see article 2).

5. PAYMENT

After reservation, you will be asked by email to your payment card information. At that time, the amount will be reserved on your payment card. The balance will be charged 7 days prior to arrival.

- **WAN PAYMENT**

If full payment has not been made no later than the day of departure, the total amount will be immediately increased by 30 euros for additional administrative costs.

If you still do not pay no later than 7 days after the scheduled departure date, we will pass your case to our law firm. We charge

you, if necessary, an additional 50 euros in filing fees and 1% interest per month started.

6. OVERLAST

There is a friendly atmosphere at Urban Gardens, and we like to keep it that way. Between 10 p.m. and 7 a.m., motorized traffic is not allowed on the grounds.

We also ask that you respect the sleep of all guests after 10pm. If nuisance of any kind is observed, this may be a reason to end your stay early.

Hereby the cancellation conditions come into effect (see article 2).

7. YOUTH GROUPS

If your party consists exclusively of young people under the age of 23, we reserve the right to refuse your reservation.

8. CLEANING AND WASTE

It's your vacation, so we the bungalows!

However, you must do the dishes and deposit the garbage in the containers. If upon departure it is found that you did not do the dishes, we will charge 30 euros. If it turns out that you did not dispose of your waste, we will charge 50 euros.

If we find feces, urine and/or vomit in a place that is not the toilet, we will charge at least 100 euros extra. We understand that this sounds strange and is a bit harsh here, but it is there because unfortunately we have experienced this in the past and want to guard against it. With normal use you obviously don't have to worry!

9. PETS

Guide dogs for the blind are allowed. Other pets on request.

10. SMOKE

It is strictly forbidden to smoke in the bungalow. However, you can do so on the terrace.