

General conditions

1. Payment

For bookings made through our online booking system with secure payment www.warredal.be, a deposit equal to 30% of the stay price will be debited at the time of booking via your chosen payment method. The remaining balance will have to be paid no later than 4 weeks before your arrival.

2. Revocation

Regardless of the method of booking, a deadline of 7 days after booking is provided. In case of cancellation, we will retain an administration fee.

3. Payment and reservation

The following payment methods are accepted:

- Mastercard, Visa, Carte bleue, Bancontact

For each reservation we € 29.50 administration fee. The VAT applied depends on the nature of the products reserved (accommodation, service, etc.) and is automatically calculated on your invoice, there the amount VAT inclusive is displayed.

4. Modification or cancellation

In case of change or cancellation, you will be requested to submit a written request, preferably by e-mail. Your booking code should be mentioned in the subject of your e-mail.

- Cancellation by yourself, before your stay

Any cancellation will subject to the following provisions:

- in case of cancellation more than 4 weeks before the date of arrival, 30% of the reservation will be retained incl. administration costs of 29,50€.

- in case of cancellation in the period from 4 weeks to 2 weeks before the stay, 50% of the reservation will be retained incl. administration fee of 29,50€.

- in case of cancellation within 14 days before arrival, interruption or non-completion of the stay, the full price for the booked stay will be due to Warredal incl. administration fee of 29,50€.

In case of cancellation, we will retain the administration fee.

- Change before your stay

You can still adjust your reservation up to 8 days before arrival. You will be charged € 50 for this modification (plus any additional cost of a more expensive reservation).

- Change or cancellation of stay by Warredal, before your arrival (measures covid-19 crisis see below)

The management reserves the right to cancel your stay for safety in case of a weather warning that warns of weather conditions independent of our will, such as severe weather, storms or thunderstorms. In such case, we will suggest you to postpone your stay to a later date, which falls within the following 12 months, or we may fully refund the amounts paid to you.

- Change or cancellation of stay by Warredal, TER PLACE (measures covid-19 crisis see below)

Management reserves the right (if you are staying in a Tree Top Cabin among the trees) to cancel your overnight stay for safety reasons in the event of a weather warning that warns of weather conditions independent of our will, such as severe weather, storms or thunderstorms. You will be proposed an alternative stay, at no additional cost, subject to availability. You will receive a refund of the difference in price.

- COVID 19 - measures

Changes or cancellations of stay by Warredal prior to your arrival or on site during force majeure due to COVID-19 crisis

are treated according to following prescribed measures of the Belgian government.

- Code orange: the general conditions go into .
- Lock down in Belgium/own country: the guest receives a voucher worth his/her stay . You must contact us 7 days before arrival.
- You are coming from a location designated code red by Belgium (entry restriction): you will receive a voucher worth your stay. You must contact us 7 days before arrival. This voucher is renewable after 1 year. Warredal does not undertake to pay out issued vouchers after 1 year.

ATTENTION foreign guest: As long as there are no travel restrictions related to Covid-19 from Belgium, our terms and conditions apply.

Cancellations due to illness or quarantine by contact tracing are also covered by our terms and conditions!

Modification or cancellation of the stay by yourself, AT THE PLACE

If you refuse to occupy your quarters (anxiety, fear of heights, etc.), you will not have a
be able to claim some compensation.

6. Capacity

The number of persons per stay, mentioned in our price lists, corresponds to the maximum authorized occupancy, taking into account the available facilities. For safety and insurance reasons, this number must not be exceeded.

7. Prices

Our prices VAT. Only the prices listed on our website are in effect. Tourist tax is not included in listed prices online, these charges will have to be paid on the spot.

If you wish to use a gift certificate you can add it yourself or provide the code by mail, our gift certificates are valid for 1 year from the date of issue.

A gift certificate can only be used once.

Included in the price of your stay:

- The rental of the cosy cabin/cosy house in the forest camp
- Water consumption
- Wood for the wood stove
- Making the beds before arrival
- Towels

8. Children

An official document showing the age of the children may be requested at the beginning of the stay.

The "Sweet" and "Classic" "Tree Trunk" and "Water House" stays are suitable for all children, regardless of age.

The "Tree Top" and "Tree House" stays are at elevation allowing the parents must be vigilant with small children.

9. Special conditions

To stay in Cabins near the water, one must be able to swim.

Access to the "Tree Top" Cabins is prohibited to persons with vertigo, somnambulism, heart problems or uncorrected vision loss.

10. Animals

Dogs and pets are our friends and are allowed in our lodgings and throughout the grounds. However, please note not all cabins allow dogs. One single dog is allowed per stay, weighing up to 20kg, and we charge a small supplement for this. He must have received the required vaccinations and if he leaves the Cabin, he must be kept on a leash. If your pet causes a nuisance, the Schelfhout family reserves the right to ask you to take it to a local animal shelter.

11. Valuables

We recommend not leaving valuables in the lodgings. The management cannot be held responsible for thefts committed there.

12. Complaints

All complaints related to your stay must be sent by registered letter with acknowledgment of receipt within 30 days of your stay to the following address:

Warredal bvba
Ketelstraat 77
3680 Neeroeteren
BELGIUM

13. Consumption of alcohol and smoking

It is strictly forbidden to be in a state of intoxication in the lodgings or in the entrances (the stairs, ladders, bridges and pontoons).

Smoking in the Cabins/Houses is prohibited. All our Cabins/Houses are provided with a terrace where you can smoke, provided you do not leave cigarette butts in the wild. An ashtray will be provided in each Cabin/House. Smoking is prohibited when a Code Red or Orange has been issued by the Fire Department.

14. Disputes

The courts in Hasselt have exclusive jurisdiction for disputes.

15. Your stay

We request that you agree on the time of arrival, in accordance with the proposed schedule, no later than 24 hours before your arrival (by mail or phone only). If you arrive later or are held up at the last minute, please inform us.

Check-in is between 15:00 and 18:00. You are kindly requested not to arrive late. Should you arrive after 22:00, we have the right to refuse entry due to disturbance to other guests.

It is strictly forbidden to camp or fire on the property. We also ask you respect the roads. Cars are not allowed on the property, you can park your car in the parking lot at the entrance.

We ask that you strictly follow all safety instructions during your stay.

On the day of your departure, the cabin must be vacated by 10:30 am. We request that you leave the cabin as neatly as possible and return the equipment entrusted to you to the reception desk. If check-out is later than 10:30, we reserve the right to charge you an additional €60.

We do ask that you leave your cabin/house in the same condition as received it and according to the guidelines mentioned in the welcome booklet. Should this not be respected, we reserve the right to withhold the deposit.

Guests choose to stay at Warredal with an eye on peace and slowliving. For this reason, noise pollution after 22:00 is not acceptable. In case of complaints from other guests, we are therefore forced to withhold the deposit.

16. Liability

We accept no liability for:

- Theft, loss or damage of any kind during or as a result of a stay in a Cabin.
- The disabling or rendering inoperative of technical equipment and the failure or closure of facilities on the domain.
- The renter and those accompanying him or her are jointly and severally liable for all loss and/or damage that will occur to the Warredal and/or any third party as a direct or indirect result of their stay, whether this was caused by acts or omissions of themselves or third parties who are the property due to their actions as well as of all damage caused by any animal and/or property in their possession.
- Additional (cleaning) costs may be charged in case of improper use or failure to leave the Cabin properly.

17. Borg

The Warredal reserves the right to charge an amount as a deposit (€50, or €70 when bringing a pet). When making the ,

the guest will be given the opportunity to credit card information. If damages are , the amount we can deduct from the credit card will be unlimited.

If the customer does not have a credit card, €50 will be paid on site via bancontact or cash. No amount will be deducted from your account, but a "reservation" will be placed on your account. If no damage or loss can be determined, the reservation deposit will be removed from your account. However, if damage or loss can be established, The Warredal reserves the right to withhold part or all of the deposit.

If the key to a Cosy Cabin or Cosy House is lost, €20 will be deducted from the deposit.

Failure to deposit garbage in the designated areas will result in €20 being deducted from the deposit. This deposit is used as reinvestment for the planting of new trees on our property.

By accepting these general conditions of sale, you declare that you are aware that your stay will take place in the wild, with all the less pleasant surprises that may result from it: changeable weather conditions, presence of insects (mosquitoes, ants), birds, frogs and mammals (deer, mice) in the vicinity of the Cabins/Houses and possibly even in the Cabin/House.