

TERMS AND CONDITIONS

Papillon Country Resort BV is the company that owns and manages Papillon Country Resort, located at Kanaalweg 30, 7591 NH in Denekamp (hereinafter also referred to as "resort"). Vacanze col cuore management srl is the company that handles all or part of the accounting, call center and customer service.

"Customer" means a natural legal person who as a guest enters into a tourism contract / sales package within tourism closes. RESERVATIONS

The reservation of the stay, whose booking conditions, price list and minimum stay are clearly specified in the reservation, communicated on the website or by telephone, can be made through:

- Our online booking system on our website
- Telephone
- On site the reception of one of our parks

The reservation is personalized, each of them is given a reservation number and is valid only for the number of persons specified therein, which in any cannot exceed the maximum capacity of the assigned accommodation or pitch. Upon receipt of the booking or request for an offer for a stay, the company dealing with outsourcing or the company owning the accommodation will communicate through the means of communication deemed most appropriate for each situation. The offer or the payment confirmation, in case of payment by credit card made directly on the site, specifies and summarizes the valid data for the reservation: the accommodation chosen, the type of accommodation and/or pitch and/or room and/or apartment, the arrival and departure dates, the number of people, the services included, the exact amount of the stay, the method of payment of the deposit (amounts and due dates) and the balance. The reservation contract is closed and binding with the confirmation of the booking and/or the payment of the deposit, deposit or balance by the client. The reservation is accepted by the resort only at the moment of payment of the deposit and/or balance equal to the stated amount.

Preferences and requests of the customer are, as by way of example, that relate to the location or a specific accommodation belonging to the same category etc., have no contractual character and may or may not be accepted according to the needs of the accommodation. Any reservation can be changed, even without the 's consent, regarding the type of accommodation, giving the customer a free upgrade while maintaining the same conditions regarding only the number of beds. Customers who book stays with special offers in the catalog or on the website or communicated via email, social media or other means of communication deemed appropriate are subject to special booking and payment conditions. Offers relating to a price discount are not cumulative.

PAYMENT METHODS

The reservation, as mentioned above, is confirmed only after payment of the amount communicated to the guest and within the established conditions. The specific arrangements are: payment of the deposit, normally 30% of the total amount of the reservation plus additional costs, each time mentioned in the offer, by phone or through the booking module. Then the payment of the remaining balance can be requested from 2 months before arrival, according to the details in the reservation. Payments can be made through:

- Transfer
- Credit card or other online option
- On site with cash

For "last minute" reservations or special offers, the guest must pay the full amount at the time of booking. Among the accommodation facilities, depending on the services booked, guests may be asked to pay some extras upon request. Simultaneously with the payment of the deposit or balance, the booking contract is binding and effectively concluded, so in case the client should cancel part or even the entire stay, including the request for changes, the amount is considered payable according to the cancellation terms.

PLEASE NOTE: non-compliance with the above payment terms constitutes an express termination clause to determine the legal termination of the contract, without prejudice to compensation for further damages suffered by the accommodation or by the company making the reservations. Failure to comply with the terms of payment will result in the loss of the provided subsidized economic and additional conditions. If the accommodation recognizes a difference in the rate to incorrect communication during the booking phase, the payment of the balance of the booking must be paid directly to the accommodation upon arrival.

CHECK-IN, STAY AND CHECK-OUT

Upon arrival, the client is required to report to the resort reception to carry out all formal obligations, both for the allocation of his own accommodation and those by law. The arrival and departure times, as well as the availability of the accommodation unit and/or pitch and/or room and/or apartment are defined in the accommodation regulations. If the customer does not arrive at the booked accommodation on the next day specified in the reservation by 12:00 noon, without giving any notice, the management reserves the right to cancel the reservation and make it available to third parties. If the customer does not leave the unit and/or pitch and/or room and/or apartment within the time allowed, the accommodation may charge the customer the daily rate, in accordance with the public price list. Management may charge an additional fee for cleaning the accommodation, if it considers that the customer has not usually respected decency.

CHANGES REGARDING RESERVATION AND CANCELLATION

We do not accept any changes in terms of personal details, number of participants or similar services compared to what is indicated in the contract at the time of booking confirmation, unless communicated to the booking center or resort concerned within 15 days prior to the arrival date. All housing units, pitches, rooms and apartments will therefore be available only to the persons listed on the travel documents. The resort management reserves the right not to deliver the housing unit to those who have not complied with this rule. The request for cancellation of confirmed reservations (in the form of a deposit, down payment or balance already paid), must be made in writing or through a specific online procedure. The cancellation of reservations for the entire / partial stay is subject to precise cancellation conditions and is summarized below:

- Up to 3 months before the arrival date 10% of the agreed price
- For cancellation more than 3 months before the effective date, 15% of the agreed price
- For cancellation within 3 to 2 months prior to start date 50% of the agreed price
- For cancellation within 2 to 1 month before the effective date, 75% of the agreed upon price
- For cancellation within 1 month before the effective date, 90% of the agreed price
- For cancellation on the day of arrival 100% of the agreed price

In cases where a refund of the deposit or deposit is required, the refund will be made via bank transfer within 30 days of the necessary cancellation procedure. Failure to show up will be considered a no-show, this applies if the booker has not arrived by 6 p.m. on the appointed day, unless otherwise agreed. The no-show and any earlier departure from the accommodation are subject to 100% penalty of the value of the stay. If the client does not show up at the resort, without being informed of some delays, the resort reserves the right to reallocate the accommodation unit on the next day of the arrival date starting at 12:00 pm. If a booking changes within the cancellation period, these charges must be paid. There will be no settlement in the rent if it is lower after modification.

PETS

Pets are welcome, but are allowed only in the camping areas and in some accommodations designed to accommodate them. The customer agrees to respect the specific rules of the resort, the law and civility.

Animals must be microchipped and accompanied by the international animal health booklet and the EU pet passport (veterinary certificate). Upon arrival, the accommodation staff has the right to request these documents and in case of no-show, the management reserves the right not to allow the animal to enter the accommodation itself. Specific prices and conditions may apply for staying with animals, these are listed in the price list.

TAXES

Income from the tourist tax is used to financially support tourist facilities, the maintenance, restoration and valorization of local projects and cultural heritage, as well as local services. The customer is obliged to pay this fee when it is due, at the time of payment of the booking fee, or directly on the spot to the accommodation (even if set at a date after the booking). Accommodation rates shown in the price list include VAT. If the tax changes according to the current rate and is higher, any difference can be paid directly to the accommodation on site.

MODIFICATION AND CANCELLATION BY THE RESORT

If the client does not pay and/or the executed payment is not credited within the deadline specified in the booking, the resort reserves the right or those entitled to cancel the booking and break the contract without reimbursement to the client for alleged damages and/or penalties. In case of force majeure, unforeseen circumstances and/or a justifiable reason, even if the performance has become too heavy due to the occurrence of extraordinary and unforeseen events, the resort or those who have the right to withdraw from the contract, in this case, he must inform the customer of the date of the stay. Otherwise, in case of the unavailability of the booked service due to overbooking or for other reasons, however attributable to the resort (in case of exceptional management reasons), the latter is obliged to offer his customer alternative substitute accommodation in his category-equivalent or higher than the one booked, within the resort itself or, possibly, at another resort, belonging to a category at least equivalent to the one booked by the customer and offering similar or superior services. However, the customer is free to withdraw from the contract if the proposed solution does not meet his needs, the resort will refund the amount already paid by the , without imposing any penalty.

CHANGES AFTER DEPARTURE

If, after the departure of the customer for any reason, the organizer is unable provide a substantial part of the services provided for in the contract, except for facts relevant to the consumer, he will have to provide alternative solutions without additional cost. From the contractor and if the services provided have a lower value than intended, the resort will reimburse an amount equal to this difference. If no alternative solution is possible, the resort shall reimburse the consumer the difference between the

cost of services rendered and that of services provided up to the time of early return.

CUSTOMER OBLIGATION

Customers are required to carry a valid identity document, which must be registered upon arrival at the resort referred to in the agreed contract, as well as residence and possibly transit visas and health certificates that may be required and in any case with the documentation required regarding its nationality and origin. In any case, before departure, clients will verify that they update with the competent authorities the general information regarding health obligations and documentation required prior to travel, and update it prior to travel. In the absence of such verification, no responsibility for the non-departure of one or more consumers can be attributed to the seller and/or organizer. Participants must also comply with the rules of normal caution and diligence and those specifically applicable in the destination countries of the trip, with all information provided to them by the organizer and/or seller, as well as with the regulations and administrative and legal provisions related to the tourist package. Participants are liable for all damages that the organizer and/or seller may suffer as a result of non-compliance with the above obligations.

TOURIST CLASSIFICATION

The official classification of facilities is given only in a catalog or other informational material based on the formal and explicit indications released by regional and national experts.

LIABILITY SCHEME

The organizer shall be liable for the damage suffered by the consumer as a result of the total or partial non-performance of the contractually due services provided by him, unless he proves that the event was caused by the consumer (including initiatives taken independently by the latter during the performance of the tourist services) or by circumstances unrelated to the provision of the services provided in the contract, by a fortuitous event, by force majeure or by circumstances that the organizer himself, according to professional diligence, could not reasonably foresee or resolve.

LIMITATION TO COMPENSATION

The compensation of the organizer as a result of the damage to the person does not exceed the limits set by the international agreements whose European Union refer to whether the failure leads to his responsibility.

PERMISSION FOR PHOTO AND VIDEO RECORDING

Acceptance of the contract of sale, according to the specifications described above, implies the customer's consent to the video and photo recording that may be made in the residences by the resort and/or by third parties authorized by it exclusively for advertising purposes. Includes online disclosure in full compliance with current privacy laws. The customer's authorization is release for the resort and/or third parties authorized by it to use the video and photo images for the purposes and in the manner specified in paragraph 1, unless the customer indicates otherwise filming at this time.

LEGAL REQUIREMENTS

The purchase and sale of products and services by electronic means is regulated by law. For what is not mentioned in these terms and conditions, we refer to the Civil Code and existing laws.

GENERAL PROVISIONS

With the confirmation of the offer, the customer accepts the terms of the current reservation, the price list and undertakes to respect the regulations of the resort. The service provider has the right to withdraw from the above service contract if the subscriber, the family or his / her guests do not respect the existing rules.

Some special promotions taken since the publication date of the price list are the result of negotiating with the providers and cannot be retroactive. The offers are not cumulative.

Images used to describe products and services are approximate and in some cases may not be true to the resort. The images of the accommodations may differ from reality for the asset, location, arrangement, internal or external furniture, due to the different locations where the campsites are set up.