

# General conditions

General (reservation) conditions Camping oos heem

## 1. ARRIVAL AND DEPARTURE.

The arrival and departure times of your reserved place or accommodation are listed on the website and/or your confirmation.

## 2. RATES.

The rates listed on the website are the currently valid prices. The rates in the brochure are generally valid for the calendar year in question. The rates communicated in the brochure are subject to any printing errors, unforeseen changes in VAT surcharges/ levies /government surcharges or actual obvious mistakes, permanently unchanged during the relevant calendar year with the exception of offers/ promotions. Online (website) rate calculations are not binding if different from the applicable rates in the brochure.

## 3. RESERVATION.

Reservations can be made via the website, by phone or at the reception desk. Online reservations are not binding, on arrival binding changes can be made according to the general conditions and applicable rates in the brochure.

## 4. PAYMENTS.

Upon receipt of confirmation, 50% of the total rental fee must be paid within 1 day. Payment of the remaining amount must be to the 6 weeks before the date of arrival or paid in cash at the campsite. For a reservation date that is within 6 weeks before the arrival date, the total amount must be paid in full 1 day after the reservation. Payment should always be made in full prior to the stay at camping oos heem. If payments are not made (in whole or in part) by the deadlines we set, we reserve the right to charge additional fees or cancel the reservation altogether.

## 5. BORG.

Some rental accommodations or camping pitches require a deposit (cash) upon arrival. The deposit is indicated on your confirmation. Upon departure (during reception opening hours) the deposit will be refunded:

- If the rental property is left tidy and clean.
- The inventory and accommodation still complete and undamaged.
- There is no nuisance caused to other guests of camping oos heem or its nearby residents.
- If the damage to the accommodation or missing inventory exceeds the deposit paid, it will have to be paid before departure.

## 6. CHANGES TO ALREADY CONFIRMED RESERVATIONS AND REFUNDS

- Free rebooking to another accommodation is only possible if the rental price is higher than the original rental price. The difference of the rental price has to be paid on the spot (rebooking during stay) or else within the deadline as mentioned on the new confirmation.
- For changes that involve partial cancellation (e.g., shortening of the reserved period or earlier departure), the cancellation conditions apply if payment for affiliation with the cancellation fund was made when the reservation was made.
- For all other cancellations, in whole or in part, to which no cancellation fund applies, no refund of monies paid is possible.
- Refund of paid accommodation fees, taxes and environmental charges is not possible unless they are covered by the conditions of the cancellation fund and are applicable. And if paid for affiliation with the cancellation fund when making the reservation.

## 7. CANCEL

1: A cancellation will only be considered if requested in writing. 2: A reservation can be cancelled or changed/rebooked free of charge 7 days after the date of reservation, provided the reservation is made within 6 weeks before arrival.

3: Cancellations made between 7 days after date of reservation and 6 weeks before arrival will be charged 50% of the total rental fee.

4: No refunds will be made for cancellations less than 6 weeks prior to arrival

5: In case of earlier departure or later arrival than reserved, there will be no refund of payments made.

#### 8. CANCELLATION FUND

Affiliation with the cancellation fund is not mandatory, but is recommended. Joining the cancellation fund allows you to be indemnified for the cost of cancellation of the rental accommodation or camping pitch. Cancellation requests must always be requested in writing. If cancellation is due :

1. Serious accident, serious illness or death of:

a. the insured.

b. his relatives by blood or by marriage in the 1st or 2nd degree. as well as his household members, to the extent that there is a chance of immediate danger to life.

2. Involuntary unemployment of the participating head of household through no of his own.

3. Final breakdown of marriage, for which divorce proceedings are initiated after reservation. With this is equated the dissolution of a notarized cohabitation agreement. Closing the cancellation fund is only possible at the time of booking. The cancellation fund provides coverage from the date of reservation until 14 days before the effective date of the reservation at the latest. To qualify for payment from the cancellation fund, a cancellation statement and sufficient supporting documents must be submitted. In case of cancellation there will be no refund of the reservation fee and the cancellation fund premium. The premium is 6.0% of the total amount of the stay. In case of the above circumstances, we will return 100% of the total stay or rental price excluding the reservation costs and the premium for the cancellation fund.

4. Refunds for a cancellation request in case of circumstances other than those mentioned above (1 to 3). The management will make a decision regarding the granting of your request. In case of granting, the regulations below will be applied:

a. 100% of the total stay or rental cost if cancellation is made within 7 days from the date of the reservation confirmation, except for reservations within 42 days prior to arrival.

b. 50% of the total stay or rental cost, for cancellation between 7 days from the date of the reservation confirmation and 42 days before the arrival date.

c. 25% of the total stay or rental cost, for cancellation between 42 days and 14 days before the arrival date.

5. No refund

a. No refunds will be made for cancellations from 14 days prior to the arrival date. The total cost of stay or rent will be charged. Including the reservation fee and the premium for the cancellation fund.

b. In case of earlier departure than booked due to the reason mentioned under point 1, there will be no refund of payments made. Unused vacation days may be used on a pro rata basis at another time in the same calendar year that sufficient accommodation is available for the newly selected period.

c. No refunds will made for arrivals later than reserved.

d. In circumstances not by these conditions, the management will decide.

#### 9. LIABILITY/CONDUCT RULES

1: Camping oos heem can not accept liability for loss, theft, damage or injury caused to or by guests of Camping oos heem or local residents, how this damage or injury .

2: Participation in activities organized by Camping oos heem or by third parties, is entirely at your own risk.

3: All guests of Camping oos heem or guests of other parties/partners who rent accommodation or offer activities at Camping oos heem must confirm to respect the rules of conduct (available on the website, handed out upon arrival or mentioned on the confirmation).

4: The guest(s) causing nuisance or nuisance may be removed, after a warning, without refund of payments or deposit.

5: Statements by employees of Camping oos heem, in whatever capacity, regarding the liability of Camping oos heem / resellers / partners, do not bind Camping oos heem.

## 10. WRITE

We reserve the right to refuse guests on our premises who do not belong to our target group or those of our partners. Such as: (touring) traveling families or groups, (touring) traveling workmen, motorized associations, larger parties, etc., without prior written notice (letter or e-mail exchange) in the reservation or expressly and explicitly made known upon arrival and agreed upon.

## 11 COOKIES

### – Cookies

Through our website a cookie is placed by the U.S. company Google, as part of the "Analytics" service. We use this service to track and receive reports on how visitors use the website. Google may provide this information to third parties if Google is legally required to do so, or insofar as third parties process the information on Google's behalf. We have no influence on this. The information is transferred to and by Google and stored on servers.

### – Remarketing Cookies

If you consent to the placement of cookies, this website uses forms of Remarketing to remind the visitor to this website a maximum of 7 times again, possibly through third party websites or Google. These third parties may display a text or image to remind the visitor of visiting one of the websites of Camping oos heem.

### – Refusing or deleting cookies

You can set your browser to stop receiving new cookies during your next visit to our website. The way you can set this varies from one browser to another. Consult the help function of the browser you are using. There you can also find out how to delete previously placed cookies. If you no longer wish to receive cookies at all, you will have to change these settings on all the browsers and computers you use.

If you reject or delete cookies, you may not be able to use all the features of the website, or you may be able to access parts of the website.

## 12. DELIVERIES

Deliveries of emergency medication is allowed by arrangement (on arrival or during the stay) at the reception. The delivery service is not allowed to deliver to the pitch or at the rental accommodation. Couriers drive fast which is dangerous for our guests.

**Delivery of all other goods or meals, other than urgent medical goods, are not allowed** at the reception or elsewhere on the grounds of Camping oos heem.

Please us for more information.