**GENERAL TERMS AND CONDITIONS LITTLE CANVAS ESCAPE 2024**

These Terms and Conditions apply to all reservations relating to tent hire by Little Canvas Escape, hereinafter referred to as user(s) of these Terms and Conditions in the singular also referred to as "Landlord" where appropriate. The person renting a tent from Little Canvas Escape is hereinafter referred to as "Tenant".

These Terms and Conditions apply regardless of whether Tenant refers to any of its own terms and conditions or any other general terms and conditions. Landlord rejects all Terms and Conditions to which Tenant refers or which are used by Tenant.

Agreements differing from these General Terms and Conditions are valid only if agreed in writing.

**1. How can you book?**

Renter can make reservations by phone or via the Internet. Landlord requires the following information for a reservation: last name, address information, e-mail address and (mobile) phone number of Tenant, in some cases also the first and last name and date of birth of all participants, and/or optional extras that Tenant wants to book (for example, a baby chair, breakfast package or the like).

**2. Reservation**

1. After each reservation, Tenant will receive an email confirming the reservation.
Landlord may revoke the confirmation within 48 hours. Tenant must check the reservation confirmation/invoice itself for accuracy. The Renter is jointly and severally liable.
2. Landlord's layout and availability is calculated based on contiguous reservations.
3. It is Tenant's own responsibility to book the correct number of travelers. If Tenant arrives at the campground with more persons than stated on the reservation confirmation, the different number of persons may be denied access to the accommodation.
4. For some accommodations, restrictions apply regarding the number of adults and children up to a certain age (see Article 2 Section E).
5. Reservations for young people (<18 years old) without being accompanied by persons responsible for them Landlord does not accept.
6. When an accommodation is priced so low that the Renter himself may have doubts about it, this is to be seen as an obvious mistake. Obvious implausible mistakes or errors in pricing give Landlord Little Canvas Escape the right to adjust the agreement accordingly or cancel the booking.
7. If Tenant books a vacation "on request," it is considered a final reservation and the booking agreement is binding; an application cannot be cancelled free of charge. Only after sending the specified reservation confirmation is Landlord bound to the reservation, without prejudice to Tenant's payment obligation.

**3. Prices**

1. The Tenant shall owe the Landlord the agreed rent, as stated in the written confirmation, also invoice, of the reservation. If the costs of Little Canvas Escape (personnel, energy, taxes, etc.) have demonstrably and unforeseeably increased after the conclusion of the agreement, the Landlord has the right to increase its prices and charge the increased price to the Tenant. If this price increase will be implemented within 3 months after the agreement is made, this price increase will be a maximum of 5% of the previously agreed price and the Tenant has the right to dissolve (cancel) the agreement on that ground.
2. Price discounts and/or special offers can no longer be used once the order confirmation has been sent by Little Canvas Escape.
3. All prices, where applicable, include VAT unless otherwise stated.
4. It is not possible to combine different discounts.

**4. Included in a reservation**

Prices of accommodations include:

* standing fee
* tent rental
* use of electricity
* water use in the toilet building (shower and toilet)
* facilities offered by the campsite

Energy (water/electricity)

The maximum ampere per accommodation is 16 amps. The Renter must ensure that electrical appliances used do not exceed this amount. In the event of a power outage, the Renter will notify the Park Manager. Electrical appliances must be turned off in the event of a power failure if they are not automatically turned off. It is not allowed to tap electricity from toilet buildings or other (public) buildings including lampposts. There is no running water at the accommodation.

**5. Not included in a reservation**

Accommodation prices do not include:

* booking fee
* local taxes (including, e.g., tourist tax)
* optional extras (including, for example, children's items or a breakfast package)
* mandatory extras (including, for example, cleaning costs)
* insurance
* paid camping activities

**6. Payment**

* Paragraph A refers to regular reservations, where the reservation date is outside 7 days before arrival at the accommodation.
* Paragraph B refers to last-minute reservations, where the reservation date is within 7 days before arrival at the accommodation.
* Paragraph C relates to all reservations made.
1. Tenant must pay the payment of the total rent no later than 7 days after the date of reservation, the exact payment date is indicated on the reservation confirmation. Only after receipt of the payment is Landlord bound to the reservation, without prejudice to the payment obligation of the Tenant. If the payment is not made within the stipulated period, Landlord reserves the right to cancel the reservation and the Tenant is liable for the cancellation costs (see cancellation conditions, Article 8).
2. Tenant must pay the entire travel price immediately. If payment is not made within the stipulated period, Landlord reserves the right to cancel the reservation and the Renter will be liable for the cancellation fee (see cancellation conditions, Article 8).
3. Tenant must always have paid the full amount before arrival at the accommodation. In the event of non-payment, all costs, both judicial and extrajudicial, will be borne by the Renter and will also be charged the legal interest on the outstanding amount from the month after the payment date, as stated on the reservation confirmation.

**7. Modification terms**

1. It is possible, based on availability, to change the reservation. Per change, Little Canvas Escape charges a €25 change fee. A change may result in an additional charge or partial cancellation (for partial cancellation, the cancellation conditions apply, see article 8).
2. If Tenant changes to an accommodation/period with a higher travel price, the additional cost will be charged to Tenant. If Lessee changes to an accommodation/period with a lower travel price, Lessee is not entitled to a refund on the price difference.
3. If Tenant has booked an accommodation from Landlord at early booking prices that no longer apply at the time of change, the current prices will be calculated. If the current price is lower, Tenant is not entitled to a refund on the price difference.
4. No charge will be made for changes made within 7 days of reservation unless a reservation is made within 8 weeks prior to arrival at the accommodation.
5. For on-site changes, Landlord will charge €25 and any additional costs will also be charged to Tenant.
6. It is possible against payment of € 25,- to transfer the reservation to another person. Landlord requires in such cases a written confirmation (by e-mail) from both the Renter and the new main booker.
7. Changing is only possible within the respective season, changing to a subsequent year/season is not possible.
8. Changes, which involve a partial cancellation are subject to the cancellation conditions for that part. A partial cancellation refers to a shortening of the travel period and/or cancellations of one or more accommodations within a reservation.
9. Only the Renter can make changes to the reservation.

**8. Cancellation Policy**

1. A cancellation must be submitted in writing (by email toinfo@littlecanvasescape.com ). Little Canvas Escape does not accept cancellations by phone.
2. If a reservation is cancelled, cancellation fees are due. These amounts are 30% of the reservation value for cancellations up to 28 days before the day of arrival and 100% of the reservation value for cancellations from the 28th day to day of arrival.
3. If Tenant has not arrived within 24 hours of the agreed date without further notice, this will be considered a cancellation.
4. In case of later arrival and/or earlier departure, no refund will be made for the period of non-use of the accommodation.
5. Only the Renter can cancel a reservation in writing.

**9. Insurance**

Tenant must provide their own cancellation and/or travel insurance.

Little Canvas Escape does not offer this service.

**10. Arrival/departure/stay**

On the day of arrival, Tenant may check in from 3:00 pm. If Tenant arrives after 6 p.m., Little Canvas Escape would like to hear about it. On the day of departure, Tenant must check out by 10:00 am.

**11. Deposit**

1. The deposit of €100 is charged in advance. Tenant will find it on the payment statement.
2. If the accommodation is found to be in order by the park manager of Little Canvas Escape, the deposit will be refunded. The deposit will be returned to the same account used to make payment no later than 5 business days.
3. On the day of departure, the accommodation must be handed over to the park manager of Little Canvas Escape no later than 10:00 am. If the accommodation is not delivered to the park manager by 10:00 a.m. at the latest, additional charges will apply.
4. For return of the deposit, it is always necessary to check out with the park manager on site. Return of the deposit is only possible by refund via bank. It is not possible to receive the deposit in cash from Little Canvas Escape after the stay.

**Cleaning 12.**

1. The accommodation is delivered clean on arrival. Upon departure, the tenant must leave the accommodation as follows: empty refrigerator, empty garbage can and the dishes must be done.
2. If the accommodation is not properly cleaned upon arrival according to local standards, the Renter is required to report this immediately to the park manager of Little Canvas Escape to give them a chance to remedy it.
3. Tenant cannot provide their own final cleaning. It is not possible to purchase final cleaning. There is a mandatory (paid) final cleaning.

**Travel documents 13.**

1. Renter is responsible for having the valid travel documents (passport and/or ID card) required for the destination. Adults and children of all ages require their own travel documents at all times.
2. Campsites are required to identify and register their guests at check-in. Campsites have their own rules regarding guest check-in. Little Canvas Escape is not responsible for these rules and cannot accept liability.

**14. Surroundings**

Placing your own additional tent or party tent is not permitted. The Renter is obliged to keep the rented property and its immediate surroundings in a neat and orderly condition. Waste must be deposited in the appropriate containers at all times. Placing garbage bags (and loose waste) is not allowed in connection with hygiene and attracting (un)animals. When not present in, around or on the accommodation, all loose items such as bicycles, toys, etc. must be cleared away around the accommodation and stored and placed out of sight as much as possible.

**Pets 15.**

No pets are allowed in the campground.

**16. Stayers**

Visitors are welcome and must check in upon arrival. They are expected to have left the campsite by 10 p.m. Deviation from this is possible only with the permission of the park manager. Should visitors wish to spend the night, they must report to the park manager. They will be registered as lodgers and a charge will be made for this. Little Canvas Escape reserves the right to refuse lodgers. Visitors must comply with the General Terms and Conditions and House Rules of Camping Duinoord. Guests of the Renter must abide by the same conditions and rules as the Renter. The Renter must ensure that their guests are aware of the rules relevant to them as contained in these Terms and Conditions.

**17. Parking**

Because Camping Duinoord is a car-free campground, Tenant can park the car in one of the parking lots of the campground (paid) or in a public parking lot outside the site (free). Tenant is not allowed to take his/her vehicle to his/her accommodation.

Please note that if Renter wishes to bring his/her car to the island, please remember to reserve in time for the crossing. Little Canvas Escape reserves the right to change the parking policy. Parking on the roads is prohibited at all times. If these parking rules are violated, Little Canvas Escape reserves the right to remove (or have removed) the vehicle. The cost of this will be borne by the affected Renter.

**18. Accommodations**

1. The pictures of the accommodations shown are intended to give a general impression of what the Renter can expect from the accommodation. It is possible that the booked accommodation differs from this by, for example, a different color scheme, decoration, view, etc.. It is not possible to derive any rights from the photos shown.
2. Please note that the beds in the accommodations offered may not be as comfortable as a private bed.
3. There is a maximum number of persons for each accommodation, this is stated for each accommodation on the Little Canvas Escape website. The maximum number of people shown includes babies and may never be exceeded (see article 2 paragraph C).
4. The reserved accommodation, its inventory and the pitch in the campsite may be used only by the persons listed on the reservation confirmation.

**19. Plumbing**

It is not allowed to use toilet facilities located on the premises for any other purpose than what they are intended for. Children under 6 years of age are not allowed to use the sanitary facilities without adult supervision.

**20. Staying at the campsite**

1. Keep in mind that ambient noises are more audible during the vacations. Especially in high season, one might experience noise pollution. Little Canvas Escape has no influence on such noise pollution and therefore accepts no liability. Of course, we will do our utmost to act on any noise nuisance.
2. A camping vacation is a vacation in nature. A tent is more likely to suffer from unwanted visitors, such as insects, mice or moles. This is inherent in the environment in which one finds oneself. Little Canvas Escape has no control over such inconveniences and therefore accepts no liability.
3. Little Canvas Escape is not responsible for external influences such as weather conditions, construction or maintenance activities on site, pests, noise, odor or water nuisance, operation of camping facilities (including Wi-Fi) and circumstances for which the responsibility lies with the campsite owner or local government. For these, Little Canvas Escape cannot accept liability.
4. It is forbidden: - to deliver door-to-door advertising; - to sell things (door-to-door) on the campsite; - to offer services; - to hold a private or public sale; - to consume alcohol on general paths; - to use or possess (soft) drugs on, around and in the accommodation; - to have tap installations with pressurized cylinders at your disposal; - to possess (fire) weapons. Clotheslines and decorations are to be removed after use.
5. Found objects can be handed in at the reception. At the request of any Renter who has already left, the found object may be returned to him or her at the Renter's expense and risk (cash on delivery). Landlord is never liable for any damage to the found object. If the owner of a found object does not report within one month after returning the found object, it is assumed that he or she has released possession thereof.

**21. Construction activities**

1. Of major and planned construction activities on or around a campground, Little Canvas Escape is usually notified. If construction activities occur, Little Canvas Escape will inform Tenant as soon as possible. Sometimes it happens that local governments or campgrounds themselves start construction activities on or around the campground, of which Little Canvas Escape has not been notified.
2. Generally, campsites perform off-season work. This involves notifying Little Canvas Escape of an expected completion date. It is possible that work may be delayed due to weather conditions or work stoppages, among other things.
3. Little Canvas Escape is not liable for any inconvenience or discomfort resulting from construction activities and their consequences.

**22. Disabled**

Our accommodations unfortunately have no facilities for the disabled. The area where the accommodations are located is hilly and unfortunately not easily accessible for the disabled.

**23. Internet/Wi-Fi**

Free wireless internet access (Wi-Fi) is available in all accommodations at Little Canvas Escape.

Little Canvas Escape is not liable for any non-working Wi-Fi and associated costs.

**24. Availability**

1. If the reserved accommodation cannot be offered, Little Canvas Escape will inform Tenant and Tenant (at Little Canvas Escape's discretion) will be offered the most equivalent alternative possible.
2. If Tenant does not use the alternative offered, Little Canvas Escape will arrange for the refund of all payments received within 10 business days.

**25. Liability/rules of conduct.**

All Renters must strictly comply with the rules and regulations contained in the Terms and Conditions and follow instructions from Little Canvas Escape staff and/or any security service present in any form or context. This also applies to the rules governing the use of the facilities at Camping Duinoord. Violation of these conditions and rules and failure to follow the instructions of the staff may result in removal from the campsite, whereby access to the campsite will be denied, without the Renter being entitled to full or partial refund of the paid or still to be paid (rental) sums, without prejudice to the right of Little Canvas Escape to claim compensation for the damage caused by the violation. As a general rule, a warning will be given first. In urgent cases, at the discretion of Little Canvas Escape, this may be waived and immediate removal will proceed and the Hirer will be denied access to the campsite. Little Canvas Escape reserves the right to charge the Hirer an extra deposit in the event of a (first) warning.

1. Little Canvas Escape cannot accept liability for loss, theft, damage or injury caused to or by Renters as a result of a stay at Little Canvas Escape, however such damage is caused. Use of facilities or participation in activities organized at or by the campsite or Little Canvas Escape is entirely at your own risk.
2. Statements by Little Canvas Escape employees regarding liability do not bind Little Canvas Escape. Little Canvas Escape campground employees are not authorized to make statements regarding liability of Little Canvas Escape.
3. Liability for damages consisting of loss of enjoyment or business and other consequential damages, is excluded under all circumstances. Little Canvas Escape is in no case liable for damages for which there is a claim for compensation under a travel and / or cancellation insurance or any other insurance.
4. Little Canvas Escape is not liable for service failures or defects in work provided by third parties.
5. In case of improper use or failure to leave the accommodation clean, including but not limited to excessive dirt, extra costs will be charged , which the renter is then obliged to pay immediately to Little Canvas Escape.
6. No smoking is allowed in the accommodations offered by Little Canvas Escape.
7. Obvious errors or mistakes on Little Canvas Escape's website do not bind Little Canvas Escape. Little Canvas Escape reserves the right to change these (typesetting) errors.
8. Dutch law applies to the agreements concluded, modified or supplemented on the basis of these terms of sale, unless other law applies on the basis of mandatory rules.

**26. Force majeure**

For work stoppages, strikes etc. organized locally, regionally, nationally or internationally, Little Canvas Escape cannot accept liability. In such force majeure situations, Little Canvas Escape is also powerless. In cases of force majeure, Little Canvas Escape may cancel the reservation. Unforeseen circumstances and force majeure include (but are not limited to) the accommodation no longer being suitable for rental (for example, due to flooding and/or (forest) fires and/or other calamities).

**27. Complaints**

Despite the care and efforts of Little Canvas Escape, Tenant may believe that Tenant has a legitimate complaint regarding the accommodation. This complaint must be reported by Tenant in the first instance on site and immediately upon occurrence or discovery to Little Canvas Escape's park manager. Should the complaint not be dealt with to Tenant's satisfaction, the Tenant must take follow-up action no later than 1 month after departure from the accommodation under penalty of forfeiting any claim. Complaints can only be made in writing by email.

**28. Conditions**

1. By agreeing to the Terms and Conditions, Renter also agrees to Little Canvas Escape's Privacy Policy and the Duinoord Campground house rules.
2. If Renter made a reservation during a discount promotion, Renter agrees to any additional or different promotion terms.

**29. Applicable law**

The agreement between Little Canvas Escape and Renter is exclusively governed by Dutch law.

**House Rules Camping Duinoord**

1. Camping at "Duinoord" Campground is at your own risk.
2. Campers should report to the front desk immediately upon arrival at the site.
3. Campers who stay on the premises without registering and those who provide them with shelter will no longer be allowed on the premises. Campers are fully responsible for the behavior of their guests. Campers will be charged the double camping fee for the days they stayed on the campground without registering.
4. Between 11 p.m. and 8 a.m., there must be silence on the premises. It is absolutely forbidden to play music, use radios or otherwise cause noise pollution.
5. Campers may be held liable for damage and/or pollution caused by them.
6. Campers must keep the tent and the area around the tent clean themselves, even if it is not their waste. Garbage can be deposited in the containers provided.
7. Motorized traffic is not allowed in the campground. In order to unload and load camping equipment, it is allowed to drive to the campsite only on arrival and departure.
8. It is forbidden to dig in the campsite, even when it rains (the so-called gutters).
9. Campers may not use their tent or caravan as a point of sale for articles or distribution of printed matter of any kind.
10. Dogs have no access on the grounds.
11. Campfires may be stoked on the beach only. A permit from the local police is required to light a campfire.
12. The use of a gas barbecue is allowed only if it has a pressure regulator.
13. The use of carbonated bottles is not permitted.
14. The placement of party tents is not permitted.
15. No smoking is allowed in the toilet blocks and laundry facilities.
16. Washing clothes, vegetables and dishes is only allowed in the designated containers. This is definitely not allowed in the washing areas!
17. It is not permitted to fly kites above the grounds and play soccer on the grounds. However, this is allowed on the designated sports fields.
18. Drones are not allowed over the grounds of Duinoord.
19. Anyone who does not comply with the camping rules will be irrevocably removed from the grounds.
However, campers remain liable for any damage caused and financial obligations to Stichting Kampvreugd for the entire agreed-upon camping period.
20. Instructions given on behalf of or by the site management shall be obeyed without delay.