

TERMS AND CONDITIONS OF STAYING AT KASTEEL STEENENBURG

1. Application

1. These terms and conditions form an integral part of and apply to all offers, reservations and agreements made by Kasteel Steenenburg Exploitatie B.V. (hereinafter also referred to as: '**Kasteel Steenenburg**') with regard to all hotel rooms and other (rental) facilities at the location (including the catering facilities and meeting rooms in Kasteel Steenenburg) and all other services and products offered by Kasteel Steenenburg (in connection with) the rental ('the Hospitality Services'). Kasteel Steenenburg is located at Gravin 38 (5253 CJ) Nieuwkuijk and registered with the Chamber of Commerce under number 88049140. Kasteel Steenenburg reserves the right to change these terms and conditions of stay.
2. The most recent version of the UVH terms and conditions form an integral part of these terms and conditions. These UVH terms and conditions can be accessed at www.khn.nl. If the UVH conditions conflict with the conditions of stay of Kasteel Steenenburg then (contrary to any provisions thereon in the UVH conditions) the conditions of stay of Kasteel Steenenburg shall prevail.
3. The latest version of the house rules Kasteel Steenenburg (www.kasteelsteenenburg.nl/en/house-rules) also apply in full.
4. The following terms are further used in this agreement:
"Main Booker": the person who (also on behalf of any (co-)guests) enters into an agreement with Kasteel Steenenburg in relation to rental/use of the Hospitality Services;
"Guest(s)": the Main Booker and/or the persons (if any) specified by the Main Booker who (with the consent of Kasteel Steenenburg) (may) use the Hospitality Services;
"Flexible rate": rate where cancellation and amendment options are free of charge up to a certain date before the start of a reservation/booking;
"Non-refundable rate": means a rate for a reservation that can no longer be cancelled or changed and where the charges are in principle always payable.
5. These terms and conditions apply to the exclusion of other terms and conditions, regardless of prior reference thereto. Terms and conditions used by Main Booker are expressly rejected.
6. Deviations from these conditions are only valid if made in writing and signed with agreement by Kasteel Steenenburg and Main Booker.
7. In the event that, irrespective of the reason, there is a difference between the provisions in this version of the General terms and conditions and the English translation of the General terms and conditions, the provisions in the Dutch version of the General terms and conditions will prevail.

2. Reservations

1. Kasteel Steenenburg only accepts reservations from persons 18 years or older. Minors are not allowed to stay in the hotel room without being accompanied by an adult (at least 18 years old).
2. The hotel room may be occupied by no more than the maximum number of persons specified on the website. For the purpose of determining this occupancy limit, only persons aged 3 years and over will be counted. The total price payable is calculated based on the composition of the entire party, including children under the age of 3.
3. A preference for a particular location or type of hotel room may be expressed at the time of booking. Staying in a hotel room with a particular preference (e.g. for location) may incur additional costs. The final price depends on the date of stay and preferences. Kasteel Steenenburg reserves the right to deviate from a stated preference.
4. Kasteel Steenenburg is located in peaceful surroundings that inspire and enrich, offering space for business meetings and intimate celebrations. Groups of young people unaccompanied by an adult (at least 18 years old) will not be admitted. We reserve the right to refuse any reservation, especially those made by groups or parties we consider to be in conflict with our target group, or to impose special conditions such as, for example, a deposit.

5. Between Main Booker and Kasteel Steenenburg an agreement is concluded at the moment the reservation is accepted by Kasteel Steenenburg. There is no statutory reflection period. The agreement cannot be revoked. For cancellation and amendments, please refer to Article 5 of these terms and conditions.
6. If no (written) confirmation/invoice has been received within 10 days of making the reservation, please contact Kasteel Steenenburg on telephone number 073-2121290 or via the contact form on the website(www.kasteelsteenenburg.nl/contact), failing which the reservation cannot be invoked.
7. Kasteel Steenenburg reserves the right to make changes to the set-up and opening hours of the Hospitality Services' facilities including, but not limited to, the gym and catering facilities. This includes partial or total closure of these facilities. As a result, there is no entitlement to compensation for Main Booker or Guests.
8. The agreement concerns rental of (a) hotel room(s) and/or other facilities for business or recreational use, which by its nature is of short duration. The same applies to the other related services and products offered by Kasteel Steenenburg .

3. Payment(s) conditions

1. The booking fee must be paid in full immediately upon booking. In case of payment by credit card, the amount due will be collected immediately in case of non-refundable rate and in case of flexible rate, it will be reserved and collected 7 days before arrival date.
2. The (advance) payments will be confirmed upon receipt. If Kasteel Steenenburg has not received the payment(s) on time, the right is reserved to cancel the reservation in accordance with these conditions.
3. Kasteel Steenenburg always has the right to settle claims on the Main Booker and/or Guests for whatever reason with the amounts paid by the Main Booker and/or Guests for whatever reason.

4. Prices

1. The agreed rental price and the price of other catering services/products purchased, as stated in the written confirmation (also invoice) of the reservation, are in any case payable to Kasteel Steenenburg. The total price payable is calculated based on the composition of the entire party.
2. In addition to the rental price and price of other services and/or products purchased, any booking fees, surcharges and tourist tax will also be payable.
3. After reserving one or more Hospitality Services, there is no longer any entitlement to special prices, discounts or promotional rates. For changes to a reservation, please refer to Article 5 below.
4. All prices include VAT, where applicable, unless otherwise stated.

5. Cancellations and changes

1. Cancellations or changes should always be made in writing or by e-mail.
2. If after the realisation of the booking the Main Booker or Guests wish to make changes, Kasteel Steenenburg is not obliged to cooperate. Changes may incur costs.
3. The Main Booker and/or Guests are not allowed to hand over the Hospitality Services under whatever name and on whatever account to other persons for use, unless otherwise agreed in writing with Kasteel Steenenburg.
4. If the Main Booker and Kasteel Steenenburg have agreed that the Main Booker and/or one or more Guests will be replaced or removed from the reservation, the Main Booker remains jointly and severally liable to Kasteel Steenenburg, in addition to the other Guests who replace the Main Booker and/or other Guests, for the payment of in any case the part of the booking fee still due, the alteration costs as referred to in article 5 of these conditions and any additional costs as a result of the replacement and any cancellation costs.

- Cancellation Hospitality Services/stay -

5. Notwithstanding the provisions of the UVH terms and conditions, if the Main Booker wishes to cancel the reservation, this is free of charge up to 3 days before arrival, unless it is a non-

refundable rate. With a non-refundable rate, cancellation is never free. If there is no non-refundable rate, the following cancellation fee is due in the 3-day period before arrival.

In the event of a Flexible Rate, the compensation in the event of cancellation within 3 days before the arrival date or in the event of a no-show, is 100% of the total price (rental price incl. additional costs/excluding local taxes) stated in the confirmation.

In the event of a Non-refundable rate, in the event of cancellation or no-show, 100% of the total price stated in the confirmation shall always be due. With a Non-refundable rate, in case of cancellation or failure to appear (on time), 100% of the total price (rental price incl. additional costs/excluding local taxes) stated in the confirmation is always

6. Failure to check in by 08:00 PM on the agreed arrival date without further notice will be considered a "no-show". The reservation will then be settled as a cancellation according to Article 5 of these terms and conditions. The fee according to the conditions of "no-show" will then apply. Kasteel Steenenburg is then also free to make the hotel room available to another party.

- Changes Hospitality Services -

7. When applying a non-refundable rate, changes are not possible.

If a flexible rate applies, changes can be made free of charge up to 3 days before arrival. In case of changes resulting in an additional price, the excess is due immediately. If the changes result in a lower price, the difference will be refunded by Kasteel Steenenburg (using the same payment method and to the same account number as used for the original booking).

Changes within the period of 3 days before arrival date will be considered a cancellation of the existing reservation for which a fee of 100% of the total price mentioned in the confirmation will be due by Guests.

Reducing the number of Guests is possible up to the minimum occupancy per hotel room. These include people from 3 years old and over. The total price payable is calculated based on the composition of the entire party (including children under the age of 3).

- Changes during the stay-

8. If the agreement with Kasteel Steenenburg needs to be extended for longer than the agreed duration, or if the composition of the party differs from or changes after the reservation has been made, and Kasteel Steenenburg agrees to such changes, an additional charge for the hotel room (based on the composition of the party) and amendment fees may be payable. Kasteel Steenenburg reserves the right at all times to allocate an alternative hotel room. A surcharge is payable for a hotel room of additional persons. Shortening the length of stay or reducing the number of people will not entitle you to compensation from Kasteel Steenenburg.

Kasteel Steenenburg reserves the right at all times to verify the composition of the party during the stay.

6. Arrival, stay (AttractionPas) and departure

1. All Guests staying at the hotel room are requested to register via a personal digital environment ('Guest Portal'). The Main Booker is obliged to do so. The Main Booker receives this request (for all guests) digitally prior to arrival.
2. Legitimation on the premises of Kasteel Steenenburg is mandatory. Kasteel Steenenburg has the authority to check persons present in the hotel room against their identity documents. If Guests

cannot show a valid ID, Kasteel Steenenburg may decide not to accommodate these Guests, without giving any right to restitution or compensation.

- Arrival and departure hotel room

3. At Kasteel Steenenburg, arrival or departure for all hotel rooms is in principle possible all days. On certain days, a minimum length of stay applies. In principle you can enter your hotel room from 03:00 PM on the day of arrival and check out by 11:00 AM on the day of departure.
4. Facilities at the Kasteel Steenenburg can already be used on the day of arrival. For the applicable rules, please refer to article 1.3 of these terms and conditions.
5. Your stay in a hotel room includes an Attractions Pass. The Attractions Pass gives you unlimited access to various Libéma amusement parks throughout your stay (including on the day of arrival and departure) as well as discounts on outings in the area (see: www.kasteelsteenenburg.nl/en/stay-the-night/facilities/attractionpass). These parks have their own terms and conditions that apply to the visit in question. The most recent version of these terms and conditions can be consulted on the website of the park in question.
6. Reservations are always made for fixed arrival and departure dates or, in the case of specific Hospitality Services, for the moment chosen for that purpose at the time of reservation. Later arrival or earlier departure at the hotel room therefore does not affect the total travel price and therefore no refunds can be claimed in the event of earlier departure or later arrival at the accommodation. Failure to check in by 08:00 PM on the agreed arrival date without further notice will be settled as a “no-show” according to Article 5.

7. Pets

1. Pets are not allowed, with the exception of (assistance) dogs (see the house rules of Kasteel Steenenburg for more information).
2. At Kasteel Steenenburg, (assistance) dogs (subject to the house rules) are only permitted in the “Hofkamer” and on the adjacent terrace. Kasteel Steenenburg reserves the right to refuse dogs in the aforementioned location without giving reasons.

8. Liability and deposit

1. The Main Booker and guests are jointly and severally liable for the orderly conduct of business in and around the rented hotel room or elsewhere on Kasteel Steenenburg. They are also jointly and severally liable for the proper use of the accommodation and its equipment and inventory.
2. In addition, the Main Booker and Guests are always jointly and severally liable for damage due to breakage and/or loss and/or damage to inventory and/or hotel room regardless of whether this is the result of acts or omissions of the Main Booker, Guests or third parties who are in the hotel room with permission. Any damage must be immediately reported by the Main Booker to the reception of Kasteel Steenenburg and immediately compensated on the spot, unless the Main Booker can prove that the occurrence of the damage is not due to fault of himself, other Guests or one of the members of his party. If Kasteel Steenenburg requires a damage report to be drawn up or ordered, the costs will be charged after stay.
3. Kasteel Steenenburg shall not be liable for any loss or damage suffered by third parties staying in the hotel room without its knowledge and consent, unless such loss or damage is the result of wilful misconduct or gross negligence on the part of Kasteel Steenenburg. Any liability for loss or damage shall at all times be limited to direct loss and to the amount paid out under the applicable insurance policy in the relevant case.
4. Main Booker and Guests shall indemnify Kasteel Steenenburg against all claims in respect of third-party damage which are (partly) the result of any act or omission by Main Booker, Guests or third parties who are on or in the accommodation with permission.
5. If care equipment (e.g. an adapted bed, oxygen bottles, a shower chair, etc.) must be used during the stay, Main Booker must arrange this at his/her own expense and risk. This must be reported to Kasteel Steenenburg immediately when the booking is made (see also article 2.6). Kasteel Steenenburg does

not accept any liability for damage to or inability to use these care resources.

6. Kasteel Steenenburg may require payment of a deposit at the time of reservation or at the start of your stay. The deposit serves as a guarantee for damage and/or costs -in the broadest sense of the word- which Kasteel Steenenburg may suffer and/or have to make in case of non-fulfilment of the obligations of Main Booker, Guests and/or third parties who are part of the group.
7. In case the deposit is not paid immediately Kasteel Steenenburg is entitled to deny the Main Booker and/or Guests access to and use of the Hospitality Services.
8. Moreover, if the deposit is not paid, Kasteel Steenenburg shall be entitled to dissolve the agreement with immediate effect, whereby the cancellation fee as stipulated in article 5.5 above shall be due.
9. The deposit or any balance thereof will be refunded after settlement of claims (damage to inventory, Hospitality Services and/or other costs) from Kasteel Steenenburg on Main Booker and/or guests. Any (further) claims for compensation are not invalidated by this refund.

9. Force majeure and modification by Kasteel Steenenburg

1. In the event that Kasteel Steenenburg - whether temporarily or not - is unable to execute the agreement in whole or in part due to force majeure, a change proposal (e.g. for other Hospitality Services, other period, etc.) will be submitted within a reasonable period after Kasteel Steenenburg becoming aware of the impossibility of fulfilling the agreement.
2. Force majeure on the side of Kasteel Steenenburg exists if the execution of the agreement is fully or partly, temporarily or not, prevented by circumstances beyond the control of Kasteel Steenenburg, including, but not limited to, danger of war, (personnel) strikes, blockades, fire, floods and other disturbances or events.
3. An amendment proposal need not be accepted. If the amendment proposal is rejected, this should be communicated to Kasteel Steenenburg within a reasonable time after receipt of the amendment proposal. In that case, or in the absence of a timely response, Kasteel Steenenburg has the right to dissolve the agreement with immediate effect. There is then a right to remission and/or refund of (the part of) the booking fee already paid by Kasteel Steenenburg. Kasteel Steenenburg shall not be liable for any damages even then.

10. Termination

1. Kasteel Steenenburg reserves the right at all times to terminate the agreement with immediate effect, if it appears that at reservation personal data of the Main Booker and/or Guests are incomplete and/or incorrect. In such a case there will be no restitution of the booking sum or a part thereof and Kasteel Steenenburg is also in no way obliged to any other kind of compensation.

11. Travel documents and identification

1. Upon request, all Guests or other persons present in the Accommodation may be asked to show valid identification during their stay. If it is established that the number of persons staying in the Accommodation exceeds the number of persons registered in the booking system, Safari Resort Beekse Bergen reserves the right to take the measures set out in Article 5 above.
2. Main Booker and/or Guests are responsible for having the valid travel documents required for the destination. Kasteel Steenenburg accepts no liability for the consequences of not being in possession of the correct travel documents.
3. Any travel or cancellation insurance should be arranged by yourself.

12. General and applicable law

1. Obvious printing and typesetting errors, including promotion on or in digital expressions, do not bind Kasteel Steenenburg.
2. The invalidity and/or nullity of any of the individual provisions of these terms and conditions and/or parts thereof does not affect the validity of the remaining (parts of) provisions of these terms and conditions. Changes and additions to the agreement and/or terms and conditions are valid only if they are in writing.

3. The present legal relationship between the parties (and therefore also these terms and conditions) is exclusively governed by Dutch law.
4. In case of disputes, the court in the district of Oost Brabant shall have exclusive jurisdiction, unless the parties expressly agree otherwise in writing. Before taking their dispute to court, the parties will endeavour to resolve the dispute among themselves.