



TERMS AND CONDITIONS HOLIDAY PARK DIERENBOS

1. Application

- These conditions are an inseparable part of and apply to all by Vrijetijdspark Dierenbos Exploitatie B.V. (hereinafter also: 'Dierenbos') provided offers, reservations and agreements regarding all accommodation, pitches and other facilities on the park locations and on all other services and products offered by Dierenbos in connection with the rental ("the Accommodation"). Dierenbos is located at Vinkeloord 1 (5382 JX) in Vinkel and registered with the Chamber of Commerce under number 16087393. Dierenbos reserves the right to change these conditions.
- The most recent version of the RECRON terms and conditions for Holiday Accommodations form an integral part of these terms and conditions. The most recent version of the RECRON terms and conditions for Tourist Sites apply in full to the pitches. These terms and conditions can be accessed at www.recron.nl.
- Furthermore, the latest versions of the park regulations Dierenbos (www.dierenbos.nl/en/park-regulations) also apply in full.
- The following terms are further used in this agreement: "Main Booker" means the person who (also on behalf of any (co-)guests) enters into an agreement with Dierenbos regarding rental/use of the Accommodation. "Guest(s)": the Main Booker and/or the persons (possibly) specified by the Main Booker who (with the consent of Dierenbos) (may) use the Accommodation.
- 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.
- Deviations from these conditions are only valid if made in writing and signed with agreement by Dierenbos and Main Booker.

2. Reservations

- Dierenbos only accepts reservations from persons 18 years or older. Minors are not allowed to stay in the Accommodation/on a pitch without being accompanied by an adult (at least 18 years old).
- The accommodation may be occupied by no more than the maximum number of persons specified on the website. For pitches, the maximum of 6 people (3 years and over) per pitch. 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.
- A preference for a particular pitch or type of accommodation may be expressed at the time of booking. Staying in accommodation or on a pitch with a particular preference (e.g. for location) may incur additional costs. The final price depends on the date of stay and preference. Dierenbos reserves the right to deviate from a stated preference.
- Dierenbos concerns a family holiday park. 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.
- Dierenbos cannot accept reservations for caravans, campers, etc. with a tandem axle or with a length exceeding 7.75 meters. These are not suitable for the campgrounds and roads.
- Between Main Booker and Dierenbos an agreement is realised at the moment the reservation is accepted by Dierenbos. 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.
- If no (written) confirmation/invoice has been received within 10 days of making the reservation, the Libéma Attractie- en Vakantieparken Contact Centre (www.dierenbos.nl/en/contact) should be contacted without delay, failing which the reservation cannot be invoked.
- Dierenbos reserves the right to make changes in the set-up and opening hours of the facilities of the park locations such as, but not limited to, the swimming pool, catering and/or bowling. This includes partial or total closure of these facilities. As a result, there is no entitlement to compensation for Main Booker or Guests.
- The agreement concerns rental of Accommodation(s), pitches and/or other facilities for recreational use, which by its nature is of short duration. The same applies to the related other services and products offered by Dierenbos.

3. Payment(s) conditions

- If there are more than 6 weeks between the date of reservation and the date of arrival, the first payment (50%) must be received by Dierenbos no later than 14 days after receipt of the confirmation (but in any case 6 weeks before arrival date). The balance of the booking sum must then be received by Dierenbos no later than 6 weeks before arrival.
- In all cases other than those mentioned in Article 3.1, the full booking fee must be paid immediately.
- Receipt of any (advance) payments will be confirmed. If Dierenbos does not receive the payment(s) on time, it reserves the right to cancel the reservation in accordance with these Terms and Conditions.
- Dierenbos reserves the right at all times to set off any claims it may have against the Main Booker and/or Guests against any amount paid by the Main Booker and/or Guests, regardless of the legal basis of such claims or payments.

4. Prices

- To Dierenbos the agreed rent and the price of other services/products, as mentioned in the written confirmation (also invoice) of the reservation, is in any case due. The total price payable is calculated based on the composition of the entire party.
- Rates for a camping pitch include 2 persons. Additional persons pay an additional person fee (total maximum of six persons from 3 years of age).
- In addition to the rental price and price of other services/products purchased, any booking fees, surcharges and local taxes are also payable.

- After booking an accommodation or pitch, there is no entitlement to special prices, discounts or promotional rates. For changes to a reservation, please refer to Article 5 below.
- All prices include VAT, where applicable, unless otherwise stated.

5. Cancellations and changes

- Cancellations or changes should always be made in writing or by e-mail. If after the realisation of the booking the Main Booker or Guests wish to make changes, Dierenbos is not obliged to cooperate. Changes may incur costs.
- The Main Booker and/or Guests are not allowed to allow others to use the Accommodation or pitch under whatever name and for whatever reason, unless otherwise agreed in writing with Dierenbos.
- If the Main Booker and Dierenbos 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 Dierenbos, 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 rent 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.
- If the Main Booker wishes to cancel the reservation, this is free of charge up to 24 hours after receipt of reservation confirmation. After this period, the cancellation fee is due in accordance with the Recron conditions.

The cancellation fee is:

- for cancellation more than three months before the arrival date, 15% of the total price stated in the confirmation;
- for cancellation within three to two months before the arrival date, 50% of the total price stated in the confirmation;
- for cancellation within two to one months before the arrival date, 75% of the total price stated in the confirmation;
- for cancellation within one month before the arrival date, 90% of the total price stated in the confirmation;
- if cancelled on the day of arrival or in case of no-show, 100% of the total price stated in the confirmation (rental price incl. additional costs/excluding local taxes).

In case of partial cancellation, a pro rata fee is due.

- Failure to check in within 12 hours of the agreed date without further notice will be considered a 'no-show', after which the reservation will be settled as a cancellation according to Article 5 of these terms and conditions and the fee will apply according to the terms of 'no-show'.
- Changes more than 1 month before arrival:

In principle, any change to an existing booking is subject to an amendment fee. The amendment fee will not be charged if the period of stay is extended, the period changes to a more expensive period or the Accommodation/pitch changes to a more expensive Accommodation or pitch.

If the period or Accommodation changes to a cheaper (promotional) period or Accommodation, the price remains the same as the original booking and a change fee will be charged.

If the period of stay is shortened or Accommodation/pitch changes to a cheaper variant, this is considered a partial cancellation and, in addition to the change fee, a compensation according to article 5.5 or article 5.6 (depending on accommodation location) is due.

Reducing the number of Guests is possible up to the minimum occupancy per accommodation or pitch. 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).

Minimum occupancy per accommodation:

- 12-person accommodation: 9 persons
- 8-person accommodation: 5 persons
- 4-6-person accommodation: 3 persons
- Camping pitches: 2 persons.

- Changes within 1 month before arrival:

In principle, any change to an existing booking is subject to an amendment fee.

In case of changes to a cheaper Accommodation or pitch or reducing the number of persons, the full original trip price is due. If one or more Accommodations or pitches are cancelled or the booking changes date after the booking has been made, this is considered a partial cancellation and compensation is payable in accordance with the provisions of Article 5.5 or Article 5.6. (depending on accommodation location).

Reducing the number of Guests is possible up to the minimum occupancy per accommodation or pitch (accommodations: minimum 1 person, pitches: minimum 2 persons). These include people from 3 years old onwards.

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

Minimum occupancy per accommodation:

- 12-person accommodation: 9 persons
- 8-person accommodation: 5 persons
- 4-6-person accommodation: 3 persons
- Camping pitches: 2 persons.

9. Changes accommodation during stay:

If the agreement with Dierenbos isto be extended beyond the agreed duration, or if the composition of the party differs from or changes after the reservation has been made, and Dierenbos agrees to such changes, an additional charge for the Accommodation (based on the composition of the party), and amendment fees may be payable. Dierenbos reserves the right at all times to allocate an alternative Accommodation.

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

10. Changes pitches during stay:

It is not possible to change means of camping/pitch or to change the composition of the party. If persons other than the booked party stay on the pitch, they will pay the lodging fee. Changes to the booking are subject to a change fee.

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

6. Arrival, stay (Attractions Pass) and departure

1. All Guests staying at the Accommodation or on a pitch are requested to register via a personal digital environment ('MijnOmgeving'). The Main Booker is obliged to do so. You will receive this request digitally prior to arrival.
2. Legitimation at the park is mandatory. Dierenbos has the authority to check persons present in the Accommodations or on the camping pitches against their identity documents. If Guests cannot show a valid ID, Dierenbos may decide not to accommodate these Guests, without giving any right to restitution or compensation.
3. Facilities at the park can already be used on the day of arrival. For the applicable rules, please refer to article 1.3 of these terms and conditions.
4. Entertainment activities may vary from period to period. For up-to-date information, refer to the website or the app for Dierenbos.
5. Reservations are always made for set arrival and departure dates. Earlier departure or later arrival at the Accommodation 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.

- Arrival and departure accommodations Dierenbos -

6. At Dierenbos, arrival or departure for the accommodation is possible on Mondays and Fridays (excluding holidays). You can enter your accommodation from 4 p.m. on the day of arrival and you must check out before 10 a.m. on the day of departure.
7. Staying in permanent accommodation includes an Attractions Pass. With the Attraction Pass, you will receive access during your stay on one day of your choice to various Libéma amusement parks as well as discounts on outings in the area (see: www.dierenbos.nl/en/staying-overnight/stay-information/attractions-pass). An overnight stay day also includes the arrival and departure day. On this day, you may visit one or more Libéma amusement parks. These parks have their own terms and conditions, that apply to the respective visit. The latest version of the park regulations can be consulted on the website of the respective park.

- Arrival and departure accommodations Dierenbos -

8. At Dierenbos the following applies for arrival or departure for the pitches: in the May and summer vacations only on Wednesday and Saturday, for the rest, arrival or departure is possible on all days of the week (except holidays). At Easter, Ascension and Pentecost the stay covers a minimum of three nights. Access for pitches on the day of arrival is from 1:00 pm. On the day of departure, the pitch must be vacated by 11:00 am.
9. A stay on a camping pitch does not include an Attraction Pass. With a stay on a camping pitch, only unlimited access to the Speelland Outdoor Beekse Bergen amusement park is included. Speelland Outdoor Beekse Bergen applies its own terms and conditions, which apply to the visit in question. The latest version of the park regulations can be consulted on the Beekse Bergen website (www.beeksebergen.nl/en/park-regulations/speelland).
10. If you wish to leave your camping equipment (tent, caravan or camper) on the departure day longer (i.e. after the regular departure time of 11:00 a.m.) on the pitch, you must book one additional night.
11. If you leave the camping equipment unoccupied, you must notify the reception in advance. No money will be returned afterwards.

7. Pets

1. In principle, pets are not allowed in the accommodations. There are some accommodations where 1 pet is allowed. Assistance dogs (if leashed) are allowed. We may ask you to show a statement from a doctor for this purpose.
2. On the camping pitches, pets (max. two pets per pitch) are allowed only on the camping fields designated for this purpose.
3. Pets of overnight guests are not allowed.
4. Pets must be leashed and let out at all times outside the grounds of Dierenbos or at the dog toilet. Pets are not allowed in the hospitality area, swimming pool and at the playground.
5. Dierenbos reserves the right - without giving reasons - to refuse pets at the park.

8. Liability and deposit

1. The Main Booker and Guests are severally liable for an orderly course of affairs in and around the rented Accommodation/pitch or elsewhere on the premises of Dierenbos, use of the accommodation and the equipment and inventory therein.
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 Accommodation/pitch regardless of whether this is the result of acts or omissions of the Main Booker, Guests or third parties who are in the Accommodation/or pitch with permission. Any damage must be immediately reported by the Main Booker to the reception of Dierenbos 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 Dierenbos requires a damage report to be drawn up or ordered, the costs will be charged after stay.
3. Dierenbos shall not be liable for damage suffered by third parties (staying in the Accommodation without its knowledge and consent), unless such loss or damage is the result of willful misconduct or gross negligence on the part of Dierenbos. Any liability for loss or damage shall at all times 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 Dierenbos 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/pitch 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 the park concerned no later than 1 week prior to the arrival date (see also article 2.6). Dierenbos accepts no liability for damage to these care resources, or not being able to use these care resources (on time).
6. Dierenbos 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 Dierenbos 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 Dierenbos is entitled to deny the Main Booker and/or Guests access to and use of the Accommodation/pitch.
8. If you fail to pay the deposit Dierenbos is furthermore entitled to dissolve the agreement with immediate effect whereby the cancellation fee as stipulated in article 5.5.
9. The deposit or any remainder thereof will be refunded after settlement of claims (damage to inventory, accommodation and/or other costs) of Dierenbos on Main Booker and/or guests. Any (further) claims for compensation are not invalidated by this refund.

9. Force majeure and amendment by Dierenbos

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

10. Termination

1. Dierenbos 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 Dierenbos 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 or on the pitch 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, Dierenbos reserves the right to take 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. Dierenbos accepts no liability for the consequences of not being in possession of the correct travel documents. 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 Dierenbos.
2. If a translation of these General Terms and Conditions is made and there is a difference between the provisions of the Dutch version of the General Terms and Conditions and the translation of the General Terms and Conditions, regardless of the reason, the provisions of the Dutch version of the General Terms and Conditions shall prevail. This is an English translation.
3. 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.
4. The present legal relationship between the parties (and therefore also these terms and conditions) is exclusively governed by Dutch law.
5. The Dispute Settlement Procedure in article 13 of the RECRON terms and conditions shall apply in the event of disputes.