

TERMS AND CONDITIONS FOR STAYING AT LAKE RESORT BEEKSE BERGEN

1. Application

- 1.1. These conditions are an inseparable part of and apply to all by Beekse Bergen Exploitatie B.V. (hereinafter also: '**Lake Resort Beekse Bergen**') 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 Lake Resort Beekse Bergen in connection with the rental ("the Accommodation"). **Safari Resort Beekse Bergen** is located at Beekse Bergen 1 (5081 NJ) in Hilvarenbeek and registered with the Chamber of Commerce under number 18048909. Lake Resort Beekse Bergen reserves the right to change these conditions.
- 1.2. 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.
- 1.3. Furthermore, the latest versions of the park regulations Safari Resort Beekse Bergen (<https://www.beeksebergen.nl/en/park-regulations/lake-resort-beekse-bergen>) also apply in full.
- 1.4. 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 **Safari Resort Beekse Bergen** 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 Lake Resort Beekse Bergen) (may) use the Accommodation.
- 1.5. 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.
- 1.6. Deviations from these conditions are only valid if made in writing and signed with agreement by Lake Resort Beekse Bergen and Main Booker.

2. Reservations

- 2.1. Lake Resort Beekse Bergen 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).
- 2.2. The accommodation can accommodate a maximum number of people (from 3 years of age) indicated on the website. For pitches, there is a maximum of 6 people (3 years and older) per pitch.
- 2.3. 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. **Safari Resort Beekse Bergen** reserves the right to deviate from a stated preference.

- 2.4. Lake Resort Beekse Bergen 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.
- 2.5. Lake Resort Beekse Bergen 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.
- 2.6. Between Main Booker and Lake Resort Beekse Bergen an agreement is realised at the moment the reservation is accepted by Lake Resort Beekse Bergen. 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.
- 2.7. If no (written) confirmation/invoice has been received within 10 days of making the reservation, the Libéma Attractie- en Vakantieparken [Contact Centre](https://www.beeksebergen.nl/en/contact-directions) (<https://www.beeksebergen.nl/en/contact-directions>) should be contacted without delay, failing which the reservation cannot be invoked.
- 2.8. Lake Resort Beekse Bergen 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.
- 2.9. 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 Lake Resort Beekse Bergen.

3. Payment(s) conditions

- 3.1. If there are more than 6 weeks between the date of reservation and the date of arrival, the first payment (30%) must be received by **Safari Resort Beekse Bergen** 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 **Safari Resort Beekse Bergen** no later than 6 weeks before arrival.
- 3.2. In all cases other than those mentioned in Article 3.1, the full booking fee must be paid immediately.
- 3.3. The (advance) payments will be confirmed upon receipt. If Lake Resort Beekse Bergen has not received the payment(s) on time, the right is reserved to cancel the reservation in accordance with these conditions.

- 3.4. Lake Resort Beekse Bergen 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

- 4.1. To Lake Resort Beekse Bergen 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.
- 4.2. 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).
- 4.3. In addition to the rental price and price of other services/products purchased, any booking fees and local taxes are also payable.
- 4.4. After booking an accommodation or pitch, there is no entitlement to special prices, discounts or promotional rates.
- 4.5. All prices include VAT, where applicable, unless otherwise stated.

5. Cancellations and changes

- 5.1. Cancellations or changes should always be made in writing or by e-mail.
- 5.2. If after the realisation of the booking the Main Booker or Guests wish to make changes, Lake Resort Beekse Bergen is not obliged to cooperate. Changes may incur costs.
- 5.3. 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 Lake Resort Beekse Bergen.
- 5.4. If the Main Booker and Lake Resort Beekse Bergen have agreed that the Main Booker and/or one or more Guests will be replaced, the Main Booker remains jointly and severally liable to Lake Resort Beekse Bergen, 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.
- 5.5. 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.

5.6. 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'.

5.7. 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 (16-bed accommodation: minimum 9 persons / 8-bed accommodation: minimum 5 persons / 4 to 6-bed accommodation: minimum 3 persons, pitches: minimum 2 persons). These include people from 3 years old onwards.

5.8. 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 (16-bed accommodation: minimum 9 persons / 8-bed accommodation: minimum 5 persons / 4 to 6-bed accommodation: minimum 3 persons, pitches: minimum 2 persons). These include people from 3 years old onwards.

5.9. Changes accommodation during stay:

If the agreement with Lake Resort Beekse Bergen needs to be extended for longer than the agreed duration and Lake Resort Beekse Bergen agrees to this, then, besides an additional fee for the accommodation, also modification costs may be due. Lake Resort Beekse Bergen is always entitled to designate another Accommodation.

5.10. 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.

6. Arrival, stay (Attractions Pass) and departure

- 6.1. All Guests staying at the Accommodation or on a pitch are requested to register via a personal digital environment ('MyEnvironment'). The Main Booker is obliged to do so. You will receive this request digitally prior to arrival.
- 6.2. Legitimation at the park is mandatory. Lake Resort Beekse Bergen has the authority to check persons present in the Accommodation against their identity documents. If Guests cannot show a valid ID, Lake Resort Beekse Bergen may decide not to accommodate these Guests, without giving any right to restitution or compensation.
- 6.3. 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.
- 6.4. Entertainment activities may vary from period to period. For up-to-date information, refer to the website or the app for Beekse Bergen.
- 6.5. 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 Lake Resort -

- 6.6. At Lake Resort Beekse Bergen, arrival or departure for the accommodation is possible on Mondays, Wednesdays and Fridays (excluding holidays). You can enter your accommodation from 3 p.m. on the day of arrival and you must check out before 10 a.m. on the day of departure.
- 6.7. Staying in permanent accommodation includes an Attractions Pass. The Attractions Pass allows unlimited entry to various daytime attractions during the entire stay (including arrival and departure days) as well as discounts on outings in the surrounding area (see: <https://www.beeksebergen.nl/en/stay-the-night/attractions-pass>). 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 Lake Resort –

- 6.8. At Lake Resort Beekse Bergen 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.
- 6.9. When staying on a pitch, only unlimited access to the adjacent amusement park Speelland is included. The stay does not include an Attraction Pass. This must be purchased separately. With the Attractions Pass you have unlimited access during your entire stay (including arrival and departure days) to various day attractions as well as discounts on outings in the area (see: <https://www.beeksebergen.nl/en/stay-the-night/attractions-pass>). These parks have their own conditions that apply to the visit in question. The most recent version of the park regulations can be consulted on the website of the park in question.
- 6.10. 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.
- 6.11. If you leave the camping equipment unoccupied, you must notify the reception in advance. No money will be returned afterwards.

7. Pets

- 7.1. Pets are not allowed in the accommodation or on the park. Assistance dogs (if leashed) are allowed. We may ask you to show a statement from a doctor for this purpose. Lake Resort Beekse Bergen reserves the right - without giving reasons - to refuse dogs at the park.
- 7.2. On the camping pitches, pets (max. one pet per pitch) are allowed only on the camping fields designated for this purpose.
- 7.3. Pets of overnight guests are not allowed.
- 7.4. Pets must be leashed and let out at all times outside the grounds of Lake Resort Beekse Bergen or at the dog toilet. Pets are not allowed in the hospitality area, swimming pool and Lake Victoria.
- 7.5. Lake Resort Beekse Bergen reserves the right - without giving reasons - to refuse pets at the park.

8. Liability and deposit

- 8.1. 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 Lake Resort Beekse Bergen, use of the accommodation and the equipment and inventory therein.

- 8.2. 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 Lake Resort Beekse Bergen 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 **Safari Resort Beekse Bergen** requires a damage report to be drawn up or ordered, the costs will be charged after stay.
- 8.3. Main Booker and Guests shall indemnify **Safari Resort Beekse Bergen** 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.
- 8.4. 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). Lake Resort Beekse Bergen accepts no liability for damage to these care resources, or not being able to use these care resources (on time).
- 8.5. Lake Resort Beekse Bergen 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 Lake Resort Beekse Bergen 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.
- 8.6. In case the deposit is not paid immediately Lake Resort Beekse Bergen is entitled to deny the Main Booker and/or Guests access to and use of the Accommodation/pitch.
- 8.7. If you fail to pay the deposit Lake Resort Beekse Bergen is furthermore entitled to dissolve the agreement with immediate effect whereby the cancellation fee as stipulated in article 5.5 or article 5.6. (depending on accommodation location) aforementioned will be payable.
- 8.8. The deposit or any remainder thereof will be refunded after settlement of claims (damage to inventory, accommodation and/or other costs) of Lake Resort Beekse Bergen on Main Booker and/or guests. Any (further) claims for compensation are not invalidated by this refund.

9. Force majeure and amendment by Lake Resort Beekse Bergen

- 9.1. In the event that Lake Resort Beekse Bergen - 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 **Safari Resort Beekse Bergen** 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.).
- 9.2. Force majeure on the side of Lake Resort Beekse Bergen exists if the execution of the agreement is fully or partly, temporarily or not, prevented by circumstances beyond the

control of Lake Resort Beekse Bergen, including, but not limited to, danger of war, (personnel) strikes, blockades, fire, floods and other disturbances or events.

- 9.3. An amendment need not be accepted. If the amendment proposal is rejected, this should be communicated to **Safari Resort Beekse Bergen** within a reasonable time after receipt of the amendment proposal. In that case, or in the absence of a timely response, Lake Resort Beekse Bergen 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. **Safari Resort Beekse Bergen** shall not be liable for any damages even then.

10. Termination

- 10.1. Lake Resort Beekse Bergen has at all times the right to cancel 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 Lake Resort Beekse Bergen is also in no way obliged to any other kind of compensation.

11. Travel documents and identification

- 11.1. 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.
- 11.2. Main Booker and/or Guests are responsible for having the valid travel documents required for the destination. Lake Resort Beekse Bergen 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

- 12.1. Obvious printing and typesetting errors, including promotion on or in digital expressions, do not bind Lake Resort Beekse Bergen.
- 12.2. 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.
- 12.3. The present legal relationship between the parties (and therefore also these terms and conditions) is exclusively governed by Dutch law.
- 12.4. The Dispute Settlement Procedure in article 13 of the RECRON terms and conditions shall apply in the event of disputes.