

## Terms and Conditions

### Clause 1: General.

- 1.The terms and conditions listed below apply to all reservations made with Greenchalets B.V..
- 2.The term tenant refers to tenant and tenants.
- 3.The terms owner refers to the owner/owners of the holiday property/chalet for rent.
- 4.The term manager refers to the owner or the representative of Camping on location.

### Clause 2: An agreement confirmation.

- 1.The booking for a holiday home is made via internet or telephone.
- 2.In the case of an internet or telephone reservation the rental agreement is confirmed when Greenchalets has confirmed the booking by email.
- 3.Both booking methods mentioned above are final and binding; that is to say that in the case of cancellation, cancellation costs will be due.

### Clause 3: Payment.

- 1.The down payment of the total rental cost must be paid into the bank account of Greenchalets B.V. no more than 7 days after the booking date.
- 2.The remaining rental price must be paid into the bank account of Greenchalets B.V. within 6 weeks before the date departure.
- 3.If the booking has been made less than 6 weeks before the date of departure then the total invoice amount must be paid in full as soon as the reservation form is received.
- 4.In the case of the late payment of the amount due, Greenchalets B.V. will issue a written reminder. If the amount due has still not been received by Greenchalets B.V. within 7 days of the date of the reminder, the booking will be deemed to have been cancelled. Greenchalets B.V. will then charge the cancellation costs as set out in Clause 10 of these Terms and Conditions.

### Clause 4:Additional costs.

- 1.Additional costs such as the deposit for the electronic key which accesses the campsite must be paid in full to the owner of the campsite after arrival. This deposit will be refunded by the owner of the campsite when the key is returned on departure.

### Clause 5: before departure.

- 1.At the end of the stay the object must be left in clean condition.
- 2.Living room, bedrooms, shower/toilet, kitchen and veranda must be clean and tidy on departure.
- 3.Crockery, cutlery and accessories must be washed and returned to the cupboards.
- 4.All furniture must be returned to its original place.
- 5.Greenchalets B.V. has the right to charge extra in the case of non-compliance with the above.

### Clause 6: Bed linen.

You can bring your own linen (sheets and towels). Bedding (duvets and pillows) is provided. You can if you wish hire the linen from the campsite, but please indicate this when booking .

### Clause 7: Changes made by the tenant.

If you change your booking within 6 weeks of the arrival date, the cancellation conditions set out in Clause 8 will apply.

## Clause 8: Cancellation.

1. Any notice of cancellation must be given in writing or via email to Greenchalets B.V.
2. In the case of cancellation of the rental agreement by the tenant, the following cancellation costs will be enforced:
  - a. In the case of cancellation 6 weeks before the booked dates 50% of the total rental cost will be due.
  - b. In the case of cancellation within the 6 weeks before the booked dates the total rental cost will be due.
3. In the case of the premature ending of the booked stay, the total rental cost will be due.

## Clause 9: Cancellation of changes made by Greenchalets B.V.

1. Greenchalets B.V. can only cancel or modify the rental agreement in the following circumstances:
  - a. In the case of force majeure such as war, strikes, natural disasters, exceptional weather conditions, fire or death of the owner and suchlike.
  - b. In the case of exceptional circumstances, which include circumstances of such a nature that it cannot be reasonably expected that Greenchalets B.V. can fulfill its part of the agreement.
2. In both of these circumstances Greenchalets B.V. will let the tenant have an alternative proposal as soon as possible, in the form of the offer of alternative accommodation.
3. If this is not possible, or the tenant does not wish to accept the alternative offered then the total invoiced amount will be repaid. Any other damages resulting from the cancellation or modification will not be recompensed by Greenchalets B.V.

## Clause 10: Liability.

1. Greenchalets B.V. will not accept any liability for:
  - a. Theft, loss or damage, in whatever form, during or as a consequence of a stay in any of our holiday properties.
  - b. The rendering inactive or decommissioning of any technical equipment in the property, temporary breakdown or failures in and around the property of water –and/or energy management as a result of unannounced road works and building work around the holiday property.
  - c. The non-compliance or part non-compliance of the rental agreement as a result of force majeure. This is also understood to include negligence on the part of service personnel brought in and relied on by Greenchalets B.V.
  - d. Obvious errors or misunderstandings on its website or other forms of advertising.
2. Greenchalets B.V., the manager or the owner cannot be held liable for any accidents in or around the house.
3. The tenant is severally liable for all loss and/or damage to the rented object and its inventory, irrespective of whether this is a result of actions or neglect on the part of the letter or of third parties who are in said property with the permission of the letter.
4. Inappropriate use, that is to say leaving the property in an inappropriate state can result in additional charges being made to the tenant.

## Clause 11: Complaints.

1. In spite of the best efforts of Greenchalets B.V., it could be that you feel you have a justified complaint in respect of the holiday property. You must always allow Greenchalets B.V. the opportunity to resolve any claims for damage compensation or restitution.
2. If the complaint cannot be handled in situ with the local manager then please contact Greenchalets B.V. as soon as possible. Greenchalets B.V. will do everything in its power to settle the dispute to the satisfaction of the tenant.
3. If the complaint cannot be handled satisfactorily in situ then it must be submitted again in writing or via email and giving the reasons for the complaint to Greenchalets B.V.. Dutch law will be applicable to all disputes with Greenchalets B.V..