



BOOKING CONDITIONS STADSCAMPING DEN DRIESCH

You want to rent or use an accommodation/camping pitch at Stadscamping den Driesch. In accordance with local legislation, only tourist bookings are allowed.

RECRON CONDITIONS

The RECRON conditions, latest version, filed with the Chamber of Commerce and Industry of Central Gelderland, apply to all bookings and offers and all agreements concluded with Stadscamping den Driesch.

ARRIVAL AND DEPARTURE

On the day of arrival, you can access your rented accommodation from 15:00. Camping pitches can be accessed from 13:00. On the day of departure, you must vacate the rented property and/or the camping pitch before 11:00. We also offer you an extra advantageous option: an extension until 22:00, for a fee. This is only possible if your pitch is available on the day of departure (cannot be booked in advance). For rates and other information, please contact reception.

EARLY DEPARTURE

If you check out earlier than the original departure date, it is not possible to receive a refund for the remaining days. You are responsible if you leave the holiday park before the original check-out date.

LIABILITY

Stadscamping den Driesch accepts no liability for:

- Theft, loss and/or damage, of whatever nature, during or as a result of a stay at Stadscamping den Driesch;
- The breakdown or decommissioning of technical equipment and/or the failure or closure of facilities at Stadscamping den Driesch;
- Information provided verbally and/or by telephone;
- Unexpected (construction) activities in the vicinity of the booked accommodation, work on access and/or main roads, noise nuisance from, for example, neighbours, cars, nuisance caused by vermin and environmental problems in the vicinity of the park and/or the accommodation.

You are jointly and severally liable for all loss and/or damage to the rented and/or other property of Stadscamping den Driesch, regardless of whether this is the result of acts or omissions on your part or of third parties who are at Stadscamping den Driesch with your permission. Additional (cleaning) costs may be charged to you if you use or leave the accommodation/camping pitch incorrectly. The (final) cleaning does not include washing dishes, removing and collecting bedding; put waste in the bin bag and put it in the container.

REFUND FOR NO USE

If the accommodation/camping pitch is not used by you during the agreed period, an (extra) fee is due, the costs of which are equal to the invoice amount that would have been due if accommodation/camping pitch had been used, based on the maximum number of people that can use the accommodation/camping pitch. Unless explicitly stated otherwise.

PACKAGES

Packages can be booked in advance, together with the accommodation. Certain packages or parts thereof will only be available if there are sufficient participants. If the package or part of it is not available due to whatever circumstances, Stadscamping den Driesch will refund the participation price for each part that has not been enjoyed, without being obliged to pay any compensation to you or third parties. Discount schemes do not apply to packages, nor do combinations of discounts, unless explicitly stated otherwise. Packages are purchased in full, taking into account the agreed arrival and departure dates.

DISCOUNTS

Discounts do not apply to bookings and pre-bookings already made. Any right to a discount must be reported immediately when booking. Settlement or refund is no longer possible after that.

MAKING A BOOKING BY TELEPHONE

Holidaymakers can also make a booking by telephone. In the case of a telephone booking, an 'Agreement' is concluded immediately.

PRE-BOOKINGS

Each guest can make a pre-booking one year in advance for the coming year. This pre-booking is subject to a standard cost of €100 per pre-booked pitch. As soon as the rates are known and programmed, the pre-bookings will be converted into bookings. The €100 already paid will be deducted directly from the costs of the booking. If you want to cancel your pre-booking after payment, the amount already paid will not be refunded.

CANCELLATION FUND

It is possible to take out a cancellation fund for direct bookings (without the intervention of a tour operator). The rate of the cancellation fund is 6.5% of the agreed accommodation costs (a minimum of €10) plus €4.95 administration costs.

Participation in the cancellation fund indemnifies you against the costs of a cancellation caused by one of the following events, if supported by an official statement. If this proves impossible, Stadscamping den Driesch reserves the right to conduct an investigation.

1. In the event of death, sudden illness or accident of the main person or one of the participants.
2. In the event of early termination of your holiday due to the death of a relative once removed of the main person or one of the participants.
3. In the event of early termination of your holiday due to fire, storm damage or lightning strikes to or in your home or household effects of the main person or one of the participants.
4. A special call for military service, other than mobilisation.

In the event of early termination of your holiday for one of the above reasons, a percentage of the rent will be refunded in proportion to the number of holiday days taken.

EXCLUSIONS

There is no right to payment if:

1. The event is the result of or is related to a civil war, a (natural) disaster and/or a forest fire;
2. The event is the result of or is related to a virus outbreak and/or an epidemic for which restrictive measures are imposed by the government;
3. The event is the result of or is related to the insured party participating in or knowingly attending (aircraft) hijacking, strikes, riots, uprising or acts of terrorism;
4. The event was caused by, occurred during or ensued from nuclear reactions, irrespective of how and where the reactions originated, unless used for the medical treatment of the insured party;
5. The insured party or the party interested in payment with regard to the occurrence, nature or extent of the damage makes an incomplete statement or if the obligations are not fulfilled or not fulfilled in time.

If you unexpectedly have to cancel your holiday and you are not affiliated with our cancellation fund or the reason is not covered by the cancellation fund, you are obliged to pay the entrepreneur a fixed compensation. This amounts to:

- 15% of the agreed price, in the event of cancellation within 3 months prior to the commencement date;
- 50% of the agreed price, in the event of cancellation within 2 months prior to the commencement date;
- 75% of the agreed price, in the event of cancellation within 1 month prior to the commencement date;
- 90% of the agreed price, in the event of cancellation within 1 month prior to the commencement date;
- 100% of the agreed price, in the event of cancellation on the day of arrival or no-show.

In the event of cancellation, Stadscamping den Driesch will charge an administrative fee of €50 as a standard. Cancellations must always be made in writing.

COMPLAINTS

Despite all the good care of Stadscamping den Driesch, you may still not be satisfied. You must submit your complaint locally and immediately at reception, in order to give them the opportunity to take measures aimed at resolving the issue. If the complaint is not dealt with satisfactorily, you can submit the complaint in writing up to 1 month after departure from the park via info@Stadscampingdendriesch.nl.

CANCELLATIONS

When you have booked a camping pitch and you want to cancel your booking, the RECRON conditions apply. If you want to upgrade your existing booking to another period, you can do so, for the value of your current booking.

If you made one booking with several accommodations and/or camping pitches and you want to cancel one or more properties, the RECRON conditions apply.

ACCOMMODATION CLAIMS FUND

For a carefree holiday, Stadscamping den Driesch gives you the option to take out an accommodation claims fund. The advantageous rate of the accommodation claims fund is €1.85 per night per accommodation. The accommodation claims fund indemnifies you against damage to the accommodation and damage to the furniture and equipment in the accommodation. Damage will be reimbursed if the guest is liable for the damage and it exceeds €25. Not included are fire damage, vandalism and damage to small furniture and equipment.

PAYMENT

Your payment terms are shown on your booking confirmation. When you book last minute, you should take into account that the payment date is a few days after if not immediately when booking. You must make payments in advance, in accordance with the set payment terms. We kindly ask you to clearly use the BOOKING NUMBER as payment reference for a payment. If this is not stated, the payment will be administratively booked on a suspense account and your booking may be cancelled through the automated system. If on arrival, it appears that there is still an amount outstanding, you may be asked to pay this after all.

During and after the season, any outstanding items are checked. We will send you a reminder for any outstanding items. We therefore recommend always asking for a proof of payment for (cash) payments at reception.

VAT

VAT is charged on your booking. This is included in the price. If this is adjusted in the interim by order of the government, Stadscamping den Driesch reserves the right to pass on this adjustment in your booking.

GROUPS

In the case of bookings by groups, Stadscamping den Driesch may set special conditions for, among other things, supervision and the location of the accommodations in relation to each other, while the purpose and size of the group may in certain cases lead to a group not being accepted. A different security deposit may apply.

SECURITY DEPOSIT AND SETTLEMENT

In connection with the final inspection* of the accommodation, a security deposit of €250 per booked accommodation will be charged on all our bookings. Stadscamping den Driesch is at all times entitled to set off claims it has against the holiday maker and fellow travellers covered by his agreement (such as outstanding items, fines and damage), for whatever reason, against all amounts paid by them, including the security deposit. If necessary, an additional invoice will be sent.

The security deposit or the remainder thereof will be refunded no later than 10 days after departure, provided the accommodation is left in accordance with our (cleaning) instructions and there are no (claim) amounts outstanding for settlement. The return of the security deposit does not waive any claim for damages or compensation in any form whatsoever. One year after departure, the right to a refund of the security deposit expires.

* Inspection for damage to the property and/or furniture and equipment, check for presence of furniture and equipment

PETS

Depending on the accommodation/or camping pitch, tenants or users can bring two pets. A dog bed must be brought for dogs and flea protection is mandatory for dogs/cats. Pets must at all times be kept on a leash and taken for a walk outside the park or within the dedicated dog walking site. The owner remains at all times responsible for his/her pet and is obliged to carry the dog pass with him/her. Any accidental dog fouling at the park must be removed by the dog owner there and then. Pets must be registered in advance at all times. If they are not registered, they will not be allowed into the park.

DIFFERENCES IN ACCOMMODATION

There may be differences between accommodations of the same type and/or they may deviate slightly from published photos.



TRAVEL GROUP

Every staying guest is obliged to register in advance. Unaccompanied minors are admitted to a limited extent. At least 1 person aged 21 or older must be present throughout stay. Guests can register at reception upon arrival. Please note: the number of persons staying at the accommodation (including children and babies) cannot be more than the maximum number of people indicated. Stadscamping den Driesch can in this case deny the (fellow) holidaymaker the use of the accommodation. They will not be entitled to a refund. Exchanging persons during your stay is not allowed.

BOOKING FEES

The prices of the accommodations/camping pitches do not include mandatory booking fees. Stadscamping den Driesch charges a booking fee of €20 per booking.

MISCELLANEOUS CHARGES

Mandatory 'miscellaneous charges per person per night' are charged for each staying guest. This can be changed in the interim by order of government agencies. You are obliged to pay the most recent rate.

PREFERENCE BOOKING

When determining certain preferences regarding the accommodation/camping pitch or the location of the accommodation/camping pitch, Stadscamping den Driesch charges €17.50 preference costs per accommodation/camping pitch.

NOTE: this is not possible through all tour operators. Please inquire about this in advance.

BED LINEN

Stadscamping den Driesch makes bed linen mandatory for every guest staying in rented accommodation (with the exception of babies).

BOOKING - COVID-19

When making a booking, you should keep in mind that COVID-19 measures may be in force. This means we adhere to government guidelines and that, if prescribed, extra measures have been taken at Stadscamping den Driesch. We may have adjusted the opening hours and it is possible that hardly any or no facilities are open. A change in facilities or opening thereof imposed by these restrictions is not a valid reason to cancel your booking free of charge.

REBOOKING GUARANTEE/AMENDMENT CHARGES

If you want to make a change to an existing booking, for example, to change the period or change the travel group, Stadscamping den Driesch is not obliged to implement these changes. Stadscamping den Driesch determines to what extent the change requests are granted on the basis of possibilities and availability.

You have the option of making a change to your booking up to 4 weeks before the arrival date. For this, we charge €18.50 in amendment charges, unless the costs of the booking are higher. In that case, the amendment charges are waived, but you will pay the higher costs for your booking. If the cost of your booking becomes lower than the original price, we will not refund you the difference. In principle, it is not possible to make changes in the 4 weeks before arrival.

OTHER PROVIDER

The above rebooking guarantee applies to holidays that are booked directly through Stadscamping den Driesch. If you have booked with another provider, ask them for the conditions on how you can change the booking.

HOW DO I TELL YOU OF ANY CHANGES?

You can contact the booking department for this on (+31) 043-601 20 25. Of course, you can also send an e-mail to info@Stadscampingdendriesch.nl. We are happy to help.

These booking conditions apply to all bookings made directly or indirectly with Stadscamping den Driesch. Deviations in the descriptions of our accommodations/camping pitches are possible. We reserve the right to make changes to the content of our publications. Manifest printing errors do not bind us.

Changes made by third parties that are not known at the time of compiling these booking conditions will apply as a matter of course, without it being possible to announce this in advance.

All previous booking conditions hereby expire. Price changes reserved.