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General Terms and Conditions Thuiswinkel.org FarmCamps

These General Terms and Conditions of the Dutch Home Shopping Organization (hereinafter: Thuiswinkel.org) have been drawn up in consultation with the Consumers' Association within the framework of the Coordination Group Self-Regulation Consultation (CZ) of the Social and Economic Council and will come into effect on 1 June 2014.

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Article 1 - Definitions

In these terms and conditions, the following definitions apply:

1. **Supplementary agreement:** an agreement whereby the consumer acquires products, digital content and/or services in connection with a distance contract and these items, digital content and/or services are supplied by the entrepreneur or by a third party on the basis of an agreement between the third party and the entrepreneur;
2. **Cooling-off period:** the period within which the consumer can make use of his right of withdrawal;
3. **Consumer:** the natural person who does not act for purposes related to his trade, business, craft or profession;
4. **Day:** calendar day;
5. **Digital content:** data produced and supplied in digital form;
6. **Duration agreement:** an agreement that extends to the regular delivery of goods, services and/or digital content during a specific period;
7. **Durable data carrier:** any tool - including e-mail - that enables the consumer or entrepreneur to store information that is personally addressed to him in a way that future consultation or use during a period that is tailored to the purpose for which the information is intended, and which allows unaltered reproduction of the stored information;
8. **Right of withdrawal:** the consumer's option to cancel the remote contract within the cooling-off period;
9. **Entrepreneur:** the natural or legal person who is a member of Thuiswinkel.org and who offers products, (access to) digital content and/or remote services to consumers;
10. **Remote contract:** an agreement concluded between the entrepreneur and the consumer within the framework of an organized system for remote selling of products, digital content and/or services, whereby up to and including the conclusion of the agreement exclusively or partly one or more remote communication techniques are used;
11. **Model withdrawal form:** the European model withdrawal form included in Appendix I of these terms and conditions; Annex I does not have to be made available if the consumer has no right of withdrawal with regard to his order;
12. **Technology for remote communication:** means that can be used for concluding an agreement, without the consumer and entrepreneur having to meet in the same room at the same time.

Article 2 - Identity of the entrepreneur

Name of entrepreneur: FarmCamps B.V. Trading under the name(s):

Farm Camps

Business address:

Kerkstraat 14
1404 HH Bussum
Nederland

Phone number: 088-8889188

Accessibility:

From Monday to Friday from 09:00 to 17:00

E-mail address: info@farmcamps.nl Chamber of Commerce number: 54237890

VAT number: NL851223709B01

Article 3 – Applicability

1. These general terms and conditions apply to every offer made by the entrepreneur and to every remote contract concluded between the entrepreneur and the consumer.
2. Before the remote contract is concluded, the text of these general terms and conditions is made available to the consumer. If this is not reasonably possible, the entrepreneur will indicate, before the remote contract is concluded, how the general terms and conditions can be viewed at the entrepreneur and that they will be sent free of charge as soon as possible at the request of the consumer.
3. If the remote contract is concluded electronically, notwithstanding the previous paragraph and before the remote contract is concluded, the text of these general terms and conditions will be made available to the consumer electronically in such a way that it can be stored in a simple way on a durable data carrier. If this is not reasonably possible, before the remote contract is concluded, it will be indicated where the general terms and conditions can be found and can be inspected electronically and that they will be sent free of charge at the request of the consumer by electronic means or otherwise.
4. In the event that specific product or service conditions apply in addition to these general terms and conditions, the second and third paragraphs apply and the consumer can always invoke the applicable provision that is most convenient for him in the event of conflicting terms and conditions.

Article 4 - The offer

1. If an offer has a limited period of validity or is made subject to conditions, this will be explicitly stated in the offer.
2. The offer contains a complete and accurate description of the products, digital content and/or services offered. The description is sufficiently detailed to allow a proper assessment of the offer

by the consumer. If the entrepreneur uses images, these are a true representation of the products, services and/or digital content offered. Obvious mistakes or obvious errors in the offer are not binding on the entrepreneur.

3. Each offer contains such information that it is clear to the consumer what rights and obligations are attached to the acceptance of the offer.

Article 5 - The agreement

1. Subject to the provisions of paragraph 4, the agreement is concluded at the time of acceptance by the consumer of the offer and the fulfillment of the associated conditions.
2. If the consumer has accepted the offer electronically, the entrepreneur will immediately confirm receipt of the acceptance of the offer electronically. As long as the receipt of this acceptance has not been confirmed by the entrepreneur, the consumer can dissolve the agreement.
3. If the agreement is concluded electronically, the entrepreneur will take appropriate technical and organizational measures to secure the electronic transfer of data and ensure a safe web environment. If the consumer can pay electronically, the entrepreneur will take appropriate security measures.
4. Within legal frameworks, the entrepreneur can inform himself whether the consumer can meet his payment obligations, as well as about all those facts and factors that are important for a responsible conclusion of the remote contract. If, on the basis of this investigation, the entrepreneur has good reasons not to enter into the agreement, he is entitled to refuse an order or request with reasons, or to attach special conditions to the execution.
5. The entrepreneur will send the following information to the consumer at the latest when the product, service or digital content is delivered, in writing or in such a way that it can be stored by the consumer in an accessible manner on a durable data carrier:
 - the visiting address of the establishment of the entrepreneur where the consumer can go with complaints;
 - the conditions under which and the manner in which the consumer can make use of the right of withdrawal, or a clear statement regarding the exclusion of the right of withdrawal;
 - the information about warranties and existing after-sales service;
 - the price including all taxes of the product, service or digital content; to the extent applicable, the costs of delivery; and the method of payment, delivery or performance of the distance contract;
 - the requirements for terminating the agreement if the agreement has a duration of more than one year or is of indefinite duration;
 - if the consumer has a right of withdrawal, the model withdrawal form.
6. In the case of a long-term transaction, the provision in the previous paragraph only applies to the first delivery

Article 6 – Right of withdrawal

For products:

1. The consumer can cancel an agreement with regard to the purchase of a product during a reflection period of 14 days without stating reasons. The entrepreneur may ask the consumer about the reason for withdrawal, but do not oblige him to state his reason(s).
2. The reflection period referred to in paragraph 1 starts on the day after the consumer, or a third party designated in advance by the consumer, who is not the carrier, has received the product, or:
 - if the consumer has ordered several products in the same order: the day on which the consumer, or a third party designated by him, has received the last product. The entrepreneur may, provided he has clearly informed the consumer about this prior to the ordering process, refuse an order for several products with different delivery times.
 - if the delivery of a product consists of several shipments or parts: the day on which the consumer, or a third party designated by him, has received the last shipment or the last part;
 - in the case of agreements for regular delivery of products during a certain period: the day on which the consumer, or a third party designated by him, has received the first product.

For services and digital content that is not provided on a tangible medium:

3. The consumer can cancel a service agreement and an agreement for the supply of digital content that has not been delivered on a tangible medium during 14 days without stating reasons. The entrepreneur may ask the consumer for the reason for withdrawal, but not oblige him to state his reason(s).
4. The reflection period referred to in paragraph 3 commences on the day following the conclusion of the agreement.

Extended cooling-off period for products, services and digital content that is not delivered on a tangible medium if you do not inform about the right of withdrawal:

5. If the entrepreneur has not provided the consumer with the legally required information about the right of withdrawal or the model withdrawal form, the reflection period will expire twelve months after the end of the original reflection period determined in accordance with the previous paragraphs of this article.
6. If the entrepreneur has provided the consumer with the information referred to in the previous paragraph within twelve months after the commencement date of the original cooling-off period, the cooling-off period will expire 14 days after the day on which the consumer received that information.

Article 7 - Obligations of the consumer during the reflection period

1. During the cooling-off period, the consumer will handle the product and the packaging with care. He will only unpack or use the product to the extent necessary to determine the nature, characteristics and functioning of the product. The basic principle here is that the consumer may only handle and inspect the product as he would be allowed to do in a store.
2. The consumer is only liable for depreciation of the product that is the result of a way of handling the product that goes beyond what is permitted in paragraph 1.
3. The consumer is not liable for depreciation of the product if the entrepreneur has not provided him with all legally required information about the right of withdrawal before or at the conclusion of the agreement.

Article 8 - Exercise of the right of withdrawal by the consumer and costs thereof

1. If the consumer makes use of his right of withdrawal, he will report this to the entrepreneur within the cooling-off period by means of the model withdrawal form or in another unambiguous manner.
2. As soon as possible, but within 14 days from the day following the notification referred to in paragraph 1, the consumer returns the product, or hands it over to (an authorized representative of) the entrepreneur. This is not necessary if the entrepreneur has offered to collect the product himself. The consumer has in any case observed the return period if he returns the product before the reflection period has expired.
3. The consumer returns the product with all accessories supplied, if reasonably possible in its original condition and packaging, and in accordance with the reasonable and clear instructions provided by the entrepreneur.
4. The risk and the burden of proof for the correct and timely exercise of the right of withdrawal rests with the consumer.
5. The consumer bears the direct costs of returning the product. If the entrepreneur has not reported that the consumer has to bear these costs or if the entrepreneur indicates that he will bear the costs himself, the consumer does not have to bear the costs for return.
6. If the consumer withdraws after having first explicitly requested that the provision of the service or the supply of gas, water or electricity that have not been made ready for sale in a limited volume or certain quantity starts during the cooling-off period, the consumer owes the entrepreneur an amount that is proportional to that part of the obligation that has been fulfilled by the entrepreneur at the time of withdrawal, compared to the full fulfillment of the obligation.
7. The consumer shall not bear any costs for the performance of services or the supply of water, gas or electricity that have not been made ready for sale in a limited volume or quantity, or for the supply of district heating, if:
 - the entrepreneur has not provided the consumer with the legally required information about the right of withdrawal, the reimbursement of costs in the event of withdrawal or the model form for withdrawal, or;
 - the consumer has not explicitly requested the commencement of the performance of the service or the delivery of gas, water, electricity or district heating during the reflection period.
8. The consumer shall not bear any costs for the full or partial delivery of digital content not supplied on a tangible medium, if:
 - he has not explicitly agreed to commence fulfillment of the agreement before the end of the cooling-off period prior to its delivery;
 - he has not acknowledged to lose his right of withdrawal when granting his consent; or
 - the entrepreneur has failed to confirm this statement from the consumer.
9. If the consumer makes use of his right of withdrawal, all additional agreements will be cancelled by operation of law.

Article 9 - Obligations of the entrepreneur in the event of withdrawal

1. If the entrepreneur makes the notification of withdrawal by the consumer possible electronically, he will immediately send a confirmation of receipt after receipt of this notification.
2. The entrepreneur reimburses all payments from the consumer, including any delivery costs charged by the entrepreneur for the returned product, without delay but within 14 days following the day on which the consumer notifies him of the withdrawal. Unless the entrepreneur offers to collect the product himself, he may wait with repayment until he has received the product or until the consumer demonstrates that he has returned the product, whichever is earlier.
3. The entrepreneur uses the same payment method that the consumer has used for reimbursement, unless the consumer agrees to a different method. The refund is free of charge for the consumer.
4. If the consumer has opted for a more expensive method of delivery than the cheapest standard delivery, the entrepreneur does not have to reimburse the additional costs for the more expensive method.

Article 10 - Exclusion right of withdrawal

The entrepreneur can exclude the following products and services from the right of withdrawal, but only if the entrepreneur has clearly stated this in the offer, at least in time for the conclusion of the agreement:

1. Products or services whose price is subject to fluctuations in the financial market over which the entrepreneur has no influence and which may occur within the withdrawal period
2. Agreements concluded during a public auction. A public auction is understood to mean a sales method in which products, digital content and/or services are offered by the entrepreneur to the consumer who is personally present or who is given the opportunity to be personally present at the auction, under the direction of an auctioneer, and where the successful bidder is obliged to purchase the products, digital content and/or services;
3. Service agreements, after full performance of the service, but only if:
 - the execution has started with the express prior consent of the consumer; and
 - the consumer has declared that he will lose his right of withdrawal as soon as the entrepreneur has fully performed the agreement;
4. Package travel as referred to in Article 7:500 of the Dutch Civil Code and passenger transport agreements;
5. Service agreements for the provision of accommodation, if a specific date or period of performance is provided for in the agreement and other than for residential purposes, freight transport, car rental services and catering;
6. Agreements relating to leisure activities, if the agreement provides for a specific date or period for it to take place;
7. Products manufactured to consumer specifications, which are not prefabricated and which are manufactured on the basis of an individual choice or decision of the consumer, or which are clearly intended for a specific person;
8. Products that spoil quickly or have a limited shelf life;
9. Sealed products that are not suitable for return for reasons of health protection or hygiene and of which the seal has been broken after delivery;

10. Products that are irrevocably mixed with other products after delivery by their nature;
11. Alcoholic drinks, the price of which was agreed upon at the conclusion of the agreement, but the delivery of which can only take place after 30 days, and the actual value of which depends on fluctuations in the market over which the entrepreneur has no influence;
12. Sealed audio, video recordings and computer software, the seal of which has been broken after delivery;
13. Newspapers, periodicals or magazines, with the exception of subscriptions to these;
14. The supply of digital content other than on a tangible medium, but only if:
 - the execution has started with the explicit prior consent of the consumer; and
 - the consumer has declared that he loses his right of withdrawal.

Article 11 - The price

1. During the period of validity stated in the offer, the prices of the products and/or services offered will not be increased, except for price changes as a result of changes in VAT rates.
2. Notwithstanding the previous paragraph, the entrepreneur may offer products or services whose prices are subject to fluctuations in the financial market and over which the entrepreneur has no influence, with variable prices. This dependence on fluctuations and the fact that any prices stated are target prices are stated in the offer.
3. Price increases within 3 months after the conclusion of the agreement are only permitted if they are the result of statutory regulations or provisions.
4. Price increases from 3 months after the conclusion of the agreement are only permitted if the entrepreneur has stipulated this and:
 - these are the result of statutory regulations or provisions; or
 - the consumer has the authority to cancel the agreement with effect from the day on which the price increase takes effect.
5. The prices stated in the offer of products or services include VAT.

Article 12 - Compliance with the agreement and extra guarantee

1. The entrepreneur guarantees that the products and/or services comply with the agreement, the specifications stated in the offer, the reasonable requirements of reliability and/or usability and the statutory provisions existing on the date of the conclusion of the agreement. regulations and/or government regulations. If agreed, the entrepreneur also guarantees that the product is suitable for other than normal use.
2. An extra guarantee provided by the entrepreneur, his supplier, manufacturer or importer never limits the legal rights and claims that the consumer can assert against the entrepreneur under the agreement if the entrepreneur has failed to comply with his part of the agreement.
3. An extra guarantee is understood to mean any commitment by the entrepreneur, his supplier, importer or producer in which he grants the consumer certain rights or claims that go beyond what is legally required in the event that he has failed to fulfill his part of the agreement.

Article 13 - Delivery and execution

1. The entrepreneur will take the greatest possible care when receiving and executing orders for products and when assessing applications for the provision of services.
2. The place of delivery is the address that the consumer has made known to the entrepreneur.
3. With due observance of what is stated in article 4 of these general terms and conditions, the entrepreneur will execute accepted orders expeditiously but at the latest within 30 days, unless a different delivery period has been agreed. If the delivery is delayed, or if an order cannot or only partially be executed, the consumer will be notified of this no later than 30 days after he has placed the order. In that case, the consumer has the right to dissolve the agreement without costs and is entitled to any compensation.
4. After dissolution in accordance with the previous paragraph, the entrepreneur will immediately refund the amount that the consumer has paid.
5. The risk of damage and/or loss of products rests with the entrepreneur until the moment of delivery to the consumer or a representative designated in advance and made known to the entrepreneur, unless expressly agreed otherwise.

Article 14 - Duration transactions: duration, cancellation and extension

Cancellation:

1. The consumer can cancel an agreement that has been entered into for an indefinite period and that extends to the regular delivery of products (including electricity) or services, at any time with due observance of the agreed cancellation rules and a notice period of no more than one month.
2. The consumer can terminate an agreement that has been entered into for a definite period and which extends to the regular delivery of products (including electricity) or services, at any time towards the end of the fixed term, with due observance of the agreed cancellation rules and a notice period. of a maximum of one month.
3. In relation to the agreements mentioned in previous sections, the consumer can:
 - cancel at any time and is not limited to cancellation at a specific time or period;
 - at least cancel in the same way as they entered into by him;
 - always cancel with the same notice period as the entrepreneur has stipulated for himself.

Extension:

4. An agreement that has been entered into for a definite period and which extends to the regular delivery of products (including electricity) or services, may not be tacitly extended or renewed for a definite period.
5. Contrary to the previous paragraph, an agreement that has been entered into for a definite period and which extends to the regular delivery of daily news and weekly newspapers and magazines may be tacitly extended for a fixed term of a maximum of three months, if the consumer has extended this can terminate the agreement towards the end of the extension with a notice period of no more than one month.
6. An agreement that has been entered into for a definite period and which extends to the regular delivery of products or services may only be tacitly extended for an indefinite period if the consumer is allowed to cancel at any time with a notice period of no more than one month. The

notice period is a maximum of three months if the agreement extends to the regular, but less than once a month, delivery of daily, news and weekly newspapers and magazines.

7. An agreement with a limited duration for the regular delivery of daily, news and weekly newspapers and magazines (trial or introductory subscription) is not tacitly continued and ends automatically after the trial or introductory period.

Duration:

8. If an agreement has a duration of more than one year, the consumer may terminate the agreement at any time after one year with a notice period of no more than one month, unless reasonableness and fairness oppose cancellation before the end of the agreed duration. to postpone.

Article 15 - Payment

1. Insofar as not provided otherwise in the agreement or additional terms and conditions, the amounts owed by the consumer must be paid within 14 days after the start of the cooling-off period, or in the absence of a cooling-off period within 14 days after the conclusion of the agreement. In the case of an agreement to provide a service, this period starts on the day after the consumer has received confirmation of the agreement.
2. When selling products to consumers, the consumer may never be obliged in general terms and conditions to pay more than 50% in advance. When advance payment is stipulated, the consumer cannot assert any rights with regard to the execution of the relevant order or service(s) before the stipulated advance payment has been made.
3. The consumer has the obligation to immediately report inaccuracies in the payment details provided or stated to the entrepreneur.
4. If the consumer does not fulfill his payment obligation(s) in time, after he has been informed by the entrepreneur of the late payment and the entrepreneur has granted the consumer a period of 14 days to still meet his payment obligations, after failure to pay within this 14-day period, the statutory interest will be owed on the amount still owed and the entrepreneur is entitled to charge the extrajudicial collection costs incurred by him. These collection costs amount to a maximum of: 15% on outstanding amounts up to € 2,500; 10% on the subsequent € 2,500 and 5% on the next € 5,000 with a minimum of € 40,=. The entrepreneur can deviate from the stated amounts and percentages in favor of the consumer.

Article 16 - Complaints procedure

1. The entrepreneur has a sufficiently publicized complaints procedure and handles the complaint in accordance with this complaints procedure.
2. Complaints about the implementation of the agreement must be submitted fully and clearly described to the entrepreneur within a reasonable time after the consumer has discovered the defects.
3. Complaints submitted to the entrepreneur will be answered within a period of 14 days from the date of receipt. If a complaint requires a foreseeable longer processing time, the entrepreneur

shall reply within the period of 14 days with a notice of receipt and an indication when the consumer can expect a more detailed answer.

4. A complaint about a product, service or the service of the entrepreneur can also be submitted via a complaint form on the consumer page of the website of
1. Thuiswinkel.org www.thuiswinkel.org. The complaint will then be sent to both the entrepreneur concerned and Thuiswinkel.org.
5. The consumer must give the entrepreneur at least 4 weeks to resolve the complaint in mutual consultation. After this term, a dispute arises that is subject to the dispute settlement procedure.

Article 17 - Disputes

1. Agreements between the entrepreneur and the consumer to which these general terms and conditions apply are exclusively governed by Dutch law.
2. Disputes between the consumer and the entrepreneur about the conclusion or implementation of agreements with regard to products and services to be delivered or delivered by this entrepreneur, can, with due observance of the provisions below, be submitted by both the consumer and the entrepreneur to the Disputes Committee Thuiswinkel, PO Box 90600, 2509 LP, The Hague (www.degeschillencommissie.nl).
3. A dispute will only be dealt with by the Disputes Committee if the consumer has first submitted his complaint to the entrepreneur within a reasonable time.
4. If the complaint does not lead to a solution, the dispute must be submitted to the Disputes Committee in writing or in another form to be determined by the Committee no later than 12 months after the date on which the consumer submitted the complaint to the entrepreneur.
5. If the consumer wishes to submit a dispute to the Disputes Committee, the entrepreneur is bound by this choice. Preferably, the consumer first reports this to the entrepreneur.
6. If the entrepreneur wishes to submit a dispute to the Disputes Committee, the consumer will have to state in writing within five weeks after a written request to that effect by the entrepreneur whether he also wishes to do so or whether he wishes to have the dispute handled by the competent court. If the consumer fails to do so within the period of five weeks, the entrepreneur is entitled to submit the dispute to the competent court.
7. The Disputes Committee decides under the conditions as laid down in the regulations of the Disputes Committee (<https://www.degeschillencommissie.nl/over-ons/commissies/thuiswinkel>). The decisions of the Disputes Committee are made by way of binding advice.
8. The Disputes Committee will not deal with a dispute or will discontinue the handling if the entrepreneur has been granted a suspension of payments, has gone bankrupt or has actually terminated his business activities, before a dispute has been dealt with by the committee at the hearing and a final verdict has been given.
9. If, in addition to the Thuiswinkel Disputes Committee, another disputes committee recognized or affiliated with the Stichting Geschillencommissies voor Consumentenzaken (SGC) or the Financial Services Complaints Institute (Kifid) is competent, the Thuiswinkel Disputes Committee is responsible for disputes mainly concerning the method of distance selling or services, authorized by preference. For all other disputes, the other recognized disputes committee affiliated with SGC or Kifid.

Article 18 - Industry guarantee

1. Thuiswinkel.org guarantees compliance with the binding advice of the Thuiswinkel Disputes Committee by its members, unless the member decides to submit the binding advice to the court for review within two months after it has been sent. This guarantee is revived if the binding advice has remained in force after review by the court and the judgment from which this appears has become final. Up to a maximum amount of €10.000 per binding advice, this amount will be paid out to the consumer by Thuiswinkel.org. For amounts greater than €10.000 per binding advice, €10.000 will be paid. For the excess, Thuiswinkel.org has a best-efforts obligation to ensure that the member complies with the binding advice.
2. The application of this guarantee requires that the consumer submits a written appeal to Thuiswinkel.org and that he transfers his claim against the entrepreneur to Thuiswinkel.org. If the claim against the entrepreneur exceeds €10.000, the consumer is offered to pass on his claim, insofar as it exceeds the amount of €10.000, to Thuiswinkel.org, after which this organization will demand payment in its own name and at the expense of the consumer in order to satisfy the consumer.

Article 19 - Additional or different provisions

Additional provisions or provisions that deviate from these general terms and conditions may not be to the detriment of the consumer and must be recorded in writing or in such a way that they can be stored by the consumer in an accessible manner on a durable data carrier.

Article 20 - Amendment of the General Terms and Conditions of Thuiswinkel

1. Thuiswinkel.org will not change these general terms and conditions except in consultation with the Consumers' Association.
2. Changes to these terms and conditions will only take effect after they have been published in an appropriate manner, on the understanding that in the event of any applicable changes during the term of an offer, the provision most favorable to the consumer will prevail.

Thuiswinkel.org
www.thuiswinkel.org
Horaplantsoen 20, 6717 LT Ede
Postbus 7001, 6710 CB Ede

Annex I: Model withdrawal form

Model withdrawal form

(only complete and return this form if you want to revoke the agreement)

- To: [name of entrepreneur]

[geographic address entrepreneur]

[fax number entrepreneur, if available]

[Email address or electronic address of entrepreneur]

- I/We* hereby give notice that I/we* want our agreement regarding

the sale of the following products: [product designation]*

the supply of the following digital content: [identification of digital content]*

the provision of the following service: [identification of service]*

to be revoked/revoked*

- Ordered on*/received on* [order date for services or receipt for products]

- [Name of consumer(s)]

- [Address consumer(s)]

- [Signature consumer(s)] (only when this form is submitted on paper)

* Strike out what is not applicable or fill in what is applicable.

FarmCamps Terms and Conditions

General:

Our terms and conditions apply to all reservations for tent rentals with FarmCamps B.V. (located at Kerkstraat 14, 1404 HH, Bussum, The Netherlands, hereinafter referred to as "FarmCamps") and exclusively affiliated FarmCamps locations (hereinafter referred to as "Camp").

A binding agreement exists between yourself and FarmCamps for a tent reservation when (i) you have agreed to our reservation terms and conditions and (ii) you have received a reservation confirmation (either by telephone or through the FarmCamps website).

1. Holiday Reservations

1.1 Booking your holiday

You can reserve your holiday either online or by telephone. Payment for your holiday is part of the reservation process. Part of the total reservation amount is required to be paid at the point of booking your holiday, payment can be made via credit card or bank transfer. This deposit depends on how far in advance you book your holiday.

- If you book more than 30 weeks prior to your arrival, you pay the reservation amount in 4 instalments and therefore 25% immediately upon booking;
- If you book between 20-30 weeks before arrival, you pay the reservation amount in 3 instalments and therefore 33% immediately upon booking;
- If you book between 20-10 weeks before arrival, you pay the reservation amount in 2 instalments and therefore 50% immediately upon booking;
- If you book within 10 weeks before arrival, you pay the full reservation amount and therefore 100% immediately upon booking.

The last instalment must be paid no later than 10 weeks prior to your arrival and must be paid by credit card or bank transfer via www.myfarmcamps.nl. Failure to pay the remainder on time will result in your reservation being cancelled. Both you and FarmCamps. B.V. are bound by a confirmed reservation. Upon completing a reservation, either by telephone or online, you will receive a confirmation email with all your reservation details. Please check these details carefully on www.myfarmcamps.nl and make changes where needed. If you do not receive your confirmation email within 24 hours of completing your reservation, please contact FarmCamps immediately.

1.2 Right to Withdraw

FarmCamps advises you that a confirmed reservation is legally binding. There is no so-called cooling off period or right to withdraw.

1.3 Lead Booker

The Lead Booker (the person making the reservation) should be over the age of 21 at the time of making the reservation. He or she is liable to notify all fellow guests of important reservation details. All correspondence is conducted through the (email) address of the Lead Booker only.

1.4 Maximum authorized persons

Adding extra guests, other than the specified amount indicated on the reservation (including children and babies), or an amount that exceeds the maximum number of people allowed by FarmCamps for the tent you have reserved is not allowed. The site administrator can refuse entry in this case for additional guests other than those confirmed in the reservation. It is however allowed to receive visitors during your holiday. These visitors are subject to prior approval from the site administrator and an additional payment fee per person, per day, is to be paid directly to the site administrator.

1.5 Term

The rental period is agreed during the reservation process. It starts at 15.00 on the first day of your holiday and ends at 10.00 on the last day of your holiday. A short weekend stay ends on Sunday at 17.00.

2. Cancellation or Change

It is possible you need to cancel your holiday due to unforeseen circumstances. In this case you must notify FarmCamps via email or telephone (during office hours). Cancellations or changes will in many cases involve additional costs.

2.1 Cancellations

If you need to cancel your holiday you are liable to forfeit the following amounts depending on the timing of your cancellation (including reservation charges): (i) if you cancel more than 40 days prior to your arrival date: 50% of the tent rental costs (ii) if you cancel between 40 and 7 days before your arrival date: 75% of the tent rental costs (iii) if you cancel within 7 days of your arrival date: 100% of the total cost of your holiday; (iv) last minute cancellation will result in 100% of total cost of your holiday. FarmCamps, where appropriate, will arrange a refund to a bank account specified by you within two weeks of the cancellation date.

2.2 Changes

After the completion of your reservation it is possible to make certain changes within 24 hours via www.myfarmcaps.nl. These include (i) booking additional services or activities and (ii) changing your personal details. If you need to add an additional guest then extra costs will be incurred. These charges need to be paid online via www.myfarmcamps.nl. You are able to change the dates of your holiday up to four weeks in advance of your arrival date and subject to availability. An administration fee of €32.50 will be charged.

2.2.1 Change of Lead Booker

If you need to change the Lead Booker of your party then this is possible and is subject to a change in reservation cost of €32.50. A change in Lead Booker should always be made over the telephone (during office hours) to FarmCamps and be communicated by the original Lead Booker. Settlements for monies already paid for the Lead Booker need to be settled personally.

2.3 Cancellation by FarmCamps

In case of force majeure or unforeseen circumstances, FarmCamps may cancel the reservation before your arrival date. Unforeseen circumstances and force majeure is understood, among other things, to include the destination property being in such a condition that it is no longer suitable for tent rental (for example flooding, forest fires). This also applies if the reservation cannot be fulfilled due to a

sudden termination in operations with the Camp (either on its own initiative, or FarmCamps) for example. FarmCamps will contact you directly informing you of the reason, either by telephone or by email. You will be offered a similar property at the same cost in this case. If you do not agree with the offered alternative, FarmCamps will proceed to arrange an immediate refund of all monies paid. FarmCamps is not liable for any damage whatsoever arising from such a cancellation.

3. Financial Arrangements

3.1 Total costs

The sum total of your reservation includes the rental price displayed on the website and in your reservation confirmation email for your selected tent(s). The price includes consumption of electricity, water and gas together with required taxes and one free package per household for the agreed period. In addition, extra services and activities can be added prior to your holiday or, where appropriate, on the spot (on the spot additions need to be paid for directly to the Camp). For information on how to book additional services see MyFarmCamps.

3.2 Other costs

These are the mandatory reservation costs per booking, the costs for bed linen, final cleaning and tourist tax. The current prices for the other costs are displayed in the first step of the booking process, when the desired period of stay and the number of guests have been entered. The amount of tourist tax due depends on which municipality the Camp is located in and the number of guests staying at least one night in the tent.

4. Travel Information

4.1 Arrival and Departure

On the day of arrival you can check in from 15:00. On the day of departure you are required to leave the tent by 10:00 am (departures on Sundays are from 17:00). On arrival at the Camp, the Lead Booker must report to the site administrator. The latter will welcome you and carry out the check in tasks. Upon departure, the Lead Booker is to sign out before leaving, allowing the site administrator to perform checkout tasks.

Please review our Camp descriptions where it details whether your chosen Camp allows you to bring a dog or not. If you wish to bring a dog you must include this information in your reservation. If you wish to bring a dog, then only one dog per tent is allowed. The fee for bringing a dog is €25.00 extra for the end of stay cleaning of the tent.

5. Complaints

We distinguish between complaints made before your holiday and complaints regarding your stay.

5.1 A complaint made prior to your holiday

These include complaints about the reservation process, our website and information or services provided by FarmCamps. These complaints can be reported by telephone (during office hours) or by email to FarmCamps. We aim to respond to all complaints made within two business days and to keep you informed of any eventual outcomes or settlements.

5.2 A complaint made during your holiday

If you have a complaint about the tent, the services or the facilities provided at our Camps, then you first need to address these directly with the site administrator to enable an immediate resolution. If a resolution cannot be found, please contact FarmCamps as soon as possible. We aim to resolve all issues as quickly as possible and to keep you fully informed.

5.3 Deadline for complaints

Your complaint must be filed within one month after the end of your holiday and in writing to FarmCamps. Complaints submitted after the deadline are not taken into consideration.

6. Liability and Bylaws

6.1 Liability and (personal) risk

FarmCamps is not liable for loss and / or theft (including monetary), any damage to property, any damage or injury to you or your fellow guests during your stay at any of our affiliated Camps. Further, FarmCamps is not liable for nuisance damage caused by environmental factors such as noise or odor in any form whatsoever. The use of all the facilities and services offered by FarmCamps on our affiliated Camps is always at your own risk. Where FarmCamps in any way fails in its offerings, liability is limited to the total sum received for the holiday. In case of force majeure, such as forest fires or animal disease which can be dangerous to humans and animals, and as such you are forced to leave your tent or camping pitch, FarmCamps is not bound to repay the sum received for the holiday.

6.2 Bylaws

To ensure everyone enjoys a pleasant holiday with FarmCamps, all guests are requested to adhere to the current Camp bylaws. Violation of the rules described in the above document may result in you being removed from the Camp. There will be no compensation offered by FarmCamps and FarmCamps holds the right to claim compensation from you for any damage caused. During your stay you are responsible for any damage caused by you and your fellow guests to the tent, the contents of the tent and any damage to the Camps connected facilities and services (including the animals).

7. Other

7.1 Dutch Law

Dutch law applies to the contract agreed between you and FarmCamps when renting a tent.

7.2 Change of conditions, supply and documentation

FarmCamps has the right to change its booking terms and unilaterally change its offerings and will always publish the latest relevant information on its website (www.farmcamps.nl).

7.3 Obvious errors

Any obvious mistakes or errors to the FarmCamps website or supporting documentation is not binding. FarmCamps takes no responsibility in the accuracy of third party information and their offerings.