

## **Booking conditions FarmCamps groups**

### **General**

These booking conditions apply to all agreements concerning the rental of tents concluded with FarmCamps B.V. (located at the Kerkstraat 14, 1404 HH in Bussum, hereinafter "FarmCamps") will be closed on the FarmCamps affiliated farm locations ("hereafter Camps").

There is a definite agreement between you and FarmCamps with regard to renting a tent when you i) agree with these Booking Conditions of FarmCamps groups and ii) finalise your booking by telephone or via the FarmCamps website [www.farmcamps.com](http://www.farmcamps.com) and have received the booking confirmation.

### **1. Booking your holiday**

#### **1.1 Booking your holiday**

A group booking can be made by phone or e-mail. The following payment terms apply to group bookings:

- If you book more than 10 weeks before arrival, you pay the fare in 2 instalments, i.e. 50% within 1 week of booking and 50% within 10 weeks before arrival;
- If you book between 10 weeks-7 days before arrival, you will pay the fare in 1 instalment and thus 100% within 1 week of booking;
- If you book less than 6 days before arrival, you will pay the fare in 1 instalment and thus 100% within 1 day of booking.

The booking is binding for both you and FarmCamps. After booking you will receive an email with booking information and login details to view your booking on MyFarmCamps and to change it where possible and if desired. If you do not receive the aforementioned e-mail within 24 hours after booking, you are requested to contact FarmCamps.

## **1.2 Right of withdrawal**

FarmCamps reminds you that the booking you make is legally final. A right of withdrawal (the so-called cooling off period) does not apply in this case.

## **1.3 Principal**

The main holiday booker must be at least 21 years old at the time of booking. He/she is jointly and severally liable for all fellow travellers who are part of the travel party. All correspondence will be conducted via the (e-mail) address of the principal booker.

## **1.4 Maximum permitted persons**

Occupation of the tent booked by you with more than the at booking specified number of persons (including children and babies) and/or more than the maximum number of persons allowed in our tent is not allowed. The Camp may refuse the additional visitors in this case. It is permitted to receive visitors during the day provided this is approved in advance by the Camp and on payment of the rate applicable at the location per person per day. This amount must be paid directly on site.

## **1.5 Rental period**

The rental period is agreed when you book and runs from 3pm on the day of arrival to 10am on the day of departure. For a short weekend, the stay ends on Sunday at 5pm.

## **2. Cancel or change**

It may happen that you have to cancel your booked holiday due to unforeseen circumstances. In this case you have to inform FarmCamps by e-mail or by phone (during office hours). A cancellation or change may involve costs.

### **2.1 Cancellation or rebooking**

If you have to cancel your booked holiday, you will owe the following amounts:  
a) for cancellation earlier than 60 days before the day of arrival: 25% of the tent

rental and € 40 booking fees; b) for cancellation between 60 and 41 days before the day of arrival: 50% of the tent rent and € 40 reservation costs; c) in case of cancellation between 40 and 14 days before the day of arrival: 75% of the tent rent and € 40 reservation costs; d) in case of cancellation within 14 days before the day of arrival: 100% of the total travel sum; e) in case of premature termination of the stay: 100% of the travel sum. FarmCamps will, if applicable, refund (part of) the already paid travel sum within two weeks to the bank account indicated by you.

Do you cancel a booked holiday within 14 days after booking and will the holiday not take place in the next 40 days? Then we will cancel the booking free of charge.

Unlike individual bookings, the rebooking guarantee does not apply to group bookings. Would you like to rebook a group booking anyway? Please contact customer service to look for a suitable solution.

## **2.2 Cancellation of group bookings**

When cancelling an entire group booking, the standard cancellation conditions as described in 2.1 apply. When cancelling a part of a group booking the following conditions apply: a) if after cancellation the number of available tents is more than or equal to 50% of the entire field or farm, the standard cancellation conditions as described in 2.1 apply; b) if after cancellation the number of available tents is less than 50% of the entire field or farm, 100% of the tent rent of the cancelled tents must be paid. FarmCamps will always consider a suitable solution in case of cancellation.

## **2.3 Change**

After completing the booking you can change certain things via your personal login code on **MyFarmCamps** up to 24 hours before arrival, such as: i) booking additional services and activities and ii) changing your personal details. If an extra co-traveller is added, this will involve extra costs (tourist tax and bed linen). These changes must be paid directly online on MyFarmCamps. If you want to move your holiday to another date within the same season, you can do so until 4 weeks before arrival. We do charge a € 32.50 amendment fee for this.

### **2.3.1 Change main booker**

If the main booker is unable to attend, the vacant seat can be taken by someone else. In this case the booking will be taken over. The main booker has to inform FarmCamps by phone. We can then change the reservation for you. For this change we charge a change fee of € 32.50. The main booker has to take care of settlement of the already paid travel sum.

### **2.4 Cancellation by FarmCamps**

In case of force majeure or unforeseen circumstances, FarmCamps can cancel the booking before arrival. Unforeseen circumstances and force majeure are understood to mean, among other things, that the accommodation is in such a state that it is no longer suitable for renting (for example: flooding). This also applies if the booking can no longer take place due to e.g. sudden termination of activities at the Camp, whether or not on the initiative of FarmCamps and/or the Camp itself, or other circumstances such as illness Camp manager. FarmCamps will immediately inform you of this by telephone or e-mail, stating the reason. In that case FarmCamps will offer you at least equal accommodation at the same price. FarmCamps is not liable for any damage in whatever form resulting from this cancellation.

## **3. Prices**

### **3.1 Travel fee**

The holiday price consists of the rental prices per tent mentioned on the website and in the booking confirmation. The rental price includes consumption of electricity, water, gas, VAT and a free housekeeping package per agreed period. In addition, extra services and activities can be booked prior to the trip or, if applicable, paid on site. For information on booking these extra services, see MyFarmCamps.

### **3.2 Other costs**

These are the compulsory booking fee of €40 per group booking, the cost of bed

linen (€6.50 p.p.), final cleaning (€45) and tourist tax. The latter costs depend on the municipality in which the farm is located and the number of people 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 3 pm onwards. On the day of departure, the tent must be vacated by 10.00 am (5.00 pm for Sunday departures). On arrival at the Camp, the main booker should report to the campsite manager. The latter will welcome you and perform the check-in operations. On departure, the main booker must sign out before departure to the campsite manager so that he can carry out his check-out operations.

##### **4.2 Pets**

Due to communicable diseases, only dogs are allowed. So unfortunately you cannot bring other pets. In the description of the camps on our website, we state whether or not dogs are allowed. You must state when booking if you are bringing a dog. If you want to bring a dog, only one dog is allowed per tent. If you bring a dog, you pay € 25 extra for the final cleaning of the tent.

#### **5. Complaints**

We distinguish between complaints prior to your holiday and complaints following your stay.

##### **5.1 A complaint prior to your holiday**

This includes complaints about the booking process, the website, information provision or service of FarmCamps. These complaints can be reported to FarmCamps by phone (during office hours) as well as by e-mail. We will respond to the complaint within two working days and keep you informed about the settlement.

##### **5.2 A complaint during your holiday**

If you have a complaint about the tent or the services and facilities provided at the Camps, you should first submit it to the campsite manager to enable him to solve the complaint immediately. If you cannot reach a solution together, you can contact FarmCamps so that we can offer a suitable solution as soon as possible. We try to handle and solve these complaints immediately and will keep you informed.

### **5.3 Deadline for filing complaint**

Your complaint should be submitted in writing to FarmCamps at the latest within one month after the end of your holiday. Complaints submitted later than one month after the end of your holiday unfortunately cannot be taken into consideration.

## **6. Liability and Internal Regulations**

### **6.1 Liability and (excess) risk**

FarmCamps is not liable for loss and/or theft (including money), damage to property, damage or injury caused to you or your fellow travellers by whatever cause during your stay at one of our affiliated Camps. Furthermore FarmCamps is not liable for nuisance or damage caused by environmental factors such as noise or odour nuisance in whatever form. The use of all facilities and services offered by FarmCamps is always at your own risk. In case FarmCamps fails to provide its services in any way, its liability is limited to the travel sum received. In case of force majeure, for example forest fire or cattle disease which can be dangerous for humans and animals, forcing you to leave your tent, FarmCamps is not obliged to refund the travel sum.

### **6.2 Internal Rules**

To keep the stay at FarmCamps as pleasant as possible for all guests, all guests must abide by the Internal Regulations in force at the respective Camp. Violation of the rules described in the aforementioned document may result in removal from the site. This without entitlement to compensation by FarmCamps and with the right of FarmCamps to recover possible damages. During your stay you are liable for damage caused by you and your fellow travellers to the tent, the

furnishing of the tent and damage to the applicable furnishings (including offered facilities and animals) of the Camp.

## **7. Other**

### **7.1 Dutch law**

Dutch law applies to the agreement concluded between you and FarmCamps when renting a tent.

### **7.2 Modification of conditions, offer and documentation**

FarmCamps has the right to change its booking conditions and offer unilaterally and will always publish the most recent applicable documents on its website ([www.farmcamps.com](http://www.farmcamps.com)).

### **7.3 Obvious errors**

Obvious errors or mistakes on our website or documentation do not bind FarmCamps. FarmCamps is not responsible for the correctness of information supplied by third parties regarding FarmCamps and its offer.