



General Terms and Conditions

ARTICLE 1: DEFINITIONS

The Operator: Buitenplaats Beekhuizen Exploitatie B.V.

The Guest: the person who has entered into an agreement with the operator for the use of an accommodation for a fixed period for recreational or business purposes. Co-guests are the additional individuals listed on the agreement.

Third Party: any other individual who is not the guest and/or co-guests.

Accommodation: a Pod, Lodgetent, Forest Cabin, or any other type of accommodation offered by the operator on the premises, including the Parklodge or Group Tent.

The Agreement: the arrangement between the guest and the operator regarding the right to use an accommodation for an agreed fee and duration.

Cancellation: written termination of the agreement by the guest or the operator before or on the start date of the agreement.

House Rules: the written regulations outlining the rules for use of the accommodation, the grounds, and the facilities.

ARTICLE 2: CONTENT OF THE AGREEMENT

The operator provides the guest with an accommodation of the agreed type and category, for the agreed period and price, for recreational or business use only – not for permanent residence.

ARTICLE 3: DURATION OF THE AGREEMENT

The agreement will automatically end upon the expiration of the agreed period, without the need for formal termination.

ARTICLE 4: PRICE AND PRICE CHANGES

1. The price is determined based on the rates applicable at the time of booking, as set by the operator. The price stated on the final reservation confirmation (including mandatory additional costs such as final cleaning, linen packages, tourist tax, reservation fees, and any booked extras) is binding.
2. Discount promotions do not apply to existing or already confirmed bookings.
3. If, after the price has been set, additional costs arise due to increased government-imposed charges, these may be passed on to the guest—even after the agreement has been concluded (examples include: VAT, tourist taxes, and substantial supplier price increases).



ARTICLE 5: PAYMENT

1. The guest must pay the agreed amount upon booking, as stated on the reservation confirmation/invoice. Payment must be made in euros via iDEAL, bank transfer, or debit card. Cash payments are not accepted.
2. If the guest fails to meet the payment obligation on time or in full, despite prior written notice and in accordance with statutory deadlines, the agreement will be terminated automatically, without prejudice to the operator's right to full payment of the agreed price.
3. If the operator has not received the full amount due on the day of arrival, the guest is required to pay the outstanding amount via debit card. Otherwise, the operator is entitled to deny the guest access to the premises and accommodation, without prejudice to the operator's right to full payment of the agreed price.

ARTICLE 6: SECURITY DEPOSIT

Unless otherwise agreed in the offer, reservation confirmation, or in writing (in which case those specific conditions shall prevail), the following applies:

1. By confirming a reservation, the guest agrees to a security deposit condition that authorizes the operator to charge up to €250.00 per accommodation from the provided bank account during the stay or up to 4 weeks after departure. This may cover any damage caused to the accommodation, the premises, or facilities during the stay, and/or failure to leave the accommodation in accordance with the house rules, and/or disturbance caused by the guest. This does not affect the operator's right to recover any costs exceeding the deposit from the guest.
2. If it is determined that the deposit needs to be used, the operator will inform the guest in writing, stating the reason and the amount charged.

ARTICLE 7: ARRIVAL AND DEPARTURE

1. The guest is required to present a valid ID for themselves, co-guests, and third parties upon request by the operator. The operator reserves the right to make a copy of the ID for administrative purposes.
2. Upon arrival at the premises, during the applicable check-in hours on the first day of the agreement, the guest, co-guests, and/or third parties must report to the reception. This obligation also applies upon departure, during the applicable check-out hours on the final day of the agreement.



ARTICLE 8: LATE ARRIVAL AND EARLY DEPARTURE

The guest is responsible for paying the full price of the agreement for the entire booked period, regardless of late arrival or early departure.

ARTICLE 9: CANCELLATION AND REFUNDS

Cancellations must be submitted by email to the reception of Buitenplaats Beekhuizen and are only valid once confirmed in writing by email.

Unless otherwise agreed in the offer, reservation confirmation, or in writing (in which case the specifically agreed conditions shall prevail), the following applies:

Non-Refundable Rate

Payment Terms: 100% payment required immediately after booking

Cancellation Policy: No cancellations or changes allowed

Classic Rate

Payment Terms:

- 50% deposit due within 7 days of confirmation
- Remaining 50% due 28 days before arrival

Cancellation Policy:

- Cancellation more than 60 days before arrival: €29.50 administration fee per accommodation
- Cancellation between 28 and 60 days before arrival: 50% of the total price due
- Cancellation within 28 days of arrival: 100% of the total price due

Rescheduling:

Possible up to 28 days before arrival, subject to a €29.50 administration fee per accommodation.

A new date must be provided immediately and must fall within one year.

No refund is given for a cheaper stay; any price difference for a more expensive stay must be paid.

Flexible Rate

Payment Terms:

- 50% deposit due within 7 days of confirmation
- Remaining 50% due 10 days before arrival

Cancellation Policy:

- Cancellation more than 60 days before arrival: €29.50 administration fee per accommodation
- Cancellation between 10 and 60 days before arrival: 50% of the total price due
- Cancellation within 10 days of arrival: 100% of the total price due

BUITENPLAATS BEEKHUIZEN

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Additional Flexible Rate Conditions (continued)

Rescheduling is possible up to 10 days before arrival, free of charge and one-time only, per accommodation.

A new date must be provided immediately and must fall within one year.

No refund will be issued for a cheaper stay; any price difference for a more expensive stay must be paid.

ARTICLE 10: USE BY THIRD PARTIES

Use of the accommodation by third parties is only permitted with prior written consent from the operator. Any such consent may be subject to conditions, which must be agreed upon in writing in advance.

ARTICLE 11: HOUSE RULES

The guest, co-guests, and/or third parties must comply with the house rules set by the operator, which are communicated clearly by the operator.

Instructions given by staff must be followed at all times.

ARTICLE 12: PREMATURE TERMINATION OF THE AGREEMENT AND EVICTION

1. The operator may terminate the agreement with immediate effect if:

- The guest, co-guests, and/or third parties fail to comply with the obligations under the agreement, the house rules, and/or governmental regulations, despite prior verbal and/or written warnings, to such a degree that it is unreasonable to expect the operator to continue the agreement;
- The guest, co-guests, and/or third parties cause disturbance to the operator and/or other guests or negatively affect the atmosphere on or around the premises, despite prior verbal and/or written warnings;
- The guest, co-guests, and/or third parties use the accommodation in a manner inconsistent with the intended purpose of the site, despite prior verbal and/or written warnings.
- Theft, vandalism, aggression, drug use, and discriminatory or offensive language based on race, nature, or religion are grounds for immediate removal from the premises.

2. If the operator wishes to terminate the agreement and evict the guest, this must be communicated by a personally delivered letter. In urgent cases, a verbal notice will suffice. After termination, the guest must vacate and clean the accommodation as soon as possible, and no later than within 4 hours. If the guest fails to do so, the operator is entitled to proceed with eviction, with all related costs charged to the guest.

3. As a rule, the guest is not entitled to any refund in the event of early termination of the agreement.



ARTICLE 13: OPENING HOURS

The opening hours of the reception and other facilities will be clearly communicated by the operator.

The operator reserves the right (even during the term of the agreement) to make changes to the services offered and to the opening hours of the facilities.

ARTICLE 14: MAINTENANCE AND CONSTRUCTION WORK

1. The operator is responsible for keeping the premises and facilities in good condition.
2. The guest shall permit any necessary maintenance to be carried out on the accommodation, the grounds, and/or the facilities during the term of the agreement. The guest is not entitled to compensation in such cases. The necessity of such maintenance will be determined by the operator.
3. The guest, co-guests, and/or third parties are required to maintain the accommodation in the same condition as it was received.
4. It is not permitted for the guest, co-guests, and/or third parties to dig, cut down trees, trim bushes, install antennas, erect fences or barriers, or place any kind of structure or installation in, on, under, around, or near the accommodation or anywhere else on the premises without prior written permission from the operator.

ARTICLE 15: PRIVACY

1. If the guest, co-guests, and/or third parties appear by chance in a photo and/or video taken for the operator's marketing purposes (including publication and/or display online), their consent to the use of such material is presumed, even if they are clearly recognizable.
2. It is not permitted for the operator, guests, co-guests, and/or third parties to take photos and/or videos on the premises that could be considered offensive to public decency or public order.
3. The park is equipped with CCTV surveillance to ensure the safety of guests and staff.



ARTICLE 16: LIABILITY

1. The operator is not liable for any accidents, theft, or damage occurring on the premises, unless such incidents result from a shortcoming attributable to the operator.
2. The operator is not liable for the consequences of extreme weather conditions or other forms of force majeure.
3. The operator is liable for damages resulting from prolonged disruptions to utility services, unless such disruptions are due to force majeure or caused in any way by the guest.
4. The guest is liable for any damage caused by their own actions or omissions, or those of co-guests and/or third parties, insofar as such damage can be attributed to the guest, co-guests, and/or third parties.
5. The operator commits to taking appropriate action upon receiving a report from other guests regarding damage caused by the guest, co-guests, and/or third parties.

ARTICLE 17: COMPLAINTS

1. A complaint from a guest must always be submitted in writing (by email or post) to the operator. Submitting a complaint does not suspend the guest's payment obligations in any way.
2. The operator will assess the complaint and handle it fairly and reasonably. If the guest is not satisfied with the outcome, Dutch law shall apply.