

PRICES AND RATES

Prices and rates Prices are inclusive of VAT but exclusive of damage, cancellation and travel insurance and any additional costs. Special additional costs such as cleaning costs and local fees set by and on behalf of the government are mentioned separately.

PAYMENT

Nassfeld Holiday Parcs always has the right to demand security for the payment both before and after the conclusion of the rental agreement, such suspension of the execution of the rental agreement until the security has been provided; all this without prejudice to the right of Nassfeld Holiday Parcs to performance, compensation and / or complete or partial cancellation, all without judicial intervention and without Nassfeld Holiday Parcs being obliged to pay any compensation. The customer receives a confirmation from Nassfeld Holiday Parcs after making a reservation: the final booking. After receiving this final booking, a deposit of at least 40% of the total costs within the travel sum, is due to Nassfeld Holiday Parcs within 5 working days. The remaining travel sum must be paid no later than six weeks before departure. In case of a departure for the journey within a period of six weeks, the entire payment must be paid in one go. In case of payment by giro or by bank, the date of payment is the day of transfer to the bank account of Nassfeld Holiday Parcs. If the amounts to be paid have not been paid in full, not even after a payment reminder, Nassfeld Holiday Parcs has the right to cancel the travel agreement and to charge compensation in accordance with the cancellation clause.

The termination of the agreement means that Nassfeld Holiday Parcs will withdraw the contract and release the accommodation for other customers to reserve the accommodation concerned. This means that Nassfeld Holiday Parcs will no longer give any guarantee that the accommodation will be available even in the event of a late payment. The customer can not claim that a late payment entitles the reservation of the accommodation and takes the risk that the accommodation is no longer available. As soon as Nassfeld Holiday Parcs has received the full amount from the customer, Nassfeld Holiday Parcs will send any travel documents.

DEPOSIT

The tenant must pay a deposit of € 250 for the stay in an accommodation on the spot, failing which the rental agreement will be considered dissolved on the starting date! After the stay in the accommodation, the additional costs such as any service and cleaning costs will be settled and any damages or missing items in or on the accommodation will be deducted from the deposit and the remainder of the deposit will be refunded to the Hirer. Nassfeld Holiday Parcs strives to refund the remainder of the deposit within 14 days after the end of the stay. The lessee must report his full address and bank details (account number, IBAN and BIC code) to the manager for the restitution.

RIGHTS AND OBLIGATIONS RENTER ON THE SPOT OF THE ACCOMMODATION

The tenant, unless otherwise stipulated in the rental agreement, needs to collect the keys of the holiday home from the accommodation manager between 16.00 and 19.00 on arrival at the residence address. Upon arrival outside the specified time, the tenant must make an appointment with the manager himself. The tenant, unless otherwise specified on the residence ticket (voucher), has to vacate the accommodation no later than the time stated in the rental agreement. Nassfeld Holiday Parcs is never responsible for the consequences of departure later than the stated time. Upon departure at a later time than indicated in the rental agreement, the Renter must pay an additional rent per day. The Tenant must act as a good tenant and use the holiday home in accordance with the reasonable instructions given by Nassfeld Holiday Parcs or the manager. Nuisance caused by the use of alcoholic beverages, group formation and/or other annoying behavior will not be tolerated and may result in premature termination of the rent. The Lessee guarantees that the information provided at the time of booking is correct and complete. Failure to provide complete or incorrect information may result in the cancellation or termination of the rental agreement. The Renter is legally liable for the damage caused by him or his co-tenants to the holiday home or the items present therein. A claim must be reported directly to the Manager by the Tenant. Repair or replacement costs must be immediately reimbursed by the Lessee to the Manager on his first request. Upon departure, the Tenant must leave the accommodation in a proper state, that is to say: broom clean. The items present in the accommodation must always be returned to their original location (on arrival). Crockery must be washed and stored in the appropriate place. The Manager is entitled to make a final check at the time of departure. If the Manager establishes that (several) items have not been put back in their original location or if the holiday home is not swept clean, the Administrator is entitled to charge additional costs (cleaning) to the Lessee. The Tenant must use linen on beds and is not allowed to use beds without sheets. The Tenant must remove the linen before leaving the beds and leave it together with the used towels in the bathroom on the floor.

CANCELLATION BY CUSTOMER, REQUEST, REPLACEMENT PERSONS

1 Cancellation The customer can cancel the trip at any time until the day of arrival. Decisive for the cancellation is the moment of receipt of the cancellation at Nassfeld Holiday Parcs. The customer is advised to cancel in writing, stating reservation and customer number.

If the customer withdraws from the travel agreement or does not wish to take part in the trip, then Nassfeld Holiday Parcs can calculate compensation for travel and expenses. The calculation of the compensation takes into account the reserved rent and the possible use of other services of the reservation. The customer is free to prove that no or significantly lower costs arise as calculated in the following calculations.

The amount of the cancellation costs is: ■ for the cancellation up to and including the 43th day before the agreed arrival: 30% of the travel sum; ■ In case of cancellation from 42 up to and including 29 days before arrival: 60% of the travel sum. ■ In the event of cancellation from 28 up to and including the last day before the agreed rental period, 90% of the travel sum; ■ the full price will be charged for later cancellation or failure to appear.

2 Changes In the event of changes in the travel date or the chosen accommodation, insofar as this is possible, Nassfeld Holiday Parcs calculates the cancellation costs according to the compensation in the above clause plus a fee of € 35,00. Nassfeld Holiday Parcs is not obliged to make the desired changes.

3 Substitutions The customer may request Nassfeld Holiday Parcs to be replaced by another person who takes over the rights and obligations from the travel agreement. To this end, the customer must notify Nassfeld Holiday Parcs in time so that the necessary changes can be made. Nassfeld Holiday Parcs may object to the takeover by this other person if this third party does not meet the requirements for this trip or if legal regulations or administrative requirements can not be complied with. If another person takes the place of the customer instead, both this person and the customer are jointly and severally liable towards Nassfeld Holiday Parcs for the travel sum and additional costs incurred. For the changes to the name of the person, Nassfeld Holiday Parcs charges € 35.00.

PRODUT DESCRIPTION

Every accommodation has been carefully taken care of by Nassfeld Holiday Parcs. Nassfeld Holiday Parcs is responsible for the correctness of the description of the holiday home, on the understanding that a deviation of 15% of the specified living space and distances is deemed acceptable. The description and impressions of the holiday home and the surrounding area, including amenities, facilities, facilities and recreational facilities, may differ slightly from the description on the website of Nassfeld Holiday Parcs, due to their nature or due to changes in season or seasonality.

COMPLAINTS

The notification of a complaint can be made by telephone during office hours to the telephone number of Nassfeld Holiday Parcs (+31 6 41609851). Outside the office hours the telephone number × 31641609851 can be called. If, after consultation with the Manager and Nassfeld Holiday Parcs, a complaint can not be resolved on the spot to the satisfaction of the Lessee, the Lessee must send the complaint to Nassfeld Holiday Parcs in writing within 30 days of the departure of the place of stay.

FORCE MAJEURE

If the force majeure occurs while the Tenant has only been able to make partial use of the holiday home, the rental agreement must also be considered dissolved for the time already used.

PRIVACY

Nassfeld Holiday Parcs will always treat all personal data provided or known in accordance with the provisions of the Personal Data Protection Act Nassfeld Holiday Parcs will register an eligible processing of personal data with the Dutch Data Protection Authority (College Bescherming Persoonsgegevens).