

BOOKING TERMS AND CONDITIONS

1. General

These Booking Terms and Conditions apply to the specific booking or reservation you intend to make or have already made via the website www.glampings.com. Please read these terms carefully.

2.1. Applicability

These Booking Terms and Conditions apply to all agreements concluded with Glampings BV (hereinafter referred to as "Glampings BV"). These primarily involve the rental of fully furnished safari tents. By making a reservation, you confirm that you have read, understood, and agreed to our general terms and conditions, which outline our mutual rights and obligations.

2.2. Formation of the Agreement

An agreement with Glampings BV is established when:

1. You finalize the reservation details;
2. You accept our general terms and conditions and/or other applicable conditions as part of the reservation process;
3. You click the 'Complete Booking' button and provide your payment method.

3.1. Making a Reservation

A reservation with Glampings BV can be made via the website www.glampings.com. Once your reservation is processed, you will receive a confirmation email containing the details you provided, the booked accommodation, and the total costs. If you do not receive confirmation within five days of booking, please contact us.

3.2. Contact and Address Details

- The renter is responsible for providing all necessary details required to process the reservation promptly.
- The renter is solely responsible for the accuracy and completeness of the information provided.
- Any changes to (email) addresses must be communicated as soon as possible and before they take effect.
- Until a new address is provided, we will assume that the current (email) address is correct.

3.3. The Renter/Primary Booker

The primary booker must be at least 18 years old and is responsible and liable for all accompanying travelers.

3.4. Rental Period in High and Low Seasons

- **High Season:** Minimum rental period of 7 nights, from Saturday to Saturday.
- **Low Season:** Flexible arrival and departure days with a minimum rental period of 3 nights.

3.5. Maximum Allowed Occupancy

1. The maximum number of persons allowed per accommodation is clearly stated on our website. Please verify this before booking.
2. Exceeding the maximum allowed occupancy is not permitted. The campsite operator may deny you access without any right to compensation.
3. Additional guests can only be added with prior approval, which may incur extra costs. Unauthorized additional guests or overnight stays are prohibited.
4. Glampings BV does not rent accommodations to groups of individuals under 25 years unless agreed upon in writing.

4.1. Deposit and Remaining Payment

At the time of booking, a deposit of 30% of the total amount is required. This amount must be paid immediately using one of our online payment methods. The remaining 70% must be paid no later than ten weeks before the arrival date.

4.2. Full Payment

If you book less than ten weeks before the arrival date, the full amount must be paid immediately.

4.3. Tourist Tax and Security Deposit

The costs for tourist tax vary by region and campsite. These charges are payable directly at the campsite upon arrival. A security deposit must be paid in cash on-site. After deducting any damages, this deposit will be refunded at the end of the stay.

4.4. Late Payment

If payment is delayed and remains outstanding after a reminder has been sent, we reserve the right to transfer the claim to a collection agency. Any associated costs, including legal and extrajudicial expenses and statutory interest, will be borne by the renter. Additionally, we reserve the right to cancel the reservation in case of non-payment. The renter is liable for any additional costs incurred, such as flights, car rentals, ferry crossings, or bus travel.

5.1. Pricing

The prices listed on the Glampings BV website include the rental of a fully furnished safari tent, any mandatory additional costs, and the associated campsite pitch. Prices include VAT but exclude cleaning fees and tourist tax. Glampings BV applies dynamic pricing, meaning rates vary based on demand and availability. The price at the time of booking is binding and cannot be changed after confirmation.

5.2. Mandatory Fees

If one or more children under the age of 2 are included in the reservation, a baby package is mandatory. Cleaning fees are also mandatory and depend on the type of accommodation. Both the cleaning fees and tourist tax must be paid in cash upon arrival at the location.

6.1. Arrival and Departure

Check-in at the campsite is possible from 4:00 PM on the agreed arrival date. Check-out must be completed by 10:00 AM on the departure date. On the day of departure, you must vacate the tent by 10:00 AM, leaving it clean (remove trash, do dishes, and take personal belongings), intact, and complete. Failure to do so may result in additional charges by the campsite.

If you expect to arrive late, please inform the booked accommodation by phone. If unreachable, contact Glampings BV. Without notification, the accommodation will be reserved for a maximum of 24 hours. In all cases, late arrivals or early departures will result in the full reserved period being charged.

6.2. Travel Documents

The renter is solely responsible for having the correct travel documents. Glampings BV is not liable for problems arising from missing or incorrect documents.

6.3. Pets

Dogs and other pets are not allowed on the campsite or in the accommodations.

6.4. Electric Vehicles

Charging electric vehicles, such as cars and e-bikes, using the power supply in the tents is not permitted. Use the designated charging stations at the campsite. Note that not all campsites are equipped with charging stations.

7.1. Cancellation by the Renter

If unforeseen circumstances force you to cancel your stay, please notify Glampings BV via email (info@glampings.com) or through our contact center (during office hours). Cancellations or changes may incur costs:

- Up to 50 days before arrival: 30% of the total booking price.
- From 50 to 28 days before arrival: 60% of the total booking price.
- From 28 days until the arrival date: 90% of the total booking price.

- On the arrival date or later: 100% of the total booking price.

7.2. Changes by the Renter

7.2.1. Changes Before Departure

After invoicing, you can make changes, such as adjusting the number of guests, up to 28 days before departure. Changes to the accommodation or travel dates are possible up to 50 days before departure, subject to availability. A fee of €28 per reservation plus any additional costs will be charged. After 50 days, the cancellation policy applies. Changes to a cheaper accommodation are allowed if the price difference is no more than 10% of the total booking price.

7.2.2. Replacement of a Traveler

If one of the travelers cannot attend, another person may take their place. Additional costs may apply depending on the accommodation pricing.

7.2.3. Replacement of the Primary Booker

If the primary booker cannot attend, another person may take over the booking. This falls under the modification terms, and a €28 fee will be charged.

7.2.4. Transfer of the Entire Reservation

If the entire reservation is transferred to another family, this can be arranged, provided the accommodation allows it. Some accommodations may treat this as a cancellation, in which case the cancellation fees apply.

7.3. Cancellation by Glampings BV

In exceptional circumstances, Glampings BV may need to cancel a reservation, for instance, due to unavailability of the accommodation, sudden sale by the operator, or double booking. In such cases, you will be informed immediately via written, electronic, or telephone communication. We will offer an equivalent or better accommodation at the same price. If no suitable alternative is available, the paid amount will be refunded. Glampings BV is not liable for additional costs incurred by you, such as flights or car rentals.

7.4. Force Majeure

If a reservation cannot proceed due to force majeure, such as war, strikes, natural disasters, epidemics, or other unforeseen events, Glampings BV is not liable, and no compensation can be claimed.

8. Liability

1. Glampings BV is not liable for loss, theft (including cash), damage to property, or injury to you or your fellow travelers, regardless of the cause.
2. The use of facilities and services at the holiday destination is entirely at your own risk.
3. You are responsible for any damage caused by you or your fellow travelers to the accommodation, its furnishings, or associated items during your stay. Damage claims are to be settled between you and the accommodation

operator. If unresolved, Glampings BV may hold you liable for damages incurred. All additional costs will be charged to the primary booker listed on the invoice.

4. Glampings BV does not accept responsibility for unexpected construction activities near your accommodation, roadworks, noise disturbances (e.g., from neighbors, church bells, or farming equipment), pest infestations, or environmental issues near the holiday property.
5. Obvious errors or mistakes on Glampings BV's websites are not binding.
6. Glampings BV reserves the right to make changes to the website and offerings without prior notice.
7. All agreements entered into, amended, or supplemented based on these terms are governed by Dutch law unless mandatory regulations stipulate otherwise.

9. Complaints At Glampings BV, we aim to ensure your glamping holiday is perfect from start to finish. If you experience any complaints or issues despite our efforts, we will do our utmost to resolve them together.

9.1. Complaints Before the Trip

If you have a complaint before your trip, contact our customer service center. We will work with you to find an appropriate solution.

9.2. Complaints During the Trip

Report complaints during your holiday immediately (or as soon as possible) to the campsite reception, which acts on behalf of Glampings BV. If the complaint is not satisfactorily resolved on-site, ensure a complaint report is drawn up with the reception and contact our customer service center (during office hours). If the issue remains unresolved, you can submit the complaint report via email: info@glampings.com.

9.3. Complaints After the Trip

If you have a complaint after your trip, please email it to us as soon as possible, including relevant documentation such as a complaint report. We will take your complaint seriously and aim for a swift and careful resolution.

9.4. Choice of Law

All agreements entered into, amended, or supplemented based on these terms are governed by Dutch law unless mandatory regulations stipulate otherwise.

10. Privacy

Glampings BV respects the privacy of its visitors. Details on how we ensure this can be found in our General Terms and Conditions.