

General terms and conditions

These General Terms and Conditions apply to all offers, reservations and agreements regarding the rental of all accommodations, which are rented by BV Het Betere BoerenBed established in Baarle-Nassau in the Netherlands or its affiliated companies ('Feather Down'). In these General Terms and Conditions the term 'tenant' means: the person who enters into an agreement with Feather Down with respect to the lease/use of accommodation. The term 'user' (also referred to as guest) also means: the tenant and the persons specified by the tenant who (will) make use of the accommodation rented by the tenant.

1. Bookings

Feather Down only takes bookings for persons over 18 years old. Feather Down reserves the right to refuse a booking at any time – without giving reasons. Feather Down will confirm and invoice the booking to you by e-mail within 1 working day of receipt. The confirmation, including the invoice, must be checked for correctness immediately after receipt. Possible or alleged inaccuracies must always be made known by telephone or e-mail within 10 days after the date of the confirmation/invoice or in any case before the start of the stay. If you do not receive a written confirmation or invoice within 1 working day after booking, you must contact Feather Down. If, due to unseen circumstances, Feather Down must make a change to a booked reservation regarding location or the type and/or location of the accommodation, Feather Down can offer you a suitable alternative. Bookings made before 1 September with an arrival date in the following calendar year can be cancelled by Feather Down before 31 August if there is reason to do so due to new developments since the date of booking. If necessary, Feather Down will provide you with alternative locations for the chosen date or refund your deposit in full.

2. Group bookings

Special conditions may be attached to group bookings. In certain cases, the purpose and size of the group may, amongst other things, result in a group not being accepted.

3. Price

The prices on www.featherdown.co.uk are not binding, Feather Down reserves the right to change these prices. Feather Down reserves the right to refuse bookings when they are made under evidently incorrect sales prices. The user must then rebook through our call centre so that he/she can be informed of the correct price. The price stated on the confirmation/invoice is binding. Price discounts and/or special offers can no longer be used after confirmation/invoice has been sent by Feather Down. All prices are inclusive of VAT, if applicable, unless stated otherwise. Feather Down has the right to increase prices because of interim adjustments to statutory regulations or provisions (including, but not limited to, VAT, tourist tax, insurance tax) over which Feather Down has no influence.

4. Accommodation rental

The rental price of each tent is included:

- Rental of Tent
- Use of and access to Feather Down area
- Water consumption
- Wood for heating in the tent (1 crate per day, wood for campfire not included).

- VAT
- Bed linen
- Kitchen linen
- Final cleaning

Not included are among others:

- Electricity is not included with Feather Down, there is no electricity and there are no sockets in the accommodations. At some locations, it is possible to recharge your equipment in the farm shop or the communal showers.
- Collection of and stripping of bed linen at end of stay
- Dispose of waste in garbage bag and container
- Tourist taxes and levies (applicable if you are visiting our EU locations)

5. Tourist tax and levies

The tent rental prices do not include tourist taxes and levies. The amount depends on the municipality in which the farm is located. To determine the number of persons per booking period, the maximum number of persons staying in the tent for at least one night applies. The tourist tax must be paid on arrival.

6. Pets

Bringing your pet is allowed on most of our farms. The website shows where they are allowed. There is a maximum of two pets allowed per accommodation. When making your booking and on arrival at the farm, pets must be registered. There is a surcharge of £30 per pet per stay, which needs to be booked and paid in advance of your arrival. In the event that your dog causes damage to the accommodation or the farm and its livestock, you will be liable to bear the full costs. We do not allow banned dogs at our farms, based on the farm environment and government control rules.

7. Payments

Booking payments can be paid in two instalments or in full. The first payment must be made within 48 hours after the date of the invoice, this secures your reservation. The remainder of the booking amount must be in the possession of Feather Down no later than 10 weeks before the start of the stay. When booking within 10 weeks before the start of the stay, the entire booking amount must be paid at once. In the event of late or incomplete payment of the invoiced amounts, you will be in default. Feather Down will send you a reminder to pay. If Feather Down is not in possession of the final amount due within 14 days after the date of the reminder, Feather Down has the right to unilaterally dissolve the agreement by writing to the guest. In the event that Feather Down removes the booking when the final balance is not received 10 weeks before the start of your stay, the cancellation terms are void and any deposit paid will be forfeited. You are liable for all damage Feather Down suffers or will suffer as a result, including all costs incurred by Feather Down in connection with your booking and the dissolution. All payment methods via www.featherdown.co.uk are free of charge.

8. Alteration costs

In principle, changes within 3 weeks before arrival are not allowed. Changes can only be made by the main booker. If, after making the booking, you wish to make changes to the booking, Feather Down is not obliged to do so. Feather Down is free to choose whether, and

to what extent, these changes will be accepted. If you wish to reduce the number of booked tents after booking more than one tent, the cancellation provisions under point 10 apply.

9. Transfer of rights

The tenant and other users are not allowed to leave the accommodation under any name whatsoever and for any reason whatsoever to persons other than those mentioned in the agreement, unless Feather Down has agreed to this. If you have agreed with Feather Down that one or more users will be replaced, you will remain jointly and severally liable to Feather Down, in addition to the tenant and/or users who replace you and/or other users, for the payment of the part of the rent still due, the amendment costs and any additional costs resulting from the replacement and any cancellation costs.

10. Cancellations

The following cancellation provisions apply to all 2024 season bookings, and 2025 bookings made up until 26th August 2024:

The following provisions apply to all cancellations:

a. In the event of cancellation more than 10 weeks before the start of the stay, 30% of the rental amount is due with a minimum of £150. If the deposit paid is less than 30% of the booking value, the remaining amount will still be due to Feather Down in the event of cancellation more than 10 weeks before the start of the stay.

a1. In the event of cancellation more than 10 weeks before the start of the stay, where a £100 deposit offer has been used, the remaining 30% of the total rental amount is due immediately at the time of cancellation.

b. In the event of cancellation within 10 weeks before the start of the stay, the full rental amount is due.

c. In the event of premature termination of the stay, the full booking amount is due.

At Feather Down there is no statutory cooling-off period of 14 days.

Don't forget your travel insurance. We recommend that you take out cancellation insurance from a third-party provider.

The following cancellation provisions apply to all bookings made for 2025 from 27th August 2024:

a. In the event of a cancellation more than 6 weeks before the start of the stay, you will be entitled to change the date of your stay to an alternative in the same calendar year, or a 100% refund of the booking value that has been received in full. If the new date is more expensive than your original date, an additional payment will be required to cover the price difference. However, if the new date is priced lower, you will receive a refund of the price difference from Feather Down Farms.

b. In the event of cancellation between 6 to 3 weeks before the start of the stay, you will be entitled to change the date of your stay to an alternative in the same calendar year, or a 50% refund of the booking value that has been received in full. If the new date is more expensive than your original date, an additional payment will be required to cover the price difference. If the new date is advertised at a lower price, you are not entitled to a refund of the price difference.

c. In the event of cancellation between 3 weeks and 24 hours before the start of the stay, there is no option to transfer the booking to another date. You will receive a 25% voucher of the booking value (rounded to the nearest value) to use towards another booking within the

same booking season. If extenuating circumstances, we reserve the right to extend the voucher date further, at the complete discretion of Feather Down Farms.

d. In the event of cancellation within 24 hours before the start of the stay, the full booking amount is retained by Feather Down Farms and no refund is due.

At Feather Down there is no statutory cooling-off period of 14 days.

Don't forget your travel insurance. We recommend that you take out cancellation insurance from a third-party provider.

11. Arrival and departure

Pre-arrival procedure:

After payment of the full invoice amount, you can print out your booking voucher via the Personal Page. You will need to show this voucher upon arrival at the farm.

Arrival procedure:

Upon arrival, all guests are required to identify themselves at check-in. If guests are unable to show proof of identity, the farmer(s) may decide not to accommodate the guests. Upon arrival at the farm you will show your reservation ticket. The canvas hideaway is available from 4pm and we recommend you arrive between 4pm and 6pm to make the best of your experience. If you expect to arrive after 6pm due to unexpected circumstances, it is courteous to contact the farmer or host to inform them of your expected arrival time. If you arrive after 9pm, the farmer(s) will receive a fee, and you will be charged £30. After checking in, you are responsible to familiarise yourself with the indicated safety instructions.

Departure procedure:

On the day of departure, please check the welcome document for the check-out time of the particular farm location. The latest departure time would be 10:30am, this in connection with the cleaning of the tent. If this is not the case, the farmer(s) may also charge £30 extra.

* Exception: unless you have used the product "Late check-out on Sunday". In that case, you have to leave the accommodation before 16.00 (4PM).

If something is not to your liking during your stay, always contact the farmer(s) on the spot first and after your stay with our call centre, so that we can come to an appropriate solution. Complaints should always be made in writing via our e-mail address info@featherdown.co.uk by the main booker within 1 month of your stay. See also point 17 in these General Terms and Conditions.

12. Domestic Regulations

In order to make the stay on the farm as pleasant as possible for all guests, all guests must adhere to the established (behavioural) rules laid down in the Internal Regulations. The house rules can be requested from the farmer upon arrival and will be sent to you prior to your stay. Violation of the Internal Regulations may result in removal from the farm, without restitution of all or part of the rent. If the accommodation is not left clean upon departure, the Farmer may charge £30 for cleaning costs. Feather Down reserves the right to make changes to the set-up and opening hours of the facilities and facilities on the farm. If the Farmer(s) seriously suspects that the renter of an accommodation is acting in violation of the law, and/or public order or has left the accommodation prematurely, he/she is authorised to gain access to the accommodation. We would also like to draw the attention that it is possible that maintenance work may be carried out on the grounds or to the accommodation(s) during your stay, without you being entitled to any compensation.

13. Internet use

In principle, Feather Down does not offer the possibility of electricity usage or the internet. On some farms this may be offered (to a limited extent), whether or not at a rate. The tenant and those accompanying him are responsible for the correct use of this service. Feather Down is not liable for any damage made from the use of the internet/electricity or from network failures.

14. Extra services

Further extra services, such as cleaning and repair of the accommodation, catering facilities, bicycle rental, etc., which you will be able to enjoy during your stay, are provided by persons, companies and/or other organisations that are totally independent of Feather Down, for which we only act as agents and accept no liability whatsoever. The farm owners and any third parties that provide extra services will be in line with their own terms and conditions. Some of these conditions may limit or exclude the owner's or service provider's liability to you. The terms and conditions are available from the supplier on request.

15. Force majeure

In the event due to force majeure and Feather Down is temporarily or permanently unable to fulfil all or part of the agreement, Feather Down may, within 14 days of becoming aware of the impossibility of fulfilling the agreement, submit a change proposal (for other accommodation/another period, etc.). Feather Down may suspend the fulfilment of its obligations in the event of force majeure or in the event of circumstances beyond the control of Feather Down. In the event of force majeure, Feather Down will not be obliged to compensate any damage or costs, or to refund the rental price. Force majeure on the part of Feather Down exists if the performance of the agreement is wholly or partly, temporarily or otherwise, prevented by circumstances beyond the control of Feather Down, including but not limited to the threat of war, personnel strikes, blockades, fire, floods, government measures, epidemics, quarantines and other disruptions or events.

16. Liability

The use of the accommodation of Feather Down and the facilities on the farm is at the own risk of the tenant and users.

Feather Down and the farm in question accept no liability for:

- theft, loss or damage of any kind during a stay on one of our affiliated farms;
- the deactivation or disabling of technical equipment and the breakdown or closure of facilities on the farm.

The tenant and those accompanying him or her are jointly and severally liable for all loss and/or damage caused to Feather Down, the farm in question and/or any third party as a direct or indirect consequence of their stay, regardless of whether this was caused by acts or omissions of themselves or of third parties who are on the farm through their actions, as well as for all damage caused by any animal and/or property in their possession. The tenant indemnifies Feather Down against all claims from third parties regarding damage resulting from any acts or omissions of the tenant, other users, their travelling companions or third parties who are in the park with your permission. Additional (cleaning) costs may be charged in the event of incorrect use or incorrect leaving of the tent.

17. Complaints

Despite all the concerns of Feather Down and its affiliated farms, it may happen that you have a justified complaint. You should take up this complaint on the spot and directly with the farmer in order to give us the opportunity to resolve it immediately.

If the complaint is not dealt with satisfactorily, the main booker has the opportunity to submit the complaint in writing to Feather Down via our e-mail address info@featherdown.co.uk at the latest 1 month after the departure of the farm.

18. Day visitors

In principle you are allowed to receive visitors during your Feather Down stay. You have to report this visit to the farm. For a visit £4 per person per day will be charged by the farm concerned.

19. General

Your contracting party is BV Het Betere BoerenBed, Nieuwstraat 16a, 5111 CW Baarle-Nassau, the Netherlands. These terms and conditions are part of the agreement between Feather Down and the tenant and replace any previous general terms and conditions that may have previously been declared applicable. Feather Down therefore rejects all general terms and conditions to which the tenant refers or which are used by the tenant.

Agreements deviating from these General Terms and Conditions are only valid if agreed in writing. We reserve the right to make changes to the content of our publications. Obvious printing errors are not binding on us. Feather Down will send its correspondence digitally, unless this proves impossible.

20. Privacy & Cookies

We have established certain conditions regarding privacy and cookies. You can read our [Privacy Statement](#) and [Cookie Policy](#) on the website.

21. Legal Information

Dutch law shall apply to agreements concluded, amended or supplemented on the basis of these general terms and conditions. Disputes concerning these agreements can only be submitted to the District Court of Rotterdam. In case of a dispute in a court of law, the Dutch version will take precedence.

Name and address:

BV Het Betere BoerenBed

Nieuwstraat 16a

5111 CW Baarle-Nassau

The Netherlands

KVK: 30190591