

## **Residence conditions and by-laws season 2022-2023.**

Kompas Camping vzw, with registered office Haachtsesteenweg 579, 1030 Brussels (RPR - 0412 527 934), 2 campsites:

**Kompas Camping Nieuwpoort** (Brugsesteenweg 49, 8620 Nieuwpoort) and

**Kompas Camping Westende** (Bassevillestraat 141, 8434 Westende).

These conditions of stay and by-laws are made to make living together in these campsites as pleasant as possible; therefore, everyone must with them.

The management can always take appropriate measures to supplement these conditions of stay and the internal regulations. If you cause damage to the campground facilities or are involved in an accident, please report it immediately to the reception desk.

### *1. Campground*

#### **1.1 The pitch**

For your stay, you have a choice between:

– Motorhome sites 60 - 70 m<sup>2</sup>

Permitted: one camper (motorhome, max. length 9 m) per pitch. Only the camper's fixed awning or shelter in tarpaulin is allowed.

Extra tents, party tents, shelters in nylon and an extra car or trailer are not allowed for fire safety reasons. Covering the lawn with root cloth, plastic or other cloth is also prohibited. These RV sites can only be occupied by RVs; tents, caravans or any other form of camping equipment is prohibited on these RV sites. Of course, you can also occupy a standard camping pitch, dolomite pitch, comfort pitch, XL comfort pitch or XL comfort pitch with private sanitary facilities.

– Standard pitch / comfort pitch 110 m<sup>2</sup> / XL comfort pitch 150 m<sup>2</sup>

Permitted: one tent, camping car, caravan or camper per pitch. At this camping facility, you are allowed one car and two little outhouses of max. 5 m<sup>2</sup> or

Place one extra tent of max. 8 m<sup>2</sup>. A trailer as well as a shelter (in sail cloth) are considered equivalent to an additional tent. An awning may be attached to the caravan; however, no additional awning may be placed in front of or attached to the side of the awning. The area occupied by the camping installation including the authorized side tents may not exceed 50 m<sup>2</sup>. Shelters in nylon and party tents are prohibited. However, you may place one windbreak with a maximum length of 9 m.

## **1.2 Staying rate**

The camping rate includes 2 persons. From the 3rd person you pay the "extra person" rate. A maximum of 6 people are allowed per pitch, unless your family consists of more than 6 people. Additional fees and charges are charged separately.

## **1.3 Booking and Payment**

Reservations can be made via [www.kompascamping.be](http://www.kompascamping.be), the reception of the campsites, tour operators and online reservation platforms with which Kompas camping vzw cooperates. A reservation becomes final after (online) payment of the advance of € 195 or for smaller files (= up to € 200) the full . You will always receive an invoice confirming your reservation. The balance must be paid no later than 8 weeks before the of your stay. Failure to pay the deposit or balance on time will automatically result in cancellation of the reservation.

If a change is made after confirmation of the reservation at the request of the camper/vacation guest (e.g. change of period of stay), the following administrative fees will be charged:€ 25 when booking a camping or motorhome pitch,€ 50 when booking a Comfort Lodge or Premium Lodge. In accordance with current legislation and also in your interest (e.g. notification in case of damage), the management must always kept informed of who is ; hence, bringing and taking away the camping equipment must always be reported to the reception.

Renting a specific pitch/accommodation is possible upon reservation (paid preference). In all other cases, Kompas Camping vzw may, without prior notice, offer another but equivalent

Assign pitch/accommodation to the tenant.

Whoever makes a reservation undertakes to move his camping installation at the simple request of the management. It also authorizes the management to move the installation subject to prior notice and without right to compensation.

Campers are not permitted to sublet their camping facility to others. Determination of subletting or subletting may result in immediate termination of the stay without entitlement to compensation.

#### 1.4 Cancellation

In case of full or partial cancellation, possible only by mail or letter (receipt date = cancellation date), the following fees will be charged:

- **Up to and including 57 days** before the start of the period of stay: € 50 per file.
- **From 56 to 43 days** before the start of the stay: 25% of the rent with a minimum €50.
- **From 42 to 22 days** before the beginning of the stay: 50% of the rental fee with a minimum of € 50.
- **From 21 to 8 days** before the start of the stay: 75% of the rent with a minimum €50.
- In case of cancellation **7 days and less** before the beginning of the stay, as well as in case of non-arrival: the entire rental fee with a minimum of € 50.
- In case of **non-arrival** without notice, the reserved place/rental facility will be kept free until 1 night later than announced: the following day, the place/rental facility will be relet. No sum will be refunded in case of "no show", whatever the reason may .

#### 1.5 Cancellation insurance

Do not take the risk of losing a large part or the entire sum of your vacation bill if something were to happen to you or one of your family members. Kompas Camping vzw offers its customers the opportunity to take out cancellation insurance with DVV insurance together with the reservation. The premium is 4.5% of the accommodation rate.

The conditions for insurance intervention can be found at [www.kompascamping.be](http://www.kompascamping.be) listed under the heading 'cancellation insurance'. Please note that the cancellation insurance can only be subscribed at the time of the initial reservation. This is not possible afterwards.

## **1.6 Arrival and departure campers**

Arrival: campers can occupy their pitch on the scheduled day of from 1 p.m. and until 11 p.m. (reception closed: follow posted on info board). You can enter using the barrier system with license plate recognition. Before arrival, check that your license plate is correctly registered. If you are staying in the tent meadow, you are also welcome from 1 p.m. but there is no parking space on the tent meadow; your car will be parked outside the campsite. Please stop the reception within 24 hours of your arrival to confirm your presence and the necessary information.

Departure: on the scheduled day of departure the camping site will be vacated and you must leave the camping site before . In case of early departure, please inform the reception desk at the latest the day before departure. A late check-out (after noon) will be € 25. This does not count as an extension of the reservation.

*Specific rules apply to rental accommodations; see point 6.*

## **1.7 Youth**

The children are our guests. Be child-friendly: think their safety, especially if you are a car. As a parent, you are responsible for the damage by your children. So don't let them play in the buildings and teach them to respect nature and plantings. Prevent accidents.

Minors (-18 years old), who are not accompanied by a parent or a person at least 18 years old cannot stay on the premises. Youth groups must book in advance (see section 1.3) and are subject to the above conditions.

## **1.8 Animals**

A maximum of 2 pets are allowed per camping unit and they will always be charged. Dogs or cats must always be leashed (max. 2 m). Always bring a dog poop bag to clean up dog or cat feces. Pets are not allowed into some buildings on the site (including the sanitary buildings). The owner is always responsible and must ensure that the presence of his pet does not disturb other campers. The stay of animals other than dogs or cats requires the authorization of the management.

## 2. *Services*

### **2.1 Reception**

If you have any questions or problems regarding your , you can always contact the reception staff. The opening hours can be found at the entrance. A first aid post is .

### **2.2 Connection to the power grid**

Connection to the campsite's power grid is done with a Euro plug (current rating: 10A). To avoid overloading, electrical appliances consuming more than 1200W are not allowed.

### **2.3 Swimming pools / water playground**

Access to the swimming pools (Nieuwpoort) or the water playground (Westende) is reserved for campers/holiday guests. The swimming pool and water playground are closed certain periods of the year. You can find this information on our website. Some measures are in place to guarantee that you can enjoy water fun in a pleasant, clean and safe environment. You will find them at the entrance to the pools/water playground. Please observe them for the sake of your own health and safety and that of other . Exceptional measures may be issued and must be followed correctly.

## 3. *Safety*

### **3.1 Fire Safety**

For the sake of fire safety, campers are required to place their camping equipment and any accessory equipment at a safe distance from their neighbors. A drawing, specifying the distances to be respected in order to fire spread, will be sent to each person along with their reservation invoice. You will also find this drawing in the welcome guide.

You will find fire facilities at various places in the campground (see map at the entrance, among others). A maximum of 2 gas bottles are per camping pitch. Make sure they meet the legal requirements and check bottles and pipes regularly for wear and/or leaks. Heating and kitchen equipment must be safely placed in a well-ventilated area and on a fireproof board. No open fires or campfires may be built without permission management. Barbecuing must be done under constant supervision.

In doing so, the necessary precautions must be taken to prevent fire. The barbecue should be placed so that other guests are not bothered by the smoke. Make sure the ashes cooled before dumping them in the container.

### **3.2 Road Safety**

The campground is subject to a 15 km/h speed limit for all vehicles, including cyclists. Parking on the roads is not allowed. Playing with balls in the immediate vicinity of the camping facilities is prohibited. Driving of mopeds or motorcycles is not allowed inside the campground fence, except for moving to and from the camp facility.

### **3.3 Personal safety**

No activities should take place or goods kept in the facilities that could increase the danger of fire or the consequences of fire. Everyone should take measures to protect their own equipment. Always your camping equipment carefully and do not leave any

money behind.

### **3.4 Guidelines in case of fire or evacuation**

On the information board at the main entrance you will find the guidelines to follow in case of fire or evacuation of the domain.

## **4. *Cleanliness - sanitation - waste - tranquility***

### **4.1 Cleanliness and green care**

Kompas Camping vzw counts on the cooperation of everyone to the camping pitch or Comfort/Premium Lodge plot, the surroundings and the installations for common use tidy.

Please respect the turf and greenery in the campground. It is prohibited on the camping pitch and Comfort/Premium Lodge plot:

- lay a mat, canvas or wooden floor larger than the (front) tent;
- placing permanent closures of any kind

(exception: you can place a temporary barrier for your dog during your presence but it must be removed when you leave);

- tension wires (including for laundry);
- garden ornaments, flower pots or plants;
- hanging lights in bushes, hedges and trees;
- excavate or over the soil;
- prune hedges, shrubs and trees.

### **4.2 Plumbing**

The sanitary buildings at the campsite are regularly cleaned by the staff.

Also, when renewing and modernizing, Kompas Camping vzw consistently invests in energy-efficient and environment-saving techniques. As a guest, you can help us by:

- Leaking faucets and toilets to be reported at the front desk.
- Economical use of water and energy.
- Keep the plumbing neat and report vandalism.

### **4.3 Waste**

Ordinary household waste should be collected in proper bags, which should be deposited tightly sealed in the containers. Be environmentally conscious: paper, cardboard, glass, vegetable, fruit and garden waste must be deposited in the appropriate containers.

NOT allowed: the deposit of bulky garbage (= garbage too big for a garbage bag) and garbage from outside the campsite. The determination by our team of the dumping of garbage, brought from outside the , may lead to a compensation of € 150.

For wastewater and chemical emptying, there are several specially designated dumping points on the premises (see plan camping).

#### **4.4 Silence and tranquility**

Each is required to maintain complete quiet between 10 p.m. and 7 a.m. Unless otherwise stated, all motorized traffic on the property is prohibited during these hours. Noise that disturbs other campers, such as televisions, radios, ... should avoided. Drones are allowed only with written permission from management.

### **5. *Buying and selling, receiving newspapers, mail or packages***

#### **5.1 Buy and sell**

The sale by third parties of food and beverages can only take place with the written permission of the management. The sale or distribution of documents and objects requires the express written permission of the management.

#### **5.2 Receiving newspapers, mail and packages**

- The customer can pick up his newspaper, magazine, letters sent or mail package only during the opening hours of the reception desk.
- The campsite accepts no responsibility in case of non-delivery, incomplete delivery, damage or any other form of incorrect delivery. It is in fact a direct agreement



between the shipper and the customer.

- The reception does not accept registered mail in the name of camper as one cannot be domiciled here.
- The front desk does not sign for receipt, even if the courier insists on it and even if that would in the package being back by the courier.
- The reception reserves the right to refuse a package if the staff member considers that the package is too large to be stored in the reception, could possibly cause damage to property of the campground, could possibly be harmful to the health or well-being of the staff or other customers of the campground.
- If delivered goods are not collected within a reasonable period of time (max. 1 month), they will be discarded. The campsite cannot be held responsible for this.

## *6. Rental accommodations (Comfort Lodges and Premium Lodges)*

Rental accommodations are also subject to the above conditions of stay and internal regulations, along with the following provisions or derogations:

- Arrival between 16 and 23h (reception closed: follow instructions mentioned on info board). If you rent a Comfort Lodge or a Premium Lodge, you can enter the campsite by car from 4 p.m. on the day of arrival. Check that your license plate has been correctly registered.
- Departure between 9 and 10 am. On the day of departure, you must vacate the rental accommodation in good time and leave the campsite before 10 am. If the rental accommodation is not vacated by 10 am, a fee of € 75 will be charged. This does not count as an extension of the reservation.
- Should you decide to leave early during your stay, please you report this to the reception desk. A refund or allowance is not possible.
- The maximum number of persons allowed in the rental accommodation is indicated in the brochures of Compass Camping as well as on the website [www.kompascamping.be](http://www.kompascamping.be).
- No additional tents may be placed at the rental accommodation.

- The use of bed linen is mandatory.
- If a pet is allowed in a rental property, this is expressly stated on the website and on the invoice for the booked stay. In all other cases, the renter or his possible visitors are prohibited from bringing pets.
- Tenants or their possible visitors are prohibited from smoking in the rental accommodation.
- The tenant may not sublet their rental property.
- Charging an electric or hybrid car at the lodges is prohibited.
- Any damage will be reported to the management and is the responsibility of the tenant.
- The rental accommodation is left tidy. The cleaning at departure is done by our services and will be charged at reservation.
- The cost of losing the key (€75), replacing damaged parts of the contents or repairing damage to the rental property, will be charged to the tenant.

## ***7. Mobile Homes***

For owners of mobile homes who rent a place to stay at Kompas Camping, there are specific conditions of stay and internal regulations that reinforce the general camping regulations. These are provided to owners annually and must be signed and returned to the campsite for approval. Subletting of mobile homes is strictly prohibited. Should the management determine that subletting is taking place, this may result in the immediate termination of the annual rental contract and removal of the mobile home, without any compensation.

## ***8. Liability***

Kompas Camping vzw can at no time be considered the custodian of the goods of the campers/holiday guests. Nor Kompas Camping vzw liable for theft of or damage to the belongings of the campers/holiday guests. Apart from the cases mentioned in the two previous paragraphs, Kompas Camping vzw can only be held responsible for theft or damage.

posed for gross misconduct or for fraud.

## ***9. Complaint Resolution***

9.1. Complaints prior to the start of the stay, the camper/holiday guest must notify the campground by mail or letter as soon as possible

9.2. Complaints during the stay must be reported by the camper/holiday guest as as possible in an appropriate and probative manner at the campsite reception.

9.3. If a complaint was not satisfactorily resolved on site, the camper/holiday guest must, no later than 3 months after the end of the , report his/her complaint via mail or letter to the management of Kompas Camping.

9.4. Kompas Camping vzw is a tourist accommodation recognized by Tourism Flanders. Would you like more information about the regulations concerning tourist accommodation? Or did Kompas Camping vzw give no or insufficient response to your complaint? Please contact Tourism Flanders, Grasmarkt 61, 1000 Brussels ([logies@toerismevlaanderen.be](mailto:logies@toerismevlaanderen.be)). You can also find more information at [www.toerismevlaanderen.be/logiesdecreet](http://www.toerismevlaanderen.be/logiesdecreet).

## ***10. Violation of internal regulations***

Failure to comply with the conditions of stay and/or the internal regulations entitles Kompas Camping vzw, among other things, to claim damages. The damage resulting from the violation of the regulations by the camper/holiday guest is estimated by the parties at a minimum of €100, without prejudice to the right of Kompas Camping vzw to a higher amount.

## ***11. Termination of stay for urgent reasons***

Kompas Camping vzw can terminate a tenant's stay based on urgent reasons. Urgent reasons are understood non-exhaustively:

- Failure to comply with Art. 3 and/or 4.
- Failure to pay (interim) invoices on time.
- Repeated acts contrary to the present conditions of stay and internal regulations.
- Any conduct contrary to the regulations emanating from the competent authorities.

The tenant may cancel a stay for urgent reasons if Kompas Camping vzw, after being warned to do so, would not fulfill its obligations. In case of a valid cancellation, the tenant is entitled to a refund of the fee already paid for the remaining part of the stay in which he/she will no stay on the camping site.

## 12. *Government*

If the government, through general directives, imposes standards that would be contrary to these regulations, then these internal regulations will automatically be amended. This document was drawn up taking into account the current legislation and the "Logiesdecreet" of Tourism Flanders.

Disputes concerning the execution of this agreement shall be settled by the Dutch-speaking courts of the district of Brussels.

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