**Terms and Conditions**

**1. Reservation**

* The booker can book via the website of Glamping4all BV or by phone. Glamping4all BV needs the following information: name and address of the booker, email address, ages of all fellow travelers and whether you want to book optional extras. The person who makes an agreement in the name of or on behalf of another person is jointly and severally liable for all obligations arising from the agreement. The (other) traveler(s) is (are) liable for his (their) own part. Obvious errors and mistakes in a publication do not bind Glamping4all BV.
* The offers on the website of Glamping4all BV are limited in stock and may be revoked by Glamping4ll BV at any time. If an offer is revoked for a particular destination or accommodation, different prices will be applied.
* After each reservation for an accommodation at a campsite, after approval by the campsite, Glamping4all BV will issue a confirmation, confirming the reservation. The booking confirmation will include: the reservation number, the reservation date, the duration of the stay, the destination(s), the travel sum and the name of the booker with the number of fellow travelers who will use the accommodation together. The booker will receive a reservation confirmation by e-mail.
* If it appears that the booked accommodation cannot be offered, Glamping4all BV will inform the booker immediately and offer him an equivalent alternative. If the booker does not make use of this, Glamping4all will immediately refund all payments received.
* In all cases the booker is responsible for carrying the necessary (travel) documents, such as a valid passport/identity card, any required visas, proof of inoculations and vaccinations, driver's license, green card, etc. If the trip cannot be made (in full) due to not having any (valid) document, this, with all possible consequences, will be the responsibility of the booker.

**2. Payment**

* At the conclusion of the agreement an amount (deposit) equal to 30% of the total agreed travel sum must be paid. This amount must be in the possession of Glamping4all BV no later than 14 days after the reservation date.
* The balance of the travel sum must be in the possession of Glamping4all BV no later than eight weeks before the day of arrival. In case of late payment, the booker will be in default. The booker will be notified in writing by Glamping4all BV and still has the opportunity to pay the amount due within seven working days. If the payment even then remains outstanding, Glamping4all BV reserves the right to cancel the reservation and the booker will be liable for the cancellation costs (see cancellation conditions).
* In case of negligent payment, all costs, both judicial and extrajudicial, will be borne by the booker and will also be charged the legal interest on the outstanding amount from the month after the payment date, as stated on the reservation confirmation.
* If the reservation is made within eight weeks before the day of departure, the entire trip price must be paid immediately.

**3. Change in reservation**

* It is possible, based on availability, to change the campsite or period or accommodation (due to the number of persons). A fee of €30 per change will be charged for this. Also, this change may result in an additional fee that will be charged or a partial cancellation.
* Changes, which involve a partial cancellation (e.g. shortening the reserved period), are subject to the cancellation conditions for that part.
* No charge will be made for changes, made within 7 days of the date of the reservation confirmation, except for changes to reservations made within 8 weeks prior to arrival.

**4. Cancellation of reservation/revocation**

4.1 The service of Glamping4all BV (the rental of accommodation) is legally excluded from the right of withdrawal.

This means that after entering into the agreement, the booker cannot cancel the agreement. However, we understand that something unpleasant can happen that makes it necessary to cancel the agreement anyway. Therefore we offer the possibility to cancel the agreement. Hereby Glamping4all BV must be compensated, which means the following:

* If cancelled up to 8 weeks before arrival at the accommodation, 30% of the rent and reservation fee will be charged.
* For cancellations between 8 weeks and 4 weeks prior to arrival, 60% of the rental fee and the reservation fee will be charged.
* For cancellations between 4 weeks of arrival and the day of departure, the full travel price will be charged.

We recommend taking out cancellation insurance with an insurer. A cancellation must be confirmed in writing at all times. The date of receipt counts as the cancellation date.

4.2 Cancellation by Glamping4all BV. In case of force majeure or unforeseen circumstances, Glamping4all BV may cancel the reservation.

Unforeseen circumstances and force majeure include:

* The accommodation is in such a condition that it is no longer suitable for rental (for example, due to flooding or forest fire).
* The accommodation can no longer be rented due to sudden sale of the campsite or bankruptcy of the campsite owner.
* Due to a double placed reservation by the campground owner.

Glamping4all BV will notify the booker immediately with reasons, by phone or in writing.

* In this case Glamping4all BV offers an equivalent or superior accommodation at the same travel price. This equivalence or superiority of the alternative accommodation will be assessed by Glamping4all BV on the basis of the location, the category of the accommodation, the facilities and any preferences stated, disclosed at the time of booking.
* If Glamping4all BV does not make a suitable alternative offer or the booker does not agree with the alternative offered, Glamping4all BV will proceed to refund all or part of the travel sum already paid.
* Glamping4all BV cannot be held liable for any services booked by the booker himself (for example: airline tickets, car rental, boat transfer, bus trips etc.).

**5. Accommodation**

* The maximum number of persons is indicated with the rental property. The total number of persons per booking may not exceed the maximum number of persons indicated at the particular rental property.
* Smoking is prohibited in the accommodation.
* Pets may stay in the accommodation if pets are allowed in the accommodation at this campground. The booking must indicate that a pet is coming with you. The booker is obliged to comply with the conditions and rules of the vacation country for the pet (see the website of the Landelijke Informatie Centrum Gezelschapsdieren, [licg.nl](http://www.licg.nl)). It is not allowed to leave a pet alone in the accommodation or on the beds. The campsite has the right to charge an additional cleaning fee if a pet is brought.
* The placement of an additional tent must be requested from us in advance and may be allowed provided that the campsite grants permission and the maximum number of people in the accommodation is not exceeded.
* Damage to the accommodation or inventory, or lack of inventory must be reported immediately to the campsite reception at all times. At the campsite, the damage will be resolved with the booker.
* The booker and his participants must abide by the campsite's house rules.

**6. Liability**

* Glamping4all BV can accept no liability for loss, theft, damage or injury caused to or by booker and his participants of the accommodation offered through Glamping4all BV.
* The owner of a pet is liable for damage or contamination caused by the pet.
* Participation in activities organized at or by the campground is entirely at your own risk.
* The booker and his/her participants of the accommodation offered through Glamping4all BV, which causes nuisance or nuisance or may cause nuisance, can possibly after a warning be removed from the accommodation and excluded from further stay in the accommodation by the campsite owner, this without entitlement to refund.

**7. Complaints**

* If the booker finds an error or imperfection at the destination, they are expected to report it immediately to the campground reception. This can often prevent further inconvenience and complaints. If this is not possible, then the booker should during his stay the complaint to Glamping4all BV, by telephone or written contact. Phone number: +31 527 21 20 20 or emailreservering@glamping4all.com . Glamping4all BV will try to solve the complaint during the stay and will settle the complaint in writing within 14 days after return at the latest.
* We recommend first making complaints known to us by emailingreservering@glamping4all.com . If this does not lead to a solution, it is possible to submit a dispute for mediation through Stichting WebwinkelKeur [via](https://www.webwinkelkeur.nl/kennisbank/consumenten/geschil) https://www.webwinkelkeur.nl/kennisbank/consumenten/geschil. As of February 15, 2016, it is also possible for consumers in the EU to report complaints through the European Commission's ODR platform. This ODR platform can be found at http://ec.europa.eu/odr. If your complaint is not already being processed elsewhere, you are free to file the complaint through the European Union platform.
* Glamping4all BV is not responsible for external influences such as weather conditions, construction or maintenance activities on site, vermin, noise, odor or water nuisance, operation of camping facilities (including pool and Wi-Fi) and circumstances for which the responsibility lies with the campsite owner. For this Glamping4all BV can not accept liability. We also note that outside the high season (July / August) it may happen that not all facilities of the campsite are open and / or available. Often this depends on the number of guests at the campsite. For this Glamping4all BV can not accept liability.

**8. Membership Association of Small-scale Travel Organizations (VvKR).**

* Glamping4all BV is a member of the [Association of Small-scale Travel Organizations](https://www.vvkr.nl/reisorganisatie/glamping4all) (VvKR). VvKR represents the interests of small, often specialized travel organizations. Through VvKR we join forces and share our expertise, in order to achieve the greatest possible security and satisfaction for both the travel organization and the consumer. Glamping4all BV does not sell package holidays and is therefore not a member of any guarantee scheme.