

Booking information and travel conditions

Sté. Since 1st October 1993 Koko Holidays V.O.F. is registered at the Chamber of Commerce in Middelburg under the number NL22035098. As VAT liable we are registered in the Netherlands under VAT number: NL807347644B01, in Belgium under VAT number: BE0735987696 and in France under VAT (TVA) number: FR750218299.

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Sté. Koko Holidays V.O.F. is further named and published as Koko Holidays

Applications and reservations

Reservations can be made as follows: by telephone reservation: +31(0)113-232301, by e-mail: info@kokoholidays.com, by filling out reservation form on the website or through one of our

appointed travel agents. Koko Holidays draws up a reservation agreement and sends it to the enrollee by email within 2 working days. The subscriber is obliged to provide the correct personal data of all persons using the accommodation to be rented. The information provided on the reservation agreement is binding. Upon receipt, please check this agreement for inaccuracies. Immediately contact Koko Holidays or your booking office if you have not received anything within 2 working days or the details are incorrect. Bookings and/or reservations made within 2 weeks prior to the arrival date cannot be modified or changed once granted by Koko Holidays. Revocation for correction of errors in the calculation of the travel price or other errors is possible by Koko Holidays. The revocation must take place as soon as possible, but in any case within 48 hours after the day of confirmation, stating the reasons. Travelling alone under 23 years is not allowed, at all times the main booker of at least this age must be present. Groups or groups are only possible on request.

Prices

All prices quoted in this site include or are already calculated with: rental of accommodation and inventory, use of gas, water and electricity, (unless expressly agreed otherwise) and currently available camping facilities without allowance. Not included in the price are person surcharges (if applicable), chosen extras, deposit and facilities charged separately by the campsite to its guests, such as use of tennis court etc. The published travel price is based on prices, charges and taxes as they were known to Koko Holidays at the time of publishing the brochure and website. Printing errors in prices are reserved, this also applies to incorrect loading of prices on the website. Reservation requests are therefore always checked before being confirmed.

We set our prices annually, these do not change during that year, however, it may be that discounts apply, such as an early bird discount, a last minute discount or a certain action. Discounts are always a snapshot and based on current availability. Due to the discount, not everyone may pay exactly the same price for the same product. The discounts given are also linked to the (still) available quantities, therefore it is not possible to change or apply them at a later stage.

We always do our best to offer the lowest possible price, but this is subject to the actual reservation and package offered. Time-related discounts such as early booking discounts are only valid if the payment conditions are met. In case of non-compliance, Koko Holidays is entitled to initially the discount.

Payment terms

The down payment for regular reservations is 30% (if applicable plus handling fee) of the total travel sum with a minimum of € 100.00. The deposit must be paid no later than 7 days after reservation. The remaining payment must be our possession no later than 8 weeks before arrival date. Reservations made within 8 weeks before the rental start date must be paid immediately and in full. In case of special discounts or offers, the payment may be calculated immediately and in full, this may be a condition of the respective promotion. In case of the FLEX package, other payment conditions apply, see further information in these conditions under the heading "FLEX package". If the payment is not received within the stipulated period, Koko Holidays reserves the right to cancel the reservation and the subscriber is liable for the cancellation fees. In case of exceeding a payment deadline, € 40,00 administration costs will be charged. In case of non-payment, legal and non-legal expenses will be charged to the applicant.

Payments are made exclusively by bank transfer, which is currently the cheapest and safest way for both parties, it does mean that you will have to carry out the transaction yourself. We indicate on the booking confirmation for which dates we want the amounts to be on our .

The deposit differs per accommodation type and will be either € 50,00 or € 100,00. This payment will take on site, therefore it is only possible to pay it in cash to a Koko Holidays employee. This will also be returned to you in cash on departure, unless for any reason a handover cannot take place because the departure is not as planned. It is possible that € 10,00 administration costs will be charged.

Changes

Up to 8 weeks before arrival date the registrant can request changes to the reservation agreement which will be made as far as possible if availability and the general conditions allow these changes. If the reservation has to be changed so much in duration, period, location, price or accommodation type this can be seen as a complete cancellation. In many cases already made reservations fit your existing reservation. We will gladly look at the possibilities with you. If a change is possible, the new fare plus € 40.00 change fee must be paid in accordance with the payment conditions, minus any payments already received. Changes within 8 weeks before arrival are generally not possible. Changes that involve partial cancellation are subject to the cancellation conditions for that part. If a request for change cannot be met by Koko Holidays and the request is maintained, this is considered a cancellation and the cancellation terms will apply. If the reservation is modified during the stay, the modification costs must be paid directly to one of the booking partners.

the Koko Holidays staff. A change must expressly always take place within the same camping season (-year).

In place position

When booking, the person registering must specify the exact number of people occupying the accommodation, stating their name and date of birth. Only registered persons are entitled to use their rented accommodation and have access to the campsite. If there is a change in the composition of persons, this must be communicated immediately to Koko Holidays. This avoids being denied access to the campsite upon arrival. Changes of persons appearing on the reservation confirmation are considered as changes. This change is only possible if the new person(s) fulfills the booking conditions and the request is at least 14 days before arrival. Persons acting as substitutes are jointly and severally liable for the payment of the amount still due.

Cancellation

On services linked with a fixed date there is no legal reflection period and are binding immediately after booking.

Reservations can only be cancelled in writing. Cancellation costs (other than handling and/or essence costs) for cancellation up to 42 days before the day of arrival: 30% of the travel sum. For cancellation from the 42nd day (inclusive) to the 28th day before arrival: 60% of the travel sum. For cancellation from the 28th day (inclusive) to 7th day

Before arrival: 90% of the travel sum. For cancellation from the 7th day (including) before arrival: 100% of the travel sum. For cancellation during the stay: also 100% or the full travel sum.

Cancellations outside business hours are deemed to be made on the next business day. In case of the FLEX Package, other cancellation conditions apply, see further information in these conditions under the heading "FLEX Package".

Handling and/or essence fees are always 100% fees. When a package is purchased at an action rate or through third parties where it is stated that cancellation is not possible, cancellation charges after the reservation date are 100% of the travel sum.

Arrival and departure

From 15:00 the accommodation booked by you will be at your disposal.

On the day of departure, you must leave the accommodation no later than 10:00 am. (A departure earlier than 08:00 am may incur costs. Also, these run differently than normal, e.g. the barrier cannot be opened earlier.

Please inform in advance or on site about the possibilities and costs) If for any reason you cannot at your reserved accommodation by 18:00 on the day of arrival, please Koko Holidays immediately. Please let us know in good time if you will be using your accommodation later. In the travel documents you will always find a phone number where a Koko Holidays representative can be reached. Unused days, extras and/or supplements during the booked period, will not be refunded.

The use of accommodation

Tenants and guests must maintain the provided accommodation with care and use and maintain it according to its intended purpose. Koko Holidays reserves the right to recover from its tenants damage and/or loss of its property made available to them. The tenant is responsible for the made available by Koko Holidays during the entire period, from acceptance to cancellation. If damage or loss occurs, it must be immediately communicated to a representative of Koko Holidays. He or she will ensure that the deficiencies are remedied as soon as possible. The Koko Holidays accommodation has been put together with the utmost care to provide guests with the most pleasant stay possible. The bungalow tents BT and LT, lodge tents SL(+) and LG(+) and mobile homes type CD are equipped for

maximum of 6 people. Since space in the accommodation of course always limited, we advise our guests although 6 people can sleep there to use it with no more than 5 (or 4 adult) people. All extra('s) can only be rented for the total reserved period.

Products and layouts may differ per location and/or accommodation, however, they are all similar(worthy). This may be that e.g. in case of damage the exact same product is not immediately available and/or when the same products no longer available. As an example we use the water boiler; it may be that one accommodation has a larger (faster boiling) water boiler than the other accommodation. Should the number of amps on the campsite not be sufficient for the use of a large fast boiling kettle, a less powerful kettle will be placed, should even this not be possible, a whistling kettle is available as a similar product to boil water.

In order to ensure safety and to limit possible damage (to the rented property), a Koko Holidays employee may be required to enter the accommodation in case of absence. For example in case of an absence of 1 or more days, early departure or late arrival. This is purely out of necessity in case of leakage, storm damage, fire etc., for care or handling. If present, this is of course in consultation and Koko Holidays will not enter the accommodation without reason. If the accommodation not used for 1 or more days during the rental period, this needs to be reported to a Koko Holidays representative, so this can be taken into account. At doubt, Koko Holidays is entitled to check this. In case of absence

the tenant responsible.

The Koko Holidays accommodations are of such a size that they take up the majority of the pitch and are placed with the agreement of the campsites. Placing an extra (play) tent, party tent, trailer, swimming pool or other outdoor object is not allowed in most cases. In most cases there is enough room for the car. However, if you would like to bring something with you that you would like to place on the campsite, please contact us so we can inform you about the possibilities.

The use of the campsite and surroundings

All users of Koko Holidays accommodations are guests of the campground and must respect the campground regulations and rules of conduct established by the campground owners.

Koko Holidays lists the facilities available at the campsites, we have no influence on their availability, as they are not our property. We will always try to inform you as best we can in case of limited use during your stay.

Please note that in the early and late season the campsite owners may be forced to make not all facilities fully available. This may be due to weather conditions or insufficient occupancy, for example.

Koko Holidays has no influence on placement or data of the other camping sites or accommodations outside the Koko Holidays accommodations.

The campsite or a Koko Holidays employee can inform you excursions or useful places in the (immediate) surroundings.

Camping

As campers, you are all together guests in nature, of course making everyone as comfortable as possible to stay at the place.

Yet there are things that affect the stay, which we are not used to at home. These are things that as experienced campers considered logical, but for the novice camper are completely new or have never thought about this, for example.

Thus, the contact with your neighbors is often more intense, people are a little closer together and sit next to each other outside without the intervention of woods or fences. It is then always nice that you get along well, because picking them out is often not possible. Also, for example, the tent canvas is noisy, so it may well be that you hear the neighbor snoring or the neighbor hears you snoring of course. Even if one tries to it as softly as possible at night, you can still hear something from each other. One has to be more considerate of each other than usual to make everyone's stay as pleasant as possible.

As a guest you are staying in the habitat of animals and plants, you may notice this in many ways, but this should also be taken into account. You may encounter insects in the accommodation, from a spider to ants. They often seek shelter and what could be better than a luxurious accommodation. Often the main thing that attracts animals is food or its remains. Therefore, we always recommend storing food properly and sealed, but this also applies to crumbs and your garbage. Not only inside, but also outside. Animals are often more afraid of people than the other way around like a mouse, but as soon as there is something to get they like to come by, so make sure they are not (can not) be tempted. It sometimes seems nice to lure an animal with some food, but they are never alone and it also sometimes attracts nasty animals, such as mosquitoes and wasps. In connection with the environment, as well as small children, we or the campsites do not fight with poisonous or killing agents. Plants and trees may seem less annoying, but can also leave their mark. For example, it is always possible that due to wind, ripeness or animals something can fall from the trees from branch to fruit (pine cone, acorn etc.), also certain trees can give off things like resin, pollen, seeds etc. Nice to see, but preferably not on the car or clothing. Therefore, please consider the placement of your (rented) gear at all times, as this is all at your own risk.

Weather also plays a role, not only that one likes nice weather while , but what you notice in a tent and at home. For example, it can cool down a bit more at night, considering a tent is not really

If it gets warm again, you will notice this in the accommodation soon enough. With a difference of more than 10°C, condensation will occur and you will see that on cold parts (e.g. plates, glasses, steel tent poles, etc.) drops form. It looks like it has leaked. This can happen when the sun comes through in the morning, but also for example (especially with several people) when breathing out when it is chilly.

Camping is being one with nature, social, (dis)exciting, but most of all a lot of fun and cozy, do not be put off by the above, but do prepare for a great vacation. For additional or extensive information can always request advice by us.

Liability

Koko Holidays cannot be held responsible for limited use of accommodation, nuisance, damage to luggage, personal belongings or unused days of the vacation if this is not the result of inadequate accommodation, external influences (not known at the time of booking) or due to extreme weather conditions. The respective campsite is responsible and liable for the use of the provided facilities as Koko Holidays no influence on their purchase, installation and / or maintenance. All other cases which cannot reasonably be attributed to Koko Holidays will be considered as force majeure and Koko Holidays cannot be held responsible.

Pets

Only at The Schotsman campsite are no pets allowed. At all other campsites, regardless of size, limited (1 to 2) number of pets allowed. This is only possible upon request and approval from Koko Holidays upon booking. There is a fee for bringing a pet. In order to be able to offer pet-free accommodations, a limited number of pets are allowed and are assigned to specific accommodations. Therefore, no refund in any form is possible when canceling the pet. Pets are usually dogs and cats, if it concerns another type of pet please make a note of this. Pets must be vaccinated, passported and leashed during the stay, for traveling with pets (and/or certain breeds) the rules vary by country. You can obtain information on this from the relevant embassy of the country is The . Feel free to contact us to see what it would mean for you specifically.

Cleaning

The accommodation is delivered complete and clean. Upon departure, the accommodation must be left clean (the refrigerator must also be empty and defrosted). There is no possibility to have the accommodation cleaned. Our administrators on site will check the inventory and cleaning.

Power, gas and water use

In the Koko Holidays accommodations you will often only one electrical outlet which is used for the refrigerator and coffee maker. If you want to plug in more electrical equipment, please note

That only limited power is available in the campground per site. It is not allowed to charge electric vehicles. Please feel free to contact us if you plan to use multiple or special devices. We will be happy to advise you on what is and what is not possible.

Gas bottles may not be disconnected or for other purposes by guests themselves. Guests are expected to use electricity, gas and water sustainably.

Power, gas and water usage is included in the offer according to a fair use policy, excessive usage may be charged.

Discontent

A representative of Koko Holidays is not entitled to make statements regarding the liability of Koko Holidays. Koko Holidays reserves the right to cancel the trip in case of significant circumstances. Complaints should immediately be addressed to a representative of Koko Holidays. Every effort will be made to complaints. If the complaint still persists or you are dissatisfied with the handling of Koko Holidays employee, you should contact your booking office or Koko Holidays head office. On the other hand, a complaint must be reported in writing where you made the ; your agent, booking office or Koko Holidays, within 7 days after departure from your accommodation. Obvious errors and mistakes in the Koko Holidays brochure, Koko Holidays website and/or attachments are not binding.

Participation FLEX Package

The FLEX package offers more flexible conditions regarding cancellation and (down) payment.

Participation in the FLEX package must be made at the same time as the reservation and applies only to regular bookings. applies from the day of reservation until the last day before arrival of the reserved rental period for which the premium has been paid.

Flexible cancellation

The FLEX package allows you to cancel up to 42 days before arrival without giving a reason.

From the 42nd day until the 21st day prior to arrival, you may voluntarily choose to cancel if there is a negative travel advice for your destination, even though it may change. (Do not wait to see what the actual travel advice is on the day of arrival) or in case of illness, accident or death.

From the 21st to the day before arrival, cancellations may be made if illness, accident or death according to condition.

Flexible payment (Pay less down payment and pay balance later)

The deposit is 10%+ the 3% cost of the FLEX package (instead of 30% + 7.5% cancellation policy)

The balance payment is 42 days before arrival (instead of 56 days before arrival)

In case of illness, we require a doctor's certificate. The certificate must be received by us no later than 7 days after the cancellation request. The cost of this certificate is to be borne by the guest.

Persons over the age of 75 and persons with chronic illnesses are not eligible for the FLEX package.

Pregnancy and its consequences are not considered an illness. Koko Holidays reserves the right to organize a further examination by its own doctor in case of doubt.

Medical expenses and any property damage caused during the trip are not insured.

In the event of an early return due to illness, accidents, natural disasters or local political unrest, the FLEX package cannot be used. Should you wish to cancel the trip because you have a more favorable offer

found on our website, please note that no new travel may be booked within the first 48 hours.

Emergency

In emergencies or in case of immediate emergency where the emergency services, the campsite or a Koko Holidays representative cannot act or cannot act in time, you can contact our emergency number: +31(0)113-232300 (last number is a "0" instead of our regular number ending in "1") 24 hours a day 7 days a week.

Other

For any other questions and/or information, you can always contact us by e-mail with the e-mail address: info@kokoholidays.com or by phone with the number +31(0)113-232301. We will be happy to answer them during office hours. Our office is open Monday through Friday from 09:30 am to 17:00 , excluding national holidays.

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