

General conditions Arden Parks - Signy l'Abbaye

1. RESERVATION

Reservations can only be made by sending a fully completed reservation form via e- mail, the website or by phone.

2. PAYMENTS

Upon receipt of the booking confirmation, 50% of the total amount is due immediately due. Payment of the balance must be received by the campground 6 weeks prior to the arrival date. For bookings less than 6 weeks, the total amount due must be paid at the same time as the booking. If payment is not made on the due date is received, we reserve the right to an administration fee or cancel the booking.

3. PRICES

Prices shown are confirmed and locked upon receipt of the booking confirmation, unless the traveler changes the dates of stay, the number of persons or the requested accommodation category. The campsite reserves the right to change taxes in case of government or VAT changes.

4. PAYMENT

It is possible that we require a deposit for the rental of accommodation. In this , the customer will be asked to fill out a form with bank details after departure. If the accommodation is returned in good condition, with a complete inventory and without damage, the campsite will refund the deposit within 5 days via the online payment method or by bank transfer. In no case will the refund be made in cash. The currency is euro (€).

5. CHANGES TO A CONFIRMED BOOKING

Changes that involve partial cancellation (e.g. shortening the booked period) are subject to the cancellation conditions in this section. All changes are subject to a change fee.

6. ARRIVAL AND DEPARTURE

Camping: The pitch can be occupied from 13:00 and must be vacated by 11:and left clean.

Rental accommodation: The accommodation you have rented is available from 3:30 . Please arrive during opening hours. Within one of arrival, you must inform the reception of any imperfections and/or missing inventory. On the day of departure, the accommodation must be left clean and tidy by 10:30 am.

7. CANCELLATION

- Reservations can be cancelled free of charge within 2 days from the date of confirmation, except for reservations made within 6 weeks (42 days) prior to arrival.
- For cancellation between 3 days after the date of confirmation of reservation and 6 weeks (42 days) before arrival, 50% of the total rent will be charged brought.
- Cancellations between 6 weeks (42 days) and 1 week (7 days) prior to arrival will be charged 90% of the total rental fee.
- Cancellation between 6 days before arrival and the day of arrival (or noshow) will be charged in full.

- No refunds will be given for early departure or late arrival.
- Cancellations must be in writing. If the cancellation is made by phone, the campground will send you an email immediately after the phone call.

8. LIABILITY/CONDUCT RULES

- The company's owner, manager and staff cannot be held personally liable for the company's actions.
- The campground cannot be held liable for loss, theft, damage or injury caused to or by users of the accommodation provided by the campground, no matter how such damage or injury occurred. Participation in activities organized by the campground or by third parties is at your own risk.
- Campers or users of rental accommodations must comply with the rules of conduct that the manager would like to see observed by the guests present on his property.
- Any camper or user of rental accommodation causing a nuisance or nuisance may, after a warning, be removed from the accommodation or from the campsite, without refund of payments.
- Statements made by staff members of Arden Parks campsites, in any capacity, regarding campsite liability are not binding on the Arden Parks group.
- Small pets (maximum 1) are allowed in rental accommodations only with prior written authorization from the campsite. It is forbidden to leave pets unattended in the rental accommodation. The owner of the pet is responsible for any damage or contamination.

9. CANCELLATION FUND

It is advisable to join the cancellation fund. By joining the cancellation fund you can protect yourself against the cost of cancellation of the rental accommodation/camping if one of the travelers :

- becomes suddenly ill or injured as a result of an accident ;
- receives a death in the immediate family, i.e. the death of a spouse, parents, parents-in-law, children, siblings.

In addition, this fund reimburses cancellation fees if the head of household becomes involuntarily unemployed. The cancellation fund can only be taken out at the time of . The cancellation fund provides coverage from the day of booking to the departure date that is indicated in the booking application. In case of early departure, to make any of the reasons mentioned above, refunds will be made in proportion to the number of vacation days not taken. In this case, you must inform the campsite's reception that you have lost the rental accommodation/camping has left. Consumption will not be refunded if the stay is cancelled early. To be entitled to a payment from the cancellation fund, you must submit a cancellation notice. The premium is 5.5% of the total amount of the booking + €5 administration fee.

10. SPECIAL CONDITIONS IN THE EVENT OF A PROMOTION

- Unless otherwise stated, the discount is calculated on the price of the overnight stay (not on mandatory surcharges, tourist tax, electricity costs or final cleaning costs).
- The promotion applies to new bookings only.
- The type of accommodation may vary by action.
- Promotions cannot be combined.

- Availability may vary by park and arrival date. Quantities may be limited.
- Price changes reserved. Subject to errors.

→The 'guaranteed weather' option (bookable only at the time of booking and only for certain periods): the stay can be cancelled free of charge and the amounts paid are fully refundable (less the amount of the option) up to 5 days before the scheduled arrival date if the weather forecast predicts more than 50% rain during the stay. This information is taken from the website

buienradar.be:

Petite Suisse <https://www.buienradar.be/weer/dochamps/be/2799343/14daagse>

Baalse Hei <https://www.buienradar.be/weer/oud-turnhout/be/2789483/14daagse>

Signy-l'Abbaye <https://www.buienradar.be/weer/signy-l'abbaye/fr/2974580/14days> This

option may be combined with an ongoing promotion. Cancellation requests must be submitted in writing.