

General terms and conditions

More information about the costs of your Europe Tents holiday

Our stated rental prices are per tent and per night, including pitch rental and use of electricity, gas and water. In addition to the rental of the tent, we charge the following costs.

Reservation costs these amounts to 25.00

- Costs for linen. The price is 10.00 per set of bed linen. Taking linen is mandatory for hygienic reasons.
- Service costs: We charge € 20.00 (lodge or basic tent), € 30.00 (lodge de luxe tent), € 40.00 (safari tent) or € 50.00 safari de luxe as service costs. If you leave the tent when you leave, you are responsible for washing up, emptying the bin and leaving the tent swept clean.
- Energy surcharge.

Possible additional costs at the campsite

- At a number of campsites you pay extra for shower and hot water.
- You also pay tourist tax and environmental tax. You often pay these taxes on site at the campsite. Sometimes in advance to Europe Tents.
- A cot (€3.50 per night) and a high chair (€1.50 per night) can be rented for an additional fee.
- Pets. In the low season, pets are allowed on some campsites. Read more about taking pets on holiday [here](#)

Preferred booking

If you have indicated a preferred location when making your reservation, you will pay an additional €35 for a stay of 7 nights or more. For a shorter stay you pay €20. We will do our best to accommodate your preference, but cannot guarantee this. You cannot reserve a preferred location yourself via our website. Please contact us to make a preferred booking.

A preferred location can be changed by Europe Tents if it is no longer available due to campsite changes or other reasons. Of course, we will inform you as soon as possible and you will receive the preference costs back.

Deposit

you do not pay a deposit with us. Accidents can always happen. Let us know if something is broken. We will then try to provide replacement material. And we will discuss with you how to compensate for the damage.

Payment

Within two weeks of receiving the booking confirmation, you will pay 15% of the total amount (minimum € 150) plus any insurance premium and booking costs. You will pay the next 15% no later than 8 weeks after booking and the remaining 70% 8 weeks before arrival. If you book within 8 weeks of departure, you will pay the total amount in one go. In the event of late payment, Europe Tents has the right to cancel the booking – after formal notice; You will then be liable for the cancellation costs yourself. In the event of careless payment, all costs will be charged to you.

Changes

For changes after booking, we charge € 25,- processing costs. For changes that affect a (partial) cancellation, the cancellation conditions apply to this section.

Changes can only be made in the same holiday period as the original booking. Our seasons run from the end of April to the beginning of September.

Cancellation

Reservations can only be cancelled in writing. The cancellation costs are 25% of the rental price for cancellations up to eight weeks before the booked period (minimum €115) and 50% of the rental price for cancellations between eight and four weeks before the booked period (minimum €115). In case of cancellation within four weeks before the booked period, the full rental price is due. In case of late arrival at the tent or earlier departure than booked, no refund will be made. Cancellation costs can be reclaimed if you have taken out cancellation insurance. Whether this is possible depends on the terms of the insurance and the reason for cancellation.

Change/Cancellation by Europe Tents

If Europe Tents is unable to offer the reserved accommodation, the tenant will be informed of this immediately. You will be offered a suitable alternative without increasing the travel price. If you do not use this, you will receive the travel sum and the booking costs back within two weeks. Europe Tents is not obliged to do this in the event of force majeure, such as the declaration of a state of emergency on the campsite, the outbreak of infectious diseases that can be dangerous to humans and/or animals and the threat of flooding or forest fires.

Group rental

Group bookings are possible in some cases, but to avoid disappointment, always contact us to discuss the holiday in question. Groups of young people are not allowed in our tents. Our experience shows that the behaviour of groups (young people) does not go well with our other guests and the campsites where our tents are located. Because we value our guests and our campsites, we are reluctant to accept bookings for larger groups. If you are interested in renting tents at Europe Tents with a group, please contact us. We will then discuss our (strict) conditions with you. If a representative of Europe Tents determines that these conditions are being violated, the rental agreement will be terminated immediately. The entire group will be removed from the campsite. Any

monies already paid will not be refunded and any additional costs incurred will be charged to the renter.

Our tents may only be used for holiday purposes

Our tents can only be rented for holiday purposes. (Temporary) housing by (temporary) employees is absolutely prohibited. If a representative of Europe Tents determines that this rule is being violated, the rental agreement will be terminated immediately. The tent will be vacated immediately and the renter of the tent will be blacklisted. Government agencies will be informed. Any monies already paid will not be refunded and any additional costs incurred will be charged to the renter.

Liability

Europe Tents is not liable for any damage and/or injury that occurs during a stay at one of our campsites, regardless of the cause. This also applies to loss, theft or damage to personal property or money.