

General terms and conditions

Greencamp

Applicability

These terms and conditions apply to all agreements entered into with Greencamp B.V. (hereinafter referred to as Greencamp). This primarily concerns the rental of fully furnished safari tents. By making a reservation, you agree that you have read and understood our terms and conditions and that you agree to them.

Please see our terms and conditions below. These outline our and your mutual rights and obligations.

1.1. Booking procedure

- You can book your holiday online and by telephone.
- After receiving your booking, this **definitive** and you will receive a reservation confirmation from us by email.
- The booking confirmation includes your name and address details, the booked campsite and period, and the travel price.
- A binding agreement is automatically established between you and Greencamp if you agree to Greencamp's general terms and conditions of sale when booking, enter your personal information to make the reservation, and

then finalize the reservation by clicking the "Confirm booking" button (Complete reservation).

- If you make a reservation by phone or email, a binding agreement is formed once the following steps have been completed: You provide us with the necessary reservation information by phone or email and authorize us to record the (optional) reservation in our reservation system. By doing so, you agree to these terms and conditions and/or any other applicable terms and conditions.
- A right of withdrawal (the so-called cooling-off period) of 14 days does not apply to services relating to travel agreements as provided by Greencamp.

1.2. Subsequent reservations

- Greencamp reserves the right to sell accommodations efficiently, which may limit your choice of arrival and departure date. If this applies to your reservation, Greencamp will contact you within one business day.

1.3 Cancellation insurance

- You cannot take out cancellation and/or travel insurance through Greencamp.
- If you consider cancellation insurance desirable (and we do recommend it), we advise you to do this through your own insurer.
- If you decide not to take out insurance, Greencamp cannot be held liable for any damages that cannot be recovered from the cancellation insurance.
- The booking confirmation serves as proof of insurance for your travel and/or cancellation insurance.

2. Booking information

2.1. Main booker

- The main booker (hereinafter also referred to as the tenant) must be at least 18 years old at the time of booking.
- He/she is personally liable for all fellow travelers who are registered.
- All correspondence will be conducted via the main booker's (email) address.
- The lead booker is responsible for ensuring that all information we indicate is necessary, or that the renter reasonably should understand is necessary for completing the booking, is provided to Greencamp in a timely manner. This includes, but is not limited to, your mobile phone number(s), your email address(es), and the first names and dates of birth of all fellow travelers.
- If there are any details about the physical or mental condition of the main booker or fellow travelers that could be relevant to Greencamp and/or the booked campsite, you must inform Greencamp. This can be done during booking by filling in the comments field or by email before departure.
- The risk of the accuracy and completeness of the information provided by the main booker is entirely at the expense and risk of the main booker.
- Changes to your email address should be notified to us as soon as possible, but in any case before the change takes effect.
- We assume that the address and email address provided are correct until the main booker has provided a new address by email or telephone.

2.2. Rental period low and/or high season

- The permitted rental period depends on the season in which the holiday is booked.
- During the school holidays (July and August) the minimum rental period is **7 nights**.
- In low season (May, June and September) the minimum rental period is **4 nights**.

2.3. Changeover days

- The changeover days depend on the season in which the holiday is booked.

- During the school holidays in July and August you can **Saturday and Monday** arriving and departing.
- In low season (May, June and September) you can **any day of the week** arriving and departing.

2.4. Maximum number of persons allowed

- The accommodation is geared towards one family travelling with one car.
- The maximum number of persons per camping spot and rental tent is 6, of which a maximum of 2 adults.
- At most campsites, you can pitch a small extra tent on your rental pitch free of charge. Please indicate this when booking so we can take it into account when allocating the tent/pitch.
- Occupancy by two families, more than two adults, and/or more than the maximum number of people permitted, or more than the number of people specified at the time of booking (including children and infants) is not permitted. In this case, the property manager may deny you access to the accommodation. You will not be entitled to compensation or a refund of the travel price.
- Without prior written approval (by email) from Greencamp, it is not permitted to allow additional persons to stay overnight.

2.5. Visitors

- It is not permitted to receive visitors or allow them to stay overnight without prior approval from Greencamp.

2.6. Preferred location

- You can reserve a preferred spot with us up to 7 days before arrival.
- You pay 60 euros per reservation for this.
- You can indicate a preference for a spot number or for a sunny or shady spot, for example, or next to each other with friends.
- The preferred location is stated on the booking confirmation and arrival voucher.
- While we do our utmost to guarantee your preferred pitch, this does not constitute a legal basis. Unforeseen circumstances and/or a tight booking schedule may require us to make changes to the pitches.
- If we are unable to honour this guarantee in very exceptional cases, you are entitled to a refund of €60.

2.7. Options

You can request an option on one of our tents at a campsite. Please note that this option is not binding and always has an end date, before which you must make a final decision.

2.8. Medical essentials

If you provide us with any medical essentials when booking, we will inquire with the campsite whether it is possible to guarantee these essentials in your specific case. We require explicit written consent for medical essentials. You may be required to pay a surcharge for medical essentials at your destination. If we are aware of this, we will inform you in advance.

2.9 Special wishes and needs

Do you have any special requests during your holiday? For example, a specific tent location? We'll do everything we can to accommodate them. Indicating a preference doesn't automatically guarantee it. Please understand that we don't always have complete control over this. We, too, are dependent on others on site. Please be sure to specify your preferences. You can add a preference to your reservation in the comments field of the booking module.

2.10. The rental tent

The tent's layout may vary from the images on the website or in brochures. We do our utmost to ensure the images/photos shown are as accurate as possible, but variations may occur.

3. Prices

3.1. Pricing

The price includes the pitch, tent (rental), electricity, water, (local) VAT, and the services and amenities of the campsite in question, as listed on the website. The published prices on our website are per tent per night. Prices are based on 4 people (2 adults and 2 children up to 18 years old) per pitch. For the 5th and 6th person, there is a surcharge per night of €5 for a tent without sanitary facilities and €8 for a tent with sanitary facilities.

3.2 Price changes

Greencamp reserves the right to change the tour price if changes give reason to do so (for example, in the event of unforeseen circumstances, price increases for important facilities at the campsite and/or force majeure).

The displayed travel price is based on current prices, exchange rates, fees, and taxes. As with many other products and services, we operate a flexible pricing policy and reserve the right to adjust the prices of unsold holidays at any time. If the price of a holiday drops after you have booked it, you cannot derive any rights from this.

Any changes in the VAT rate between your booking and the start of your holiday may affect the total VAT amount on your final invoice.

3.3. The travel price

The travel price is based on the prices, levies, and taxes that were known to Greencamp when you made your reservation. The total travel price is stated on the invoice/booking confirmation. Any significant interim price changes will be processed as quickly as possible.

Mandatory additional costs

The booking fee and cleaning fee are mandatory extras. The booking fee is €60 per booking. The cleaning fee is per tent/accommodation. In most cases, you pay the cleaning fee directly to the campsite.

Costs to be paid on site

The published rental prices exclude any local taxes imposed by the government and/or semi-government. These include tourist tax, local building levies, and/or environmental levies. These taxes may vary by location and must be paid directly and on-site by the main booker (meaning tenants) of the Greencamp accommodation and are non-refundable from Greencamp.

Optional costs

The following amenities/extras can be booked optionally: a baby package or bringing a pet. Prices for these can be found on our website at [booking information](#). The costs of optional facilities – if indicated in advance when booking – are included in the total travel price as stated in the confirmation emails.

3.6. Discounts, promotions and offers

Throughout the year, we may offer discounts on our tent rental prices. The discount will appear after you select a specific campsite on our website, along with specific arrival and departure dates. Discounts are not applied retroactively to existing reservations. We reserve the right to change or discontinue discounts or promotions at any time. A prize is non-transferable. The prize winner must be the primary booker for the holiday. The winning destination and period cannot be changed. Different terms and conditions may apply to each promotion. The applicable terms and conditions can be found for each promotion on our Facebook page or in our newsletters.

4. Payment

4.1 Deposit and final payment

Deposit

Upon receiving your booking confirmation (by email), you must pay a deposit within 3 days. This deposit is 30% of the total price of the trip, plus the booking fee.

Remaining amount

You will receive payment of the remaining amount (70%) 10 weeks before arrival. **a payment request by email.** You must also pay the remaining amount within 3 days.

Pay

Your reservation confirmation includes a link to the iDEAL payment module. You can transfer the amount directly using one of the online payment methods. You can also pay by bank transfer. After your payment is received, you will automatically receive **a payment confirmation by email.**

Voucher

After receiving your full travel payment, you will receive a voucher by email with the campsite address, directions, and general information about arrival and departure

times, among other things. Your voucher serves as proof of payment and must be presented upon arrival, if requested.

4.2 Reservation within 6 weeks before departure

If you book less than 6 weeks before departure, you must pay the full amount into our account immediately.

4.3 Failure to pay within the payment term

If you do not pay on time, you will first receive several reminders. Please note that if the agreed payment terms are exceeded, Greencamp reserves the right to cancel the reservation and hold you liable for the costs incurred. In this case, the cancellation policy applies in accordance with Article 5, and any amounts already paid will be offset against the cancellation costs. It is not possible to offset payment terms with any other outstanding payments to Greencamp. Greencamp reserves the right to pass the claim on to a bailiff. All judicial and extrajudicial costs, as well as interest, will then be recovered from the main booker.

5. Cancellation

You may need to cancel your holiday due to unforeseen circumstances. In this case, please notify Greencamp in writing (by email). Please be aware that cancellations often incur costs.

5.1 Cancellations by the tenant

Standard cancellation fees apply to all bookings:

- until the 120th day before the day of arrival –**the down payment** (up to a maximum of 30% of the tour price)
- from the 120th day to the 60th day before the day of arrival –**75% of the tour price.**
- from the 60th day before arrival until the day of arrival –**100% of the total travel sum.**
- For **all cancellations** In addition to the above percentage of the travel sum, you also pay the reservation costs.

Furthermore, the following conditions apply in the event of cancellation:

- Cancellations sent on non-working days are deemed to have been received by Greencamp on the next working day.
- Cancellations outside office hours on working days are deemed to have been received by Greencamp on the next working day.
- If you change your mind and want a shorter vacation than you booked, this is considered a partial cancellation. Greencamp reserves the right to sell accommodations efficiently, so it may not always be possible to cancel a few nights of a reservation. If Greencamp does accept a partial cancellation, our standard cancellation fees apply to the canceled nights or extras.

5.2 Cancellation by Greencamp

- If Greencamp is unexpectedly unable to offer the reserved accommodation, the renter/lead booker will be notified (by phone or in writing) stating the reason. In this case, Greencamp will offer you equivalent accommodation at the same price. Greencamp will assess the equivalence or superiority of the alternative accommodation based on the location, the accommodation itself, and any facilities at the campsite in question.
- If Greencamp does not have a suitable alternative/offer or the renter does not wish to make use of it, Greencamp will refund the travel sum already paid in full or in part within 1 week after the cancellation date.

5.2.1 Force majeure and unforeseen circumstances

- Below **force majeure** must – without being exhaustive – in any case be understood to mean: all external causes, beyond the control or action of Greencamp, as a result of which timely, complete or correct fulfilment of the agreement is no longer possible. The force majeure referred to in this article includes, but is not limited to, the consequences of epidemics and pandemics that can be dangerous to humans and/or animals (for example Corona, BSE, swine fever and FMD), the declaration of a state of emergency in the area in which the campsite is located (for example due to flooding, forest fire) or travel restrictions by (local) authorities that force the tenant to leave the tent/accommodation.
- Below **unforeseen circumstances** This includes, among other things, that the campsite and/or accommodation is in such a condition that it is no longer suitable for rental (for example due to flooding, forest fire, failure of facilities such as electricity or water, or due to nuisance caused by vermin) or that the reservation must be cancelled due to (sudden) early closure, sale or bankruptcy of the campsite.

5.2.2 Limitation of liability of Greencamp and tenant

- In the event of force majeure and/or unforeseen circumstances, Greencamp cannot be held liable for services booked by you (for example: airline tickets, car rental, boat crossing, bus trips, etc.).
- In the event of force majeure and/or unforeseen circumstances, Greencamp is not obliged to refund the travel sum received by it to the main booker/renter.
- In the event of force majeure and/or unforeseen circumstances, the tenant is no longer required to pay the remaining balance of the cancelled reservation.

5.2.3 Alternative camping and/or accommodation

- In case of force majeure or unforeseen circumstances, Greencamp will offer you an alternative, **equivalent accommodation** for the same duration. Greencamp assesses the equivalence or superiority of the alternative accommodation based on the location, accommodation, and possibly the facilities at the campsite in question.
- If the new accommodation is cheaper, Greencamp will refund you the difference.
- If the accommodation is more expensive, you will pay the additional price.
- If you accept Greencamp's offer, Greencamp will create a new reservation for you. The travel sum already received will be deducted from the travel sum of the new reservation. You will receive a payment request for the remaining sum 10 weeks before departure.
- If you do not accept Greencamp's offer, Greencamp will provide you with a voucher equal to the amount you have already paid. You can use the voucher to book a new holiday with Greencamp that is to take place **within 2 years** after cancellation date.
- When booking a new accommodation and/or campsite, the general terms and conditions of Greencamp always apply.

6. Changing your reservation

You can change or transfer your reservation. The conditions below apply.

6.1. Rebooking

At Greencamp, you can rebook your booked holiday to another available destination free of charge up to 14 days before arrival. The following conditions apply:

- Rebooking is only possible for the same season/year.
- If the travel price of the rebooked holiday is lower, the difference will not be refunded.
- If the travel price of the rebooked holiday is higher, you will have to pay the difference.
- The original cancellation conditions still apply.
- Rebooking is only possible if the campsite and/or period is available in the Greencamp reservation system at the time of rebooking.
- The duration of stay should remain the same.
- Rebooking can only be done in writing (please state your old booking number)
- We will confirm the rebooking by email.

6.2. Changing your reservation

- You can request to change your holiday destination or accommodation type, or to extend the duration of your stay, up to 7 days before your arrival date.
- A change can only be requested in writing by the main booker.
- We cannot guarantee the ability to make changes. It may be impossible to reduce the number of nights in your chosen accommodation due to efficient occupancy. Changes to the following fiscal year are not possible.
- If you change your booking, the new price will be calculated based on the current sales price. If this amount is lower, you will not receive a refund. If the amount is higher, you will pay the difference.
- If we are unable to assist you with your change request and you do not wish to continue with your original booking, we will treat this as a cancellation by you. Cancellation fees will apply.

- We would like to point out that in the event of changes to accommodation, the cancellation conditions as stated in Article 5.1 remain applicable.
- Up to 8 weeks before your arrival date, we do not charge any amendment fees for the first change. For a second or subsequent change, we charge a €30 amendment fee.

6.3. Transferring a reservation to a third party

- Your booked holiday is transferable, but only if the total travel sum including additional costs has been paid to Greencamp.
- If you transfer your booked holiday, you must notify Greencamp in writing in advance, stating the name, address, and city of the person taking over the booking, as well as the number of people, their dates of birth, a mobile phone number, and an email address.
- Greencamp will assess the transfer request and, if we agree, confirm this in writing to the main booker.
- Without prior written (email) approval from Greencamp, it is not permitted to transfer your holiday to third parties.
- Greencamp will email the new lead booker a booking confirmation and arrival voucher and will also inform the campsite of the change.
- For adjusting/changing the reservation, we charge 40 euros amendment costs to be paid by the original (main) booker.
- Greencamp does not refund any money, and you must settle all amounts already paid to Greencamp with the new tenant yourself.

6.4 Extending travel time

- It is possible to extend your reservation during your stay at the campsite. Please contact Greencamp for more information.
- You can also claim our discounts [here!](#)

6.5 Early departure

- If you leave your accommodation early, you are not entitled to a refund and Greencamp cannot be held liable for any costs of transport and/or accommodation to and from your holiday accommodation.
- You may transfer the accommodation to third parties, but only with the written permission of Greencamp and under the conditions stated in **article 5.4**
- In case of early departure, Greencamp and/or the campsite have the right to re-let the accommodation to third parties for the remaining holiday duration without prior permission from the original (main) booker.

7. Activities and facilities at the campsite

- The descriptions on our website provide information about the facilities offered, including any costs known to us. If no costs are listed, this does not mean these facilities are free to use.
- Greencamp is not liable for any unexpected on-site charges or changes for the use of facilities or services.
- Greencamp cannot guarantee that the facilities will always be open. At the beginning and end of the school holidays and outside the peak season (May, June, and September), certain activities and facilities may be closed or unavailable.
- In the event that certain activities or facilities are not offered, Greencamp is not liable and there is no right to a refund.
- For the most up-to-date information, please refer to the website of the relevant campsite or contact us!

8. Travel information

8.1. Travel documents

You are responsible for ensuring you have all necessary travel documents. Greencamp accepts no responsibility for failure to have the correct travel documents.

8.2. Rules of Conduct

- Tenants of the accommodations offered by Greencamp must respect the rules of conduct that the campsite owner wishes guests to observe. These campsite rules supplement Greencamp's general terms and conditions.
- Tenants of a Greencamp accommodation who cause or may cause a nuisance or inconvenience may, after a warning by the location owner and/or Greencamp, be removed from the accommodation and excluded from further stay in the accommodation or location, without the right to a refund.
- Booking a holiday with us means you accept our house rules. This agreement is a reasonable request for you to leave your accommodation and inventory tidy at the end of your holiday.

8.3. Arrival & departure

- Check-in at the campsite is from 4:00 PM on the agreed arrival day. Check-out is at 10:00 AM on the agreed departure day.
- Please note: the times mentioned above may differ in some cases.
- You must leave the accommodation clean, tidy, complete and undamaged upon departure.
- Greencamp is not responsible for any costs incurred on its own initiative due to an early departure from the accommodation, for whatever reason.

8.4. Damage or loss

- Greencamp is not liable for any damage, loss and/or theft of goods, or injuries sustained by the tenant or co-tenants, regardless of the cause.

8.5 Pets

Pets are welcome at most campsites, but there are conditions attached:

- Pets must be reported at time of booking.
- In most of our accommodations **maximum 1 pet** is allowed
- If you bring a pet to an accommodation where they are not allowed or to a campsite where they are not allowed, Greencamp reserves the right to deny access to the campsite or accommodation without the right to a refund of the paid travel sum.
- Our rental prices do not include pets. If you bring your pet on vacation, you will pay a fee to Greencamp.
- You must have a valid pet passport or vaccination certificate for your pet.
- Your pet must be kept on a leash at all times.
- Pets that fall into categories 1 and 2, being attack, guard, or defense dogs, and whether or not registered in a recognized studbook, are explicitly not welcome. For further information on this topic, please visit www.dogsincluded.nl.
- In addition to the fee charged by Greencamp, you may also have to pay a daily fee at the campsite in question.
- Upon arrival, you must report your pet. If the campsite requires a daily fee, this must be paid by the renter at the campsite. Pet fees can be found on the campsite's website.

Furthermore, Greencamp applies the following rental conditions with regard to your pet:

- Pets are never allowed to stay alone in the tent, neither at night nor during the day.
- You must provide your own crate or equivalent shelter.
- For hygienic reasons, it is strictly forbidden to allow pets in the sleeping cabins.
- The tenant is at all times liable for damage and/or pollution caused by his pet.

8.6. Different country, different customs

A holiday abroad means meeting different people, a different culture, different food, and so on. That's one of the attractions of a holiday, but it's also something to consider when setting your expectations. A campsite holiday means sharing facilities with other guests. This is different from a cottage, where you naturally have more privacy. Especially for those who have never camped before, it's important to realize that our campsites are generally fully booked in July and August. If peace and privacy are your top priorities for your holiday, we advise you to avoid these months. A holiday abroad also means meeting different people and customs, a different culture, and different norms and values.

8.7 Electric vehicles

Charging electric vehicles, such as cars or e-bikes, using the power supply in or near the tents is prohibited. Please use the designated charging stations for charging.

8.8. Barbecues

The use of (gas) barbecues may be prohibited due to local regulations or fire hazards. Therefore, your tent may not be equipped with a (gas) barbecue. We recommend inquiring about the applicable regulations during your stay.

Barbecuing with an open fire is generally strictly prohibited. If you wish to barbecue, you must provide your own equipment and inquire with the property owner in advance about the relevant conditions. It is strictly forbidden to light an open fire at any time, neither at your accommodation nor elsewhere on the property.

9. Complaints

All information has been compiled with the utmost care and provides the most accurate representation of the accommodations and destinations. If, despite this, the information provided does not reasonably meet your expectations, you should proceed as follows:

- If you have a complaint about the accommodation, you should first submit it to the accommodation manager or reception so that they can resolve the complaint immediately.
- If you can't reach a solution together, please contact Greencamp so we can resolve the issue as quickly as possible. Greencamp will endeavor to resolve the complaint within 48 hours.
- Please note that contacting Greencamp outside office hours is only intended for emergencies and serious complaints.
- If it subsequently turns out that the renter did not report the error or imperfection on site and did not complete a complaint report signed by the campsite employee, the renter loses the right to any refund.
- If you fail to report your complaint to Greencamp in writing during your stay, you will lose any right to compensation.

9.1 Complaints procedure

- Your complaint must be submitted to Greencamp in writing and with reasons, including photos and/or other evidence, within 14 days after the end of the rental period.
- Complaints submitted later will not be processed.
- Once we receive your complaint, you will receive an acknowledgement of receipt within 5 business days. This acknowledgement will explain how your complaint will be handled further.
- Complaints relating to other cultural customs, neighbourly matters, camping regulations or aspects over which Greencamp has no influence (see also force majeure and unforeseen circumstances 4.8.) will not be considered.

10. Liability and responsibility

10.1. Liability and responsibility of Greencamp

- Greencamp accepts no liability for any injury or damage caused by or resulting from the rental tent and/or inventory.
- Greencamp accepts no liability whatsoever for loss, misappropriation, theft, misappropriation of, or damage to the tenant's property.
- Greencamp accepts no liability for situations arising from force majeure and/or unforeseen circumstances as described in Article 4.8.
- Greencamp accepts no liability for any claim for compensation arising from travel and/or cancellation insurance taken out by the renter.
- Greencamp accepts no liability arising from participation in organised activities, whether or not on site.
- Greencamp accepts no liability for any nuisance caused by environmental factors beyond its control, such as noise, odor, water nuisance, or insect nuisance in any form whatsoever.
- Greencamp accepts no liability for unexpected construction activities near your reserved accommodation, work on access and main roads, or noise pollution from neighbors, barking dogs, church bells, or agricultural machinery.

- Greencamp accepts no liability for activities or facilities that are not offered by the campsite or are cancelled.
- Greencamp accepts no liability for any inconvenience caused by municipal or provincial works and/or decisions.
- Greencamp accepts no liability for any interruptions in the supply and/or operation of gas, electricity, water, sanitary facilities (at the campsite and/or in the accommodation) during your holiday.
- Greencamp accepts no liability for any inconvenience caused by rain, storm, fire, cold and/or sun.
- Obvious errors or mistakes on our website are not binding on Greencamp. Greencamp is not responsible for the accuracy of (photo) material provided and/or compiled by third parties.
- All information regarding tourist and sports activities mentioned on the website is provided by third parties and falls outside the responsibility of Greencamp.

If the trip does not proceed in accordance with reasonable expectations, Greencamp undertakes to compensate for any damage unless the failure to perform is not attributable to it, nor to the persons whose assistance it uses in the performance of the agreement, because:

- the failure to perform the agreement is attributable to the tenant; or
- the failure in the performance of the agreement could not have been foreseen or could not have been remedied and is attributable to a third party not involved in the provision of the services included in the trip; or
- the failure to perform the agreement is attributable to an event which Greencamp or the person whose assistance it uses in performing the agreement could not have foreseen or remedied, even with all due care; or
- the failure to perform the agreement is due to force majeure or unforeseen circumstances as referred to in section 4.8 of our general terms and conditions.
- If Greencamp is liable to the renter for loss of enjoyment of the trip, the compensation will amount to a maximum of one time the rental price excluding options but including any discounts.

Limitation of liability Greencamp

- In the event that Greencamp fails in any way in its service provision, its liability is limited to the travel sum received by it.
- In the event of force majeure or unforeseen circumstances (see section 5.3 of our general terms and conditions), which force you to leave your accommodation and/or the campsite, Greencamp is not obliged to refund the travel sum.

10.2 Liability and responsibility of the main booker/renter

- Tenants of the Greencamp accommodation must respect the code of conduct applicable at the location, whether or not arising from legal regulations. These code of conduct supplement the Greencamp terms and conditions.
- The renter is liable for all consequences of damage to property at the campsite/site if this is the result of careless and/or improper use. For more specific information, please refer to Article 11 of our terms and conditions.
- The renter is liable for any damage caused by the renter and/or fellow travelers to the accommodation, its furnishings/inventory, and all items belonging to the accommodation/rental tent booked with Greencamp. The damage is between the landlord (Greencamp) and you. Greencamp reserves the right to hold you liable for any damages incurred. All associated costs will be borne by the primary guest named on the confirmation invoice.
- Most campsites provide a gas barbecue in your tent. Use is at your own risk.
- Participation in organised activities on or outside the campsite is always at your own risk.
- The use of facilities on site, such as swimming pools, sanitary facilities including (hot) water, playground equipment and all other facilities not specifically mentioned, are entirely at the tenant's risk.
- The renter is responsible for all persons traveling with the vehicle according to the booking contract.
- The renter is responsible for all pets traveling with the property as specified in the booking agreement. The renter is at all times liable for any damage and/or contamination caused by their pet.
- The campsite owner/manager is free to provide you and your fellow travelers with regulations regarding the use of the accommodation and everything that pertains to it.

10.3 Law

Dutch law applies to agreements concluded, amended or supplemented on the basis of these sales conditions, unless other law applies on the basis of mandatory rules.

11. Inventory and damage during your stay

11.1. What if something is missing?

- Greencamp rents out small-scale rentals and doesn't have its own staff on the campsite. In the event of damage or missing items, the campsite is the first point of contact.
- There is a limited reserve inventory at the campsite, so when it comes to replacements we ask for some flexibility.
- If something is unexpectedly missing but you need it, we ask that you purchase the item yourself at a local store.
- You can email the receipt with your account number to info@greencamp.nl and we will transfer the amount to you within 5 working days.

11.2. What happens in case of serious damage caused by yourself?

- Serious damage to your tent and/or inventory must be reported immediately to the campsite owner.
- He/she will complete a damage claim form and, in consultation with Greencamp, ensure a suitable solution.
- By serious damage we mean, for example, a tear in the tent, a broken BBQ, hammock, beds or chairs.

- Your travel or liability insurance usually covers damage to rental accommodations, so please report the damage to the campsite owner so Greencamp won't be responsible!
- Greencamp reserves the right to hold you liable at any time for any damage you cause.

12. Miscellaneous

- Images presented by Greencamp online, in brochures, or otherwise are not contractual. Therefore, no rights can be derived from them. Each location has its own characteristics, and variations may therefore occur.
- Accommodations and furnishings may also differ in detail.
- The tent's layout may vary from the images on the website or in brochures. We do our utmost to ensure the images/photos shown are as accurate as possible, but variations may occur.
- Visitors must always be registered with the site management or their staff upon arrival. Visitors must pay the applicable visitor fee upon arrival, if applicable. Visitors must always park their cars in the parking lot and never in the accommodation's parking space.
- According to French law, shorts are prohibited in swimming pools. Therefore, the campsite owner does not make this decision independently; they merely apply the law. Please note that if you use the swimming pool at a French campsite, you are required to wear tight-fitting swimming trunks.
- In almost all cases, there is a clothes washer and/or dryer on site, which must be paid for separately. Greencamp is not responsible for its proper functioning and accepts no liability for any damage caused by demonstrable malfunctioning.
- You must park your car/motorcycle or other vehicle in the designated parking space at the accommodation, unless the property owner specifies otherwise. In some cases, you may need to park your vehicle in a central parking area and not in the camping space near your tent.
- The renter and all fellow travelers under his responsibility must be able to identify themselves validly and at all times, in accordance with the applicable local law.
- Beds, mattresses, protective covers, duvets, covers, blankets, etc. are intended for sleeping and must remain in the sleeping compartments. Using these items outside or on the veranda as play mats or similar items is prohibited.

- It is forbidden to attach hammocks, whether part of the accommodation or brought by yourself, to the rental tent and/or the tent frame.
- Site and surface characteristics vary by campsite. The location on the campsite, the size, shape, dimensions, evenness, degree and quality of view, the surface (grass, stony, sand, gravel, rock), the amount of sun and/or shade, the level of privacy, and all other characteristics may vary from campsite to campsite/pitch to pitch. Complaints regarding this matter will never lead to any financial compensation.
- The location of the camping pitch, and therefore also of the tent, within the campsite, and the associated distances to the sanitary facilities, play areas, swimming pool, restaurant, and reception, vary by pitch and campsite. Complaints regarding this matter will never lead to any financial compensation.
- The level of amenities and entertainment offered varies by campsite. Complaints regarding these matters will never lead to any financial compensation.

13. General provisions

13.1 Intellectual property

Our website, its content, and its media are the intellectual property of Greencamp B.V. Portions of the website may only be used for personal, non-commercial purposes. For commercial use, our written permission by email is required.

13.2 Amendment of the general terms and conditions

We reserve the right to unilaterally amend these terms and conditions. We will notify the tenant of any proposed amendments to the email address we have on file. Amendments will take effect 14 days after this notification.

13.3 Privacy

Greencamp is committed to protecting the privacy of its visitors. How we do this is described in the information below.

Registration

When visiting our website, providing personal information is not required. However, to process your booking or fulfill your request for information, we do need personal information such as your name, address, date of birth, email address, city of residence, and telephone number.

Use data

Greencamp uses your personal data to provide you with the best possible service. We may use your personal data to process your booking. We may also use it for internal administration, analysis, and marketing purposes.

We only share your personal information with third parties if this is necessary for recording and/or fulfilling your reservation, insurance, or information request. We never sell your information! By providing your personal information through our website(s), you consent to Greencamp collecting, storing, and using this information in accordance with the Personal Data Protection Act (WPR).

Quality of the information

We protect the quality and integrity of your personal information and will do our utmost to comply with your request to correct any inaccuracies in your personal information as soon as possible.

Technical details

We record the technical details of your visit to our site (domain analysis). We use this data for statistical purposes.

Hyperlinks

Our site contains links to other websites, and we are not responsible for how these sites handle privacy-sensitive information. You will then leave our site.