

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.

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.

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.

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.