



Cancellation Fees

Family Resort Molenwaard

The general conditions apply to all bookings made directly or indirectly with Family Resort Molenwaard.

1. After booking your stay, you can rebook it within 61 days. It is also possible to cancel 14 days after booking to cancel your stay free of charge, except if your stay within 28 days after booking begins. If a payment has already been made within this 14-day period, the booking can be rebooked free of charge to another date. It is possible 14 days after the booking date to rebook the reservation at a rebooking fee. This is possible up to two weeks before the arrival date. When changing to a more expensive period or accommodation, the additional charge, when the period or accommodation is cheaper than the previous booking there will be no refund.
2. If you cancel a reservation with us, cancellation fees* are due. In the event of cancellation, a fee must be paid to Family Resort Molenwaard in accordance with the following:
 - If you cancel 91 days after making the reservation, 25% of the total booking price;
 - If you cancel 90 - 60 days before the start of the stay, 60% of the total booking price;
 - For cancellation from 60 - 29 days before the start of the stay, 75% of the total booking price;
 - For cancellation from 28 - 1 day(s) before the start or on the day of arrival, 100% of the total booking price.

*Cancellation fee consists of the percentage of the accommodation cost (see schedule above), bed linen, cleaning fee, any preference surcharge and reservation costs.

3. You can avoid this risk by using the Family Resort Molenwaard cancellation policy. You pay a one-time fee of 5% of the total amount and €5.50 in closing costs. Participation in this cancellation policy indemnifies you against the cost of cancellation caused by one of the following events, provided that an official statement is presented within 14 days of the cancellation. If an official statement cannot be presented, Holiday Park Molenwaard reserves the right to investigate and it is at the discretion of Holiday Park Molenwaard whether a cancellation is covered by the circumstances listed below. Circumstances covered by the cancellation regulation:
 1. Death, sudden illness* or accident of the person who made the reservation, his/her partner or one of his/her family members (*hospitalization, serious illness, complications with pregnancy, etc.) for which a doctor's certificate must be presented.
 2. Early termination of your stay due to the death of a first degree relative of the person who made the reservation, his/her partner or one of his/her family members.
 3. Early termination of your stay due to fire, storm damage or lightning strike to or in the house or contents of the person who made the reservation, his/her partner or one of his/her family members. In the event of early termination of your stay for any of the above reasons, a percentage of the reservation value will not be charged/refunded in proportion to the number of days of your stay. In the unlikely event that you have to cancel your stay and you do not participate in the cancellation scheme, you are obliged to pay the cancellation fee in accordance with our General Terms and Conditions.