

Terms and conditions

Exploitation Vakantiepark Molenwaard B.V.

The general terms and conditions apply to all bookings made directly or indirectly with exploitation Vakantiepark Molenwaard B.V. under brand name Family Resort Molenwaard.

Article 1: Definitions

- A. Accommodation: Fien and Teun farm, Adventure Tent, Kinderdijk Cottage, Hotel Accommodations, Stip the Pony Lodge, Polder Lodge, Haystack, Fireplace, Hay Barn, Sheep Barn, Village Street, Studios;
- B. Entrepreneur: the company, institution or association that provides the vacation rental to the guest;
- C. Principal Guest: the person who enters into the agreement with Exploitation Familie Resort Molenwaard B.V. regarding the rental of the accommodation;
- D. Co-guest: the person registered with the principal guest on the contract;
- E. Visitors: those who are received by the head/co-guest in the accommodation;
- F. Logee: visitors who are hosted by the head/co-guest and stay overnight in the accommodation;
- G. Agreed price: the fee paid for the use of the vacation property;
- H. Third party: any other person, other than a guest;
- I. Cost; any cost to the business owner associated with the operation of the recreation business;
- J. Information: written/electronic data on the use of the vacation accommodation, the facilities and the rules regarding the stay.

Article 2: Content of agreement / reservation

- A. The entrepreneur makes available to the guest, for recreational purposes and not for permanent residence, a vacation home of the kind or type agreed upon, for the agreed period and at the agreed price. The maximum length of stay is 31 days or up to 3 months on presentation of a rental agreement/ deed of sale to be occupied after the rental period.
- B. The entrepreneur is obliged to provide the guest in advance with the written information on the basis of which this agreement is also concluded. The entrepreneur shall always inform the guest of changes in writing in good time.
- C. The reservation is only final after receipt of the down payment. After payment you will receive a reservation confirmation with the agreed rental period, the type of accommodation, the number of persons and the extras booked.
- D. The maximum number of persons mentioned with the accommodation is the maximum allowed number of guests for this accommodation, babies are also included in this total number of persons.

- A baby as referred to in these terms and conditions is a child up to 2 years of age.
- E. At the time of booking the mandatory costs will be charged directly, these costs include the reservation fee, bed linen rental, tourist tax and if applicable the pet surcharge. You will find these costs at the time of reservation.
 - F. Unlimited free access to Adventure farm Molenwaard and Play barn Molenwaard is standard included in the booking, this access is valid for the duration of your stay at the park of the entrepreneur and is only valid for persons registered in the accommodation. If due to external circumstances it is not possible to visit Adventure farm Molenwaard or Play barn Molenwaard this visit will be compensated by free tickets for the number of days and persons of reservation.
 - G. The main guest, fellow guests and/or his visitors are obliged to comply with the regulations/house rules as applicable at the park. No unregistered guests are allowed to stay in the accommodation.
 - H. It is not allowed to place tents or similar accommodations at an accommodation.
 - I. The main booker must be at least 25 years old.

Article 3: Duration and expiration of agreement

The agreement ends by operation of law after the expiration of the agreed period, without notice of termination being required.

Article 4: Price and price change

The price is agreed on the basis of the then current rates established by the entrepreneur.

- A. If, after determination of the agreed price, because of an increase in charges on the part of the entrepreneur, additional costs arise as a result of a change in charges and/or levies, which relate directly to the vacation accommodation or the guest, these may be passed on to the guest, even after conclusion of the agreement.

Article 5: Payment

- A. The guest must make payments in euros, unless otherwise agreed upon, in compliance with the agreed deadlines.
- B. If the guest, despite written/electronic reminders, does not fulfill his payment obligation within 14 days after reminder, the entrepreneur has the right to cancel the booking immediately.
- C. If on the day of arrival the entrepreneur is not in possession of the total amount due, he is entitled to deny the guest access to the vacation accommodation, without prejudice to the entrepreneur's right to full payment of the agreed price.
- D. The extrajudicial costs reasonably incurred by the entrepreneur, after a notice of default, shall be borne by the guest. If the total amount is not paid

on time, the legally established interest rate on the outstanding amount will be charged after written summons.

- E. After booking, a deposit of 50% must be made within 14 days, upon receipt of this deposit the booking is final. The remaining amount must be paid no later than 2 months before arrival date.
- F. If the key to the accommodation is lost, €50 will be charged.
- G. All amounts are stated in euros and include VAT.

Article 6: Arrival and departure

- A. The arrival and departure days are Monday, Wednesday and Friday, with the exception of the Hotel accommodations, here is the possibility of daily arrival and departure.
- B. On the day of arrival welcome from the reserved check-in time at the park. On the day of departure, you must leave the accommodation before 10:00 am.
- C. The entrepreneur expects the accommodation to be left broom clean. This includes bedding taken off, garbage cans emptied, dishes washed and cleaned and an empty refrigerator.
- D. If the accommodation is left earlier than the agreed rental period, we cannot provide a refund for this. This also applies to the arrival period.

Article 7: Cancellation

- A. After booking your stay, you can rebook it within 61 days. It is also possible to cancel your stay free of charge within 14 days of booking, except when your stay starts within 28 days of booking.
- B. If a payment has already been made within this period, the booking can be rebooked to another date free of charge. When changing to a more expensive period or accommodation, the extra cost will be charged, if the period or accommodation is cheaper than the previous booking there will be no refund. In case of cancellation of the entire booking, the guest will pay a fee to the entrepreneur. This amounts to:
 - for cancellation of 91 days, after 14 days after making the reservation, 25% of the total booking price;
 - in case of cancellation from 90 - 60 days before the start of the stay, 60% of the total booking price;
 - in case of cancellation 60 - 29 days before the beginning of the stay, 75% of the total booking price;
 - for cancellation 28 - 1 day(s) before the start or on the day of arrival, 100% of the total booking price.

Article 8: Visitors

- A. Receiving visitors in the accommodation is allowed; however, they must be registered at the reception desk. Visitors may stay on the premises of the entrepreneur between 08:00 and 22:00.

- B. If the capacity of the accommodation allows it, it is also possible to receive guests in the accommodation. Lodgers must be registered at the reception desk, also an overnight rate and tourist tax is due for the number of nights they stay at the park.

Article 9: Pets

- A. The entrepreneur's park has designated accommodations where a maximum of 2 pets are allowed. If you wish to bring a pet you must make this known during the booking process. There is an additional charge for your pet's stay. For large pets from 26 kg, a maximum of 1 pet is allowed, due to the available space in the accommodation.
- B. Pets do not have access to the water, sunbathing areas and playgrounds.
- C. Pets must be kept on a leash outside the accommodation and may not cause nuisance to other guests.
- D. Pets do not belong on the bed or couch, the business owner requests that this be taken into consideration.
- E. For dogs/cats brought with you protection against fleas is mandatory.
- F. Visitors' pets are not allowed.
- G. Animals transported from outside NL must be in possession of a passport according to European model. The animals must be vaccinated against rabies and identification by means of a chip or tattoo is mandatory. You are responsible for having the correct travel documents required for your destination.

Article 10: Interim termination of agreement

The entrepreneur has the right to terminate the agreement with immediate effect in the following situations:

- A. If the principal guest, fellow guest and/or visitors violate the rules included in these general terms and conditions and in the house rules of the entrepreneur.
- B. If the principal guest, fellow guests and/or visitors, even after a warning, continue to cause nuisance to the entrepreneur and/or other guests, or spoil the good atmosphere on, or in the immediate vicinity of the premises.
- C. If the principal guest, his fellow guests and/or visitors violate the legal rules.
- D. In the above situations, the entrepreneur will first issue a warning, unless the violation is so serious that immediate termination is required.
- E. If the situation does not improve and the entrepreneur wishes an interim termination, the chief guest will be personally notified.
- F. After termination, the principal guest must ensure that the accommodation is vacated and leave the premises as soon as possible, no later than 4 hours.
- G. The guest is, however, bound to pay the full agreed upon rate.

Article 11: Laws and regulations

- A. The entrepreneur ensures that the accommodation meets all environmental and safety requirements, both internally and externally, that are or may be imposed on the accommodation from governmental sources.
- B. The guest is obliged to comply strictly with all safety regulations applicable on the premises. He will also ensure that his fellow guests and/or visitors also comply with these safety regulations.
- C. The principal guest, fellow guest and/or visitors must be in possession of valid identification.

Article 12: Maintenance and construction

- A. The business owner is obligated to keep the recreation area and central facilities in a good state of repair.
- B. The guest is obliged to keep the accommodation and its immediate surroundings, during the term of the agreement, in the same condition in which the guest received it.
- C. The guest, fellow guests and/or visitors are not allowed to dig on the property, cut down trees, trim bushes or perform any other activity of such nature.
- D. The business owner will be given the opportunity by the guest to perform necessary maintenance and inspection in the accommodation.
- E. The business owner shall not be liable for any accident, theft, loss or damage on its premises unless there is gross negligence on the part of the business owner or (one of) its employees.
- F. The entrepreneur is not responsible for consequences of extreme weather conditions or other forms of force majeure.
- G. The entrepreneur is responsible for utility failures unless it can invoke force majeure.
- H. The guest is liable towards the entrepreneur for damage caused by the acts or omissions of himself, fellow guests and/or his visitors, insofar as it concerns damage attributable to the guest, fellow guest and/or visitors.
- I. The entrepreneur is obliged to take appropriate measures after a guest reports nuisance caused by other guests.
- J. The entrepreneur is obliged to take appropriate measures after a guest reports a nuisance caused by other guests.

Article 13: Use of facilities

- A. Near the entrepreneur are several facilities including a petting zoo, a swimming water and several playgrounds.
- B. Entering these facilities is at your own risk, The entrepreneur is not liable for any damage from trespass and/or use of these facilities.
- C. The swimming water is partially publicly accessible, this is clearly indicated at the location.

Swimming is permitted only at the locations indicated; no supervision is available here.

- D. Fishing is permitted only at designated fishing locations. Guests will reserve a fishing spot with Guest Services and can show this pass at all times if requested by staff. Guests of the Kinderdijk cottages may fish next to the accommodation with 1 rod and max 2 persons. For the welfare of the fish use only defenseless hooks.
- E. Pedal boats and rowing boats can be rented at the reception, a separate agreement is made for this. The deposit for pedal boats and rowboats is €50.
- F. Internet use; Each accommodation has its own internet connection via a Wifi network, the guest will receive a login code for this.
- G. The guest is responsible for the proper use of the Internet and the security of their own equipment. The entrepreneur is not responsible for damages resulting from the use of the Internet, or network failures.
- H. The guest, fellow guest and/or visitors should behave when using the Internet as would be expected of a responsible and careful Internet user. They should respect the legal rules and refrain from behavior that would inconvenience other Internet users or cause damage to the entrepreneur in the broadest sense of the word.

Article 14: Park Regulations

By entering the premises of the entrepreneur, the chief guest, fellow guest and visitor agree to the Park Rules and associated house rules.