



## **Terms and conditions of Efteling Hotel, Loonsche Land Hotel and Holiday Village Efteling Bosrijk family rooms**

Efteling Hotel, Loonsche Land Hotel, Loonsche Land themed rooms and Holiday Village Efteling Bosrijk family rooms (hereinafter jointly referred to as "The Hotels") apply the [Uniform Conditions for the Hotel and Catering Industry \(Uniforme Voorwaarden Horeca, UVH\) as general terms and conditions](#). The following additional terms and conditions apply. In so far as these additional terms and conditions conflict with the UVH, the additional terms and conditions prevail:

- a. The Hotels will only process bookings by persons who are 18 years of age or older. Minors are not allowed to stay in the Hotels without being accompanied by an adult.
- b. The hotel room can be accessed from 16.00 on the agreed day of arrival, as mentioned in the booking confirmation. On the agreed day of departure, as mentioned in the booking confirmation, you must leave the accommodation before 10.30. If you expect to arrive later than the check-in time, you must inform reception in a timely manner. If you leave prematurely, the total travel sum will remain due.
- c. If there is a period of more than 6 weeks between the booking date and the arrival date, you must pay at least 30% of the rental sum when booking. Any remaining invoice amount must have been received by The Hotels at the latest 6 weeks before the start date of the stay in The Hotels as stated in the booking confirmation, so the entire booking is fully paid for at the latest 6 weeks before arrival.
- d. For bookings within 6 weeks before the start date of the stay, the entire invoice amount must be paid when booking. If there are 48 hours or less between the booking date and the arrival date, the full amount must be paid in The Hotels.
- e. If upon your arrival in The Hotels, the amounts due have not yet been fully credited to the bank account of The Hotels, you must pay the remaining amount in The Hotels. In the absence of the aforementioned payment, The Hotels may refuse you the usage of the accommodation and/or other facilities. Should it become clear later that you did issue a payment instruction, but that the amount had not yet been credited to the bank account of The Hotels on your arrival, restitution of the excess amount paid will take place.
- f. In the absence of timely payment of the sums invoiced, you are in breach immediately after the end of the payment period, and The Hotels have the right to dissolve the agreement with immediate effect (cancellation), without prejudice to their right to compensation for the loss suffered or to be suffered by The Hotels in connection with this, including all costs The Hotels incurred in connection with your booking and the dissolution. The Hotels have in any case the right to charge a cancellation fee per hotel room. In that case the provisions of article 9 are applicable.

- g. In case of a personal emergency before or during your holiday, it is very important that you have travel and/or cancellation insurance. You are personally responsible for this and can under no circumstances hold Efteling liable.
- h. You are solely responsible for having valid travel documents required for the destination in your possession. The Hotels do not accept any liability for the consequences of you not having the correct travel documents in your possession.
- i. If you need to make use of care resources (e.g. an adapted bed, oxygen bottles, a shower chair etc.) during your stay, you must arrange this at your own risk and at your own cost. The Hotels do not accept any liability for damage to the care resources arranged, nor for the absence (or delay of delivery) of these care resources. Care resources can be delivered from 15.00 on the day of arrival and must be collected by 11.30 on the day of departure at the latest.
- j. Pets and other animals are not allowed in The Hotels, except for assistance dogs. When making the booking, you must indicate whether an assistance dog will be present during the stay. Dogs or any other animals have no access to the hotel facilities, the ponds, central facilities and other public areas on the premises of The Hotels (unless indicated differently on the premises). Dogs must be kept on a lead. Local instructions must be adhered to. Dogs may not cause nuisance to other guests.
- k. We will do everything in our power to resolve complaints or defects without delay. Should you have any complaints, we kindly request you to first notify the Reception of The Hotels, which is available 24 hours per day. Should the complaint not be resolved satisfactorily, you have a period of up to 1 month after leaving The Hotels to submit the complaint via Customer service and contact - Efteling.
- l. Bookings are always made for defined arrival and departure dates. Earlier departure from or later arrival in the accommodation therefore has no influence on the total costs of the travel, and therefore no claim can be made for restitution.
- m. It is strictly forbidden to barbecue in the grounds of the Hotels & Resorts due to risk of fire. It is also strictly forbidden to use gourmet sets and deep fryers in The Hotels.
- n. The Hotels and covered facilities are non-smoking. Outside The Hotels, smoking is only allowed in the designated areas. If a guest/user is in breach of this smoking ban, The Hotels are entitled to impose an immediately due and payable fine of € 200.00 per room, without any notification being required, and without prejudice to the right of The Hotels to compensation of the damage suffered and/or to be suffered in consequence.
- o. If the hotel room is not left behind as it should be, or in case of excessive soiling and/or damage to the hotel room and/or to the goods therein and/or contamination of and/or damage to the site/surroundings of The Hotels, The Hotels will directly charge the guest for the costs of damage, which must be paid immediately. If a damage report is to be drawn up, payment will be made subsequently.
- p. If you wish to make any changes after the booking has been made, The Hotels are not obliged to accept these changes. The Hotels are free to determine if and to what extent the changes are accepted.



Changes within 1 month before arrival:

For each change in connection with a booking already made, we charge a change fee of € 35.00. This fee will not be charged if you add any services to the booking. Reducing the number of guests is possible up to a minimum of 2 paying guests per accommodation.

Changes within 2 weeks before arrival:

For each change in connection with a booking already made, we charge a change fee of € 35.00. When changing to a cheaper hotel room or reducing the number of persons within 2 weeks before the start of the stay, the full original travel sum will be payable. If, after making the booking, you wish to cancel one or more hotel rooms or change the date of the booking, the cancellation policy will apply.

- q. In the event of cancellation, the full amount of the SGR consumer contribution and the booking fee will be charged in addition to the cancellation fee.
- r. After booking an accommodation in the Hotels, you no longer have a right to special prices, discount offers or special tariffs.

### **Uniform Conditions for the Hotel and Catering Industry**

The Uniform Conditions for the Hotel and Catering Industry (*Uniforme Voorwaarden Horeca*, UVH) are the conditions under which hospitality businesses such as hotels, restaurants, cafés and similar (including caterers, party-service companies etc.) established in The Netherlands, provide their services and enter into catering agreements. The UVH are filed at the District Court and the Chamber of Commerce and Industry in The Hague.

For the full conditions of the UVH please refer to [KHN | Uniform Conditions for the Hotel and Catering Industry \(Dutch\)](#).

The conditions relating to Article 9 - Cancellations are listed below.

### **Article 9 Cancellations**

9.1 Cancellation by customers, general.

9.1.4 In case of a no-show the customer is in all instances obliged to pay the reservation value.

9.1.5 If not all agreed hospitality services are cancelled then the following provisions are applicable pro rata to the cancelled hospitality services.

9.2 Cancellation of a hospitality service comprising the provision of accommodation.

9.2.1 Individuals

If a reservation for accommodation alone, whether or not with breakfast included, was made for one or more individuals then in case of cancellation of the said reservation the following percentages of the reservation value are applicable that must be paid to the hospitality business by the customer (unless agreed otherwise in writing):

In case of cancellation:

More than 1 month before the arrival date	0%
More than 14 days before the arrival date	15%
More than 7 days before the arrival date	35%
More than 3 days before the arrival date	60%
More than 24 hours before the arrival date	85%
24 hours or less before the arrival date	100%

#### 9.2.2 Groups

If a reservation for accommodation alone, whether or not with breakfast included, was made for a group (10 rooms or more) then in case of cancellation of the said reservation the following applies (unless agreed otherwise in writing).

In case of cancellation:

More than 3 months before the arrival date	0%
More than 2 months before the arrival date	15%
More than 1 month before the arrival date	35%
More than 14 days before the arrival date	60%
More than 7 days before the arrival date	85%
7 days or less before the arrival date	100%

For the cancellation policy with respect to the cancellation of a hospitality service comprising the provision of food and/or beverages, please refer to [uniforme-voorwaarden-horeca- nederlands.pdf \(khn.nl\)](#)