

GENERAL TERMS AND CONDITIONS:

1. BOOKINGS:

Bungalowverhuur Valkman n.v. Bungalowverhuur Valkman n.v. (hereinafter referred to as: Valkman) only processes bookings of persons of 18 and older. Valkman reserves the right to refuse a booking at any time (without giving reasons). Valkman will confirm the reservation in writing and send you an invoice within 5 days after receipt. If you have booked through our website, we will send you a digital invoice. Please check the confirmation / invoice for accuracy immediately upon receipt. Any inaccuracies should always be reported in writing not later than 10 days after the date of the confirmation / invoice and prior to the start of the stay. Please contact our office immediately if you have not received a confirmation/invoice within 10 days after you made the booking.

2. RATES:

The rates on our price list and our website (www.valkman.com) are not binding and we reserve the right to change these rates, due to for example (but not limited to) a change in energy prices. When you are booking, you will be informed of the applicable rate. The customer is authorised to terminate the contract within eight days after he has been notified of this rate change. The rate stated on the written confirmation/invoice is binding. Price discounts and/or special offers are no longer applicable once the confirmation/invoice has been sent by Valkman. Discounts cannot be combined. Special rates/conditions for long term occupancy are available at the office of Valkman and only apply to a minimum stay of 3 months. The (final) cleaning does not include: washing the dishes, removing the bedding, collecting rented linen and towels and putting the trash in a dustbin bag (please close) and dispose of it in the appropriate container.

A list of the additional costs for these activities is available at the reception of the park.

3. PAYMENTS:

- a. Bookings made within 6 weeks prior to arrival must be paid in full by telephone transfer/online banking.
- b. If you make a booking more than 6 weeks in advance of your stay, half of the rent must be paid within 8 days after the booking date and the remainder (50%) must be received by Valkman not later than 6 weeks prior to arrival.
- c. Booking amounts up to €150.00 must be paid immediately and in full.
- d. In the event of late or incomplete payment of the invoiced amounts, default interest equal to the statutory interest shall be payable, without any prior notice of default being required, from the day on which the payment was due. In addition, a fixed amount in compensation of 10% of the total invoice amount shall be payable by operation of law. You will also be in default and Valkman will be authorised to unilaterally cancel the contract by means of a letter to you, if you fail to fulfil your obligations after a notice of default. You are liable for any damage suffered or to be suffered by Valkman as a result of this, including any costs incurred by Valkman in connection with your booking and the cancellation of the contract. and the cancellation fees listed under section 5 shall apply. Amounts already paid will be deducted from the payable cancellation fee and any other compensation amounts. If no payment has been made, the amounts referred to above will be charged. Payment under the stipulations of a, b, c and d must be received by Valkman not later than within 14 days after the date of the confirmation/invoice.
- e. If these amounts are not paid, Valkman will be compelled to engage a collection agency to collect the payments. Any expenses arising from this shall be for the account of the tenant. The minimum costs involved in this measure are €100.00.

4. AMENDMENT FEES:

If you wish to make changes after your booking has been made, Valkman is not required to comply. It is at the discretion of Valkman whether and to what extent those changes are accepted. For each change in a reservation made up to 4 weeks before arrival we will charge an amendment fee of €35.00. This fee will not be charged if you add time or change to a more expensive house or period. In principle, it is possible that changes within 4 weeks before arrival are not accepted. In the event of a change to a cheaper period or house or (partial) cancellation within four weeks prior to the start of the stay, you will owe the full original rent. If you would like to reduce the number of houses after the booking has been made, the cancellation provisions of section 5 apply.

5. CANCELLATIONS:

It is recommended to take out cancellation insurance when you book. For more details and conditions, please contact our office or see the cancellation conditions on our website. If a travel contract is cancelled by the traveller, the following amounts shall be payable in addition to any booking fee.

- a. Cancellation up to 42 days prior to the start of the stay, 30% of the rent.
- b. Cancellation from the 42st day (inclusive) to the 28th day prior to the start of the stay, 60% of the rent.
- c. Cancellation from the 28th day (inclusive) until the day of arrival, 90% of the rent.
- d. Cancellation on the day of arrival or later, the full rent.

Cancellations are processed only on working days during office hours. Cancellations outside office hours will be processed the following business day.

6. PETS:

Bringing your pet is allowed (maximum 2 per house, depending on the type of home). This should be made known in advance when the booking is made.

The additional costs will be stated separately on your confirmation/invoice. These rates are also included in our price list. When booking and upon arrival at the park pets must be registered. In certain parts of the park, your pet may not be allowed. (swimming facilities / beach ...) Please inquire when your final booking is confirmed. Pets must be free of any pests. Outside your home it is mandatory to keep your pet on a leash, and droppings should be cleared.

7. REGULATIONS:

In order to make the stay in the park as pleasant as possible for all guests, they must all comply with the regulations of the park. The regulations can be obtained from reception on arrival. Violation of the regulations may result in removal from the park without any refund of the rent or any part thereof. Valkman reserves the right to change the opening hours of the (central) facilities in the parks. Please also note that maintenance activities may be carried out during your stay, without any right to compensation.

8. ARRIVAL AND DEPARTURE:

On the day of arrival you can check in from 15:00 p.m. Please inform the reception well in advance if you arrive after 18:00 p.m.

On the day of departure, you must leave the house by 10:00 a.m. due to the cleaning of the house.

9. FORCE MAJEURE:

Force majeure of Valkman exists if the performance of the contract is fully or partly prevented, whether temporarily or otherwise due to circumstances beyond the control of Valkman, including war risk, strikes, blockades, fire, floods and other disruptions or events.

The contract can be terminated by either party due to force majeure without any obligation to pay compensation.

10. LIABILITY:

a. Valkman and the relevant park accept no liability for:

- Theft, loss or damage of any kind during or as a consequence of a stay in one of the parks where we rent out houses.
- The breaking down or taking out of operation of technical equipment and the failure or closure of facilities in the park.

b. The tenant and those who accompany him or her are jointly and severally liable for any loss and/or damage to Valkman and/or any third party as a direct or indirect consequence of their stay, whether caused by acts or omissions of themselves or of third parties who are in the park because of them as well as any damage caused by any animal and/or thing held by them.

c. In the event of improper use and/or failing to leave the house in good order additional (cleaning) costs can be charged.

11. COMPLAINTS:

Despite all care of Valkman you may have a justified complaint. Please submit your complaint directly to the park management to enable them to resolve things immediately. If the complaint is not resolved satisfactorily, you may submit the complaint in writing to our office until 1 month after your departure from the park. Complaints of which the park has not been informed during your stay cannot be processed afterwards.

12. PHOTOS AND VIDEOS:

If either a guest or those who accompany him or her or who are in the park for any reason happen to be on a photo and/or video that was taken or recorded for publication and/or our website, his or her consent to use the photo or video is presumed, even if he/she can be identified in the photo and/or video.

13. GENERAL:

Your contracting party is Bungalowverhuur Valkman n.v., Steenweg 207 bus 3, B-3621 in REKEM. These general terms and conditions apply to all bookings submitted directly or indirectly to Valkman. The contents of our publications are subject to change. We are not bound by obvious printing errors. This document replaces all previous publications.

14. DISPUTES:

Disputes shall be governed by Belgian law and settled exclusively by the competent court in Tongeren.