



Terms and Conditions for Efteling Wonder Hotel, Efteling Grand Hotel, Efteling Loonsche Land, and Efteling Bosrijk Hotel Rooms

1. Applicability

- 1.1 The hotel rooms in Efteling Wonder Hotel, Efteling Grand Hotel, Efteling Loonsche Land, and Efteling Bosrijk (hereinafter referred to as "The Hotels") operate under the Uniform Conditions for the Hotel and Catering Industry (UVH) as general terms and conditions. Additionally, the following supplementary conditions apply. In case of a conflict between these supplementary conditions and the UVH, the supplementary conditions shall prevail.
- 1.2 These terms and conditions always apply, even if the guest has referred to their own terms and conditions or other conditions. Terms and conditions from the guest are not accepted by the accommodations and will be rejected.
- 1.3 Agreements that are not included in these terms and conditions are only valid if confirmed in writing.
- 1.4 No rights can be derived from the images and texts included in these terms and conditions.

2. Reservations

- 2.1 The Hotels only accept reservations from persons aged 18 years or older. Minors are not allowed to stay at the accommodations without being accompanied by an adult.
- 2.2 If you do not receive a (written) confirmation or invoice within 10 days of making your reservation, please contact the reservations department immediately. Without a reservation confirmation or invoice, your reservation is invalid.
- 2.3 The agreement between the guest and The Hotels is established once the guest makes a reservation and it is accepted by The Hotels.
- 2.4 The agreement pertains to the rental of rooms and/or other facilities for recreational use, which is of short duration. This also applies to other services and products offered by The Hotels.
- 2.5 The main booker is required to register all present guests in the accommodation through Mijn Efteling. The Hotels reserve the right to verify guests based on their identification. If guests cannot present valid identification, The Hotels may deny them access without any refund or compensation.
- 2.6 Reservations are always made with fixed arrival and departure dates. Early departure or late arrival at the accommodation does not change the total travel sum. Therefore, no refund is applicable.

- 2.7 In the event of a personal emergency before or during your vacation, it is important to have travel and/or cancellation insurance. This is your responsibility, and Efteling cannot be held liable in any way.
- 2.8 For cancellations, the full amount of the SGR consumer contribution will be charged on top of the cancellation costs. Cancellation costs are calculated over the entire arrangement.

3. Changes to the Agreement

- 3.1 If you wish to make any changes after booking, the accommodations are not obliged to comply. It is at the discretion of the accommodations whether and to what extent changes are accepted.

Changes within 1 month before arrival:

For each change to an existing booking, a €35 change fee is charged. This fee is waived if you add to your booking or change to a more expensive period. If you change to a cheaper period, the price remains the same as the original booking, and a €35 change fee will be charged. No additional cancellation fees apply. Reducing the number of guests is allowed, but there must be a minimum of 2 paying guests per accommodation.

Changes within 2 weeks before arrival:

For each change to an existing booking (excluding the addition of extra items or persons), a €35 change fee is charged. If you select a cheaper hotel room or reduce the number of guests within 2 weeks of your stay, the full original travel sum must be paid. If you wish to cancel one or more hotel rooms or change the booking date after the reservation is made, the cancellation conditions apply.

4. Substitution

- 4.1 It is not allowed to transfer the accommodation to someone not listed in the agreement unless agreed upon in writing with The Hotels.
- 4.2 If the main booker and The Hotels agree that the booker and/or one or more guests are replaced, the main booker, together with the new guest(s), remains fully responsible for the payment of the remaining rental amount, the change fees (see article 3.1), any extra costs incurred due to the substitution, and any applicable cancellation fees.

5. Prices

- 5.1 After reserving accommodation, you are no longer entitled to special prices, promotional offers, or discount rates.
- 5.2 All prices are inclusive of VAT unless stated otherwise.

6. Payments

- 6.1 If there are more than 6 weeks between the reservation date and the arrival date, you must pay at least 30% of the rental amount at the time of reservation. The remaining balance must be paid no later than 6 weeks before the arrival date. This ensures the full amount is paid at least 6 weeks before arrival.
- 6.2 If a reservation is made within 6 weeks of the start of your stay, the full amount must be paid immediately at the time of reservation.
- 6.3 If, upon arrival at The Hotels, there is an outstanding balance, you must pay this amount before gaining access to the accommodation and other facilities. If later it is found that the amount was paid but was not visible in The Hotels' bank account at the time of arrival, any overpaid amount will be refunded.
- 6.4 If payment is not made on time, you are in default immediately after the due date. This gives The Hotels the right to cancel the reservation immediately. The Hotels retain the right to compensation for all damages, including costs incurred for your reservation. Cancellation fees per accommodation or room may be charged in such cases. The conditions in Article 13 apply in such cases.

7. Arrival and Departure

- 7.1 The hotel room is available from 4 pm on the day of arrival. This is also stated in the reservation confirmation. On the day of departure, you must leave the room before 10:30 am. For the Efteling Grand Hotel, the hotel room is available from 3 pm and check-out is possible until 11 am.
- 7.2 You are responsible for having the proper travel documents required for your destination. The Hotels are not liable for any consequences resulting from missing documentation.
- 7.3 If your stay is shorter than the agreed period, you are not entitled to a refund of the rental price or other costs.
- 7.4 If the hotel room is left in poor condition, with severe contamination and/or damage to the room, its contents, or surrounding property, The Hotels will charge the guest for damages. This invoice must be paid immediately. If a damage report is required, payment will occur afterward.

8. Regulations

- 8.1 All guests must adhere to the rules set by The Hotels and the park. These rules can be found at www.efteling.com.
- 8.2 Barbecuing is strictly prohibited on the premises of the Hotels & Resorts due to fire risk. Gourmet cooking and frying are also strictly forbidden inside the accommodations.

- 8.3 Restaurants, cafes, and banquet venues on the park providing catering services or entering into catering agreements are subject to the Uniform Conditions for the Hotel and Catering Industry (UVH). Copies of these conditions are available free of charge at the reception and can be viewed via the Uniform Conditions for the Hotel and Catering Industry (UVH).
- 8.4 The catering services within the accommodations may immediately stop providing services or deny access if a guest violates the rules or behaves disruptively. Guests must leave the catering facility upon request and have no right to compensation.
- 8.5 The Hotels reserve the right to make changes to the layout and opening hours of facilities. Guests must allow necessary maintenance to be carried out during their stay without claiming any compensation.
- 8.6 Smoking is prohibited inside and outside The Hotels, except in designated smoking areas. If a guest violates this rule, The Hotels may charge a €200 fine per room without prior notice. This does not affect The Hotels' right to claim compensation for any additional damages.
- 8.7 In case of rule violations or non-compliance with staff instructions, the accommodations may deny access or remove the booker and other users from the premises. No compensation or refund will be provided in such cases.

9. Pets

- 9.1 Pets are not allowed in The Hotels, except for assistance dogs. You must indicate during the reservation if an assistance dog will be present.
- 9.2 Pets, including dogs, are not permitted in hotel facilities, water features, central facilities, or other public areas on The Hotels' premises unless otherwise specified.
- 9.3 Dogs must always be leashed and must not cause a nuisance to other guests. Any staff instructions regarding your pet must be followed.
- 9.4 Pets are not allowed in the Efteling Park. If a pet is left in a car, any costs incurred to rescue the animal will be the owner's responsibility. Assistance dogs are welcome in the park. Proof of medical necessity may be requested.
- 9.5 Bringing your assistance dog does not entitle you to earlier access to the hotel room.
- 9.6 Non-compliance with pet policies may result in refusal of access to the accommodation and cancellation of the reservation without refund or compensation.

10. Use of Medical Aids

If you require medical aids (e.g., a special bed, oxygen tanks, shower chair) during your stay, you are responsible for arranging and covering the costs. The Hotels are not liable for damage to medical aids or their late delivery. Medical aids may be delivered on the arrival day from 4:00 PM and must be collected on the departure day before 10:30 AM. Please contact The Hotels to schedule delivery and pickup.

11. Complaints

We strive to resolve complaints or issues immediately. If you have a complaint, report it to the reception, available 24/7. If unresolved, you may submit the complaint to Customer Service within one month of departure.

12. Uniform Conditions for the Hotel and Catering Industry

The Uniform Conditions for the Hotel and Catering Industry (UVH) apply to catering services provided by hotels, restaurants, cafes, and related businesses in the Netherlands. These terms are registered with the District Court and Chamber of Commerce in The Hague.

For the full UVH conditions, please refer to KHN | Uniform Conditions for the Hotel and Catering Industry.

The cancellation terms of Article 9 are outlined below.

Cancellation by Guests, General

If the guest does not show up without canceling the reservation, they must always pay the full reservation value.

If the guest does not cancel all agreed hospitality services, the following proportional arrangements apply to the canceled services.

Cancellation of a hospitality service consisting of accommodation

Individuals

If a reservation has been made for accommodation only, with or without breakfast, for one or more individuals, the following cancellation percentages of the reservation value apply, unless otherwise agreed in writing. If the booking has been adjusted in the meantime, the initially booked arrival date applies.

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%

Groups

If a reservation has been made for accommodation only, with or without breakfast, for a group (from 10 rooms), the following cancellation percentages apply, unless otherwise agreed 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 conditions for canceling a hospitality service, such as the serving of food and/or drinks, we refer you to the Uniform Conditions for the Hotel and Catering Industry (khn.nl).