



Terms and Conditions for Efteling Bosrijk and Efteling Loonsche Land Regarding Holiday Homes

1. Applicability

- 1.1 These terms and conditions apply to all offers, reservations, and agreements related to accommodations and other facilities rented out by Efteling Bosrijk and Efteling Loonsche Land (hereinafter jointly referred to as "the accommodations"), excluding the Comfort Rooms at Loonsche Land and the Bosrijk Premium Rooms. They also apply to all services and products offered by the accommodations.
- 1.2 The RECRON conditions are part of these terms and conditions and are attached to them. The most recent version of the RECRON conditions always applies and can be found at www.recron.nl.
- 1.3 In these terms and conditions, 'recreationist' refers to the person who enters into an agreement with the accommodations for the rental or use of an accommodation. 'Guests' refer to the recreationist and the individuals specified by the recreationist who will use the rented accommodation and/or other facilities and services of the accommodations.
- 1.4 These terms and conditions always apply, even if the guest has previously referred to their own terms and conditions or other terms. The guest's terms and conditions are not accepted by the accommodations and are rejected.
- 1.5 Agreements not included in these terms and conditions are only valid if confirmed in writing.
- 1.6 No rights can be derived from the images and texts included in these terms and conditions.

2. Reservations

- 2.1 The accommodations only accept reservations from persons aged 18 years or older. Minors are not allowed to stay at the accommodations without adult supervision.
- 2.2 The accommodations reserve the right to refuse reservations, particularly group reservations, or to impose special conditions without providing reasons.
- 2.3 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.
- 2.4 The agreement between the guest and the accommodations is established once the guest places a reservation, and it is accepted by the accommodations.
- 2.5 The agreement pertains to the rental of accommodations and/or other facilities for recreational use, which is of short duration. This also applies to other services and products offered by the accommodations.

- 2.6 The main booker is required to register all present guests in the accommodation via Mijn Efteling. The accommodations have the right to verify guests based on their identification. If guests cannot present valid identification, the accommodations may deny them access without any refund or compensation.
- 2.7 In case 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.

3. Changes to the Agreement

- 3.1 If you wish to make 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 more than 1 month before arrival:

For each change to an existing booking, a €35 change fee will be charged. This fee will not be charged if you add to your booking or change to a more expensive period. If you change to a cheaper period, the price will remain the same as the original booking, and a €35 change fee will apply. No cancellation fees will be charged. Reducing the number of guests is allowed, provided the minimum occupancy per accommodation is met (e.g., 12-person accommodation - minimum 9 persons, 8-person - minimum 5 persons, 6-person - minimum 3 persons).

Changes within 1 month before arrival:

For each change to an existing booking (excluding the addition of extra items or persons), a €35 change fee will be charged. If you change to a cheaper accommodation or reduce the number of guests within 1 month before arrival, the full original travel sum remains due. If you wish to cancel one or more accommodations or change the booking date after making your booking, the cancellation provisions as stated in Article 13 will apply.

- 3.2 If you cancel a reservation, cancellation fees will apply. If the booking has been modified in the meantime, the original booking's arrival date will apply. The cancellation fees are calculated as per the table below. Additionally, the full SGR consumer contribution will also be charged.

More than 3 months before the arrival date	15%
More than 2 months before the arrival date	50%
More than 1 month before the arrival date	75%
Less than 1 month before the arrival date	90%
7 days or less before the arrival date	100%
On the day itself	100%

4. Substitution

- 4.1 It is not permitted to transfer the accommodation to someone not listed in the agreement unless agreed upon in writing with the accommodations.
- 4.2 If the main booker and the accommodations agree that the booker and/or one or more guests are replaced, the main booker, together with the new recreationist(s) or guests, remains fully responsible for paying the remaining rental amount, change fees (see Article 3.1), any additional costs due to the substitution, and any applicable cancellation fees.

5. Prices

- 5.1 You are required to pay the agreed rental price and the costs for other services/products as stated in the written confirmation (invoice) of the reservation. If costs for staff, energy, or taxes demonstrably and unexpectedly increase after the agreement is concluded, the accommodations have the right to increase their prices and pass on the additional costs to you. If this price increase occurs within 3 months of the agreement being concluded, the increase will be limited to 5% of the original price, and you have the right to cancel the agreement on this basis.
- 5.2 After reserving an accommodation, you are no longer entitled to special prices, promotional offers, or discount rates.
- 5.3 All prices are inclusive of VAT unless stated otherwise.

6. Additional Costs

In addition to the rental price and the costs for other purchased services/products, you are also required to pay the SGR consumer contribution and tourist tax.

7. Payments

- 7.1 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.
- 7.2 If a reservation is made within 6 weeks of the start of your stay, the full amount must be paid immediately.
- 7.3 If, upon arrival at the accommodations, there is an outstanding balance, you must settle this amount immediately. If you fail to do so, the accommodations reserve the right to deny you access to the accommodation and other facilities. If it later appears that the payment had been made but was not visible in the accommodations' bank account at the time of arrival, any overpaid amount will be refunded to you.
- 7.4 If payment is not made on time, you are immediately in default after the due date. This gives the accommodations the right to cancel the reservation immediately. The accommodations retain the right to compensation for all damages, including costs incurred for your reservation. In such cases, cancellation fees per accommodation or room may be charged, as outlined in Article 13.
- 7.5 The accommodations always have the right to offset claims against the booker, regardless of the reason for those claims, with the amounts paid by the booker.

8. Arrival and Departure

- 8.1 The rented accommodation will be available from 4:00 PM on the agreed arrival day, as stated in the reservation confirmation. On the agreed departure day, the accommodation must be vacated before 10:30 AM. In case of early departure, the full travel sum remains due.

- 8.2 On the arrival day, you may drive your car to the accommodation between 4:00 PM and 7:00 PM, and on the departure day, between 8:00 AM and 10:30 AM. After loading or unloading your luggage, cars must be parked in the designated parking lot of the accommodations. Parking on the premises is only allowed for loading and unloading on arrival and departure days. Exceptions apply for guests with special permits who may park in designated areas. Parking at the accommodations is always at your own risk.
- 8.3 If your stay is shorter than the agreed period, you are not entitled to a refund of the rental price or other costs.
- 8.4 Reservations are always made with fixed arrival and departure dates. Arriving late or departing early does not affect the total travel sum, and no partial refund will be given.
- 8.5 Before departure, guests must leave the accommodation in a broom-clean condition. This includes: Removing bed linens, cleaning the refrigerator, and placing trash bags in designated containers. Ensuring the dishwasher is emptied and clean, and all kitchenware is properly stored in its respective cabinets or drawers.

9. Rules and Regulations

- 9.1 All guests must adhere to the rules established by the accommodations and the park. These rules can be found on www.efteling.com.
- 9.2 Each accommodation may only be occupied by the maximum number of people specified for that accommodation on the website. It is not permitted for unregistered guests to stay in the accommodation.
- 9.3 If restaurants, cafes, or event spaces on the premises provide catering services or enter into catering agreements, the Uniform Conditions for the Hotel and Catering Industry (UVH) apply. Copies of these conditions are available free of charge at the reception.
- 9.4 The accommodations reserve the right to make changes to the layout and opening hours of facilities. Guests must allow necessary maintenance to take place during their stay without claiming any compensation.
- 9.5 For safety reasons, it is not allowed to pitch tents near the accommodations.
- 9.6 Violating the rules or failing to comply with staff instructions may result in removal from the park without refund or compensation for the rental price or other costs.
- 9.7 If park management suspects illegal activities or violations of public order or morality within an accommodation, they have the right to enter the accommodation for inspection.
- 9.8 Swimming or engaging in other water sports or recreational activities in the water features at the accommodations is strictly prohibited.
- 9.9 Barbecuing, gourmet cooking, and frying are strictly forbidden within the accommodations due to fire risks.

9.10 Noise disturbances are not tolerated. Between 10:30 PM and 7:00 AM, silence must be observed. Failure to comply may result in immediate removal from the park without refund.

9.11 Smoking is prohibited in and around the accommodations except in designated smoking areas. Violations may result in a €200 fine per accommodation, in addition to any further damages incurred.

10. Pets

10.1 Only dogs are permitted, with a maximum of one or two depending on the accommodation. You must notify the accommodations at the time of booking if you wish to bring a dog. A surcharge will apply.

10.2 Guests must bring a suitable crate for their dog. Dogs left alone in the accommodation must remain in their crate.

10.3 Dogs are not allowed in specific accommodations, water features, or public areas unless explicitly stated.

10.4 Dogs must always be leashed and must not disturb other guests.

10.5 Dogs must be walked only in designated areas. Owners are responsible for cleaning up after their pets.

10.6 Pets are not allowed in Efteling Park. If a pet is left in a car, the owner will bear all costs incurred for its rescue. Assistance dogs are welcome.

10.7 Bringing your dog does not entitle you to earlier access to the accommodation.

10.8 Failure to comply with pet rules may result in denied access and cancellation of the reservation without refund or compensation.

11. Use of Accommodation and Inventory

11.1 Guests are collectively responsible for the orderly and proper use of the rented accommodation and its surroundings.

11.2 Guests are liable for any damage, loss, or theft of items from the accommodation. Damages must be reported immediately and compensated.

11.3 If you require medical aids during your stay (e.g., an adjustable bed, oxygen tanks, a shower chair, etc.), you are responsible for arranging and covering the costs. The accommodations are not liable for any damage to the medical aids or for their late or non-delivery. Medical aids can be delivered on the arrival day from 4:00 PM and must be collected on the departure day before 10:30 AM. Please contact us to arrange the delivery and pickup times.

12. Security Deposit

12.1 The accommodations may require a security deposit of €500 per accommodation, which may be increased for group rentals.

12.2 The deposit is intended to cover damages or violations of these terms.

12.3 Failure to pay the deposit may result in denied access to the accommodation.

12.4 Any remaining deposit will be refunded after the deduction of any damages or costs.

13. Cancellation Fees

13.1 If you cancel a reservation, cancellation fees will apply. If the booking has been modified in the meantime, the original booking's arrival date will apply. The cancellation fees are calculated as per the table below. Additionally, the full SGR consumer contribution will also be charged.

More than 3 months before the arrival date	15%
More than 2 months before the arrival date	50%
More than 1 month before the arrival date	75%
Less than 1 month before the arrival date	90%
7 days or less before the arrival date	100%
On arrival date	100%

13.2 If you fail to arrive at the accommodations within 12 hours of the agreed arrival date without prior notice, this will be considered a cancellation.

14. Force Majeure and Changes

14.1 If the accommodations are temporarily or entirely unable to fulfill the agreement due to force majeure, you will receive a proposed solution (such as alternative accommodations or a different period) within 14 days.

14.2 Force majeure applies if the accommodations are unable to fulfill the agreement, partially or temporarily, due to circumstances beyond their control. This may include, but is not limited to, the threat of war, strikes, blockades, fires, floods, or other unforeseen issues.

14.3 You have the right to reject the proposed change. If you choose to do so, you must notify the accommodations within 14 days of receiving the proposal. In this case, the accommodations may terminate the agreement immediately. You will then be entitled to a refund or cancellation of the (already paid) rental amount. The accommodations will not be obligated to provide any additional compensation.

15. Termination

The accommodations may terminate the agreement immediately if incorrect or incomplete information about the recreationist and/or other guests was provided at the time of the

reservation. In such cases, no refund will be given, and the accommodations are not obligated to provide any other form of compensation.

16. Liability

16.1 In addition to the provisions regarding liability stated in Article 12 of the applicable RECRON conditions, the following terms also apply.

16.2 You and your fellow guests are collectively responsible for any loss and/or damage to the rented accommodation and other property of the accommodations that occurs during your stay. This applies regardless of whether the damage is caused by your actions, negligence, or those of others permitted by you to be on the premises.

16.3 You indemnify the accommodations against all claims for damages from third parties that arise (partly) due to your actions, negligence, those of other guests, your travel companions, or third parties permitted by you to be on the premises.

16.4 If the accommodation is not left in good condition, shows significant contamination, or has damage to the accommodation, its contents, the grounds, or the surroundings of the accommodations, the damage will be charged directly to the guest. This invoice must be paid immediately. If a damage report is required, payment will occur afterward.

17. Complaints

We strive to resolve complaints or issues immediately. If you have a complaint, please report it to the reception of the accommodations, which is available 24/7. If the complaint is not resolved to your satisfaction, you have up to one month after departure to submit your complaint via Customer Service and Contact - Efteling.

18. Travel Documents

You are responsible for having the correct travel documents required for your destination. The accommodations are not liable for any consequences if you do not have the necessary documents.

20. General

Printing and typographical errors do not confer any rights and are not binding on the accommodations. These terms supersede all previous publications. If any part of these terms is invalid or unenforceable, the remaining provisions shall remain in effect. Changes or additions to the agreement or terms are only valid if confirmed in writing. Dutch law exclusively governs the agreement and these terms. In case of disputes, the Dispute Resolution Procedure outlined in Article 13 of the RECRON conditions applies.