



## **BOOKING TERMS AND CONDITIONS TOPCAMPINGS.BE**

You want to rent or use an accommodation/camping pitch on a Topcampings.be. In accordance with local legislation, only tourist bookings are allowed.

### **EXCLUSION OF RIGHT OF WITHDRAWAL**

Topcampings.be reminds you that reservations you make are legally final. A right of withdrawal (reflection period) of 14 days, does not apply to the agreement you conclude.

### **ARRIVAL AND DEPARTURE**

On the day of arrival, you will have access to your rental accommodation from 15:00. Access to camping pitches is possible from 12:00. On the day of departure, you must leave the rental accommodation and/or camping pitch before 10:00. You can still use the park's facilities free of charge all day. Please note that your car and any camping equipment must be parked outside the park and that during the low season some facilities may have limited opening hours. Parking outside the park is not possible at every park. You may be directed to a (paid) car park. We also offer you an extra advantageous option: extending your stay until 10 pm for a fee. This is only possible if your space is available on the day of departure (cannot be booked in advance). Please contact reception for rates and other information.

### **EARLY DEPARTURE**

If you check out earlier than the original departure date, it is not possible to refund you the remaining days. You are responsible if you leave the holiday park earlier than the original check-out date.

### **RESPONSIBILITY**

Topcampings.be accepts no liability for:

- Theft, loss and/or damage of any kind during or as a result of a stay at a Topcampings.be;
- The disabling or rendering inoperative of technical equipment and/or the failure or closure of facilities on the Topcampings.be;
- Information provided orally and/or by telephone;
- Unexpected (construction) activities near the reserved accommodation, work on access and/or main roads, noise nuisance caused, for example, by neighbours, cars, nuisance caused by vermin and environmental problems in the vicinity of the park and/or accommodation.

You are jointly and severally liable for all loss and/or damage to the hired accommodation and/or other property of Topcampings.be, irrespective of whether this is the result of acts or omissions on your part or on the part of third parties who are present at Topcampings.be with your permission. Additional (cleaning) costs may be charged to you if the accommodation/camping pitch is not properly used or left behind. The (final) cleaning does not include washing the dishes, taking and collecting bed linen, putting rubbish in the bin bag and disposing of it in the container.

### **COMPENSATION IN CASE OF NO USE**

If the accommodation/camping pitch is not used by you during the agreed period, an (additional) compensation shall be payable, the costs of which shall be equal to the invoice amount that would have been payable in the event of use based on the maximum number of persons for which the accommodation/camping pitch is suitable. Unless expressly stated otherwise.

### **ARRANGEMENTS**

Arrangements can be booked in advance, together with the accommodation. Certain arrangements or parts of arrangements will only take place if there are enough participants. If the package or part of the package cannot take place for whatever reason, Topcampings.be will refund the participation fee per part not taken, without being liable to pay any compensation to you or third parties. Discount arrangements and combinations of discounts do not apply to packages, unless explicitly stated otherwise. Packages are taken as a whole, taking into account the agreed arrival and departure dates.



### DISCOUNTS

Discounts do not apply to reservations and pre-bookings already made. Any entitlement to a discount must be reported directly at the time of booking. No subsequent settlement or refund is possible.

### TELEPHONE BOOKING

The holiday maker can also make a reservation by telephone. With a telephone reservation, an 'Agreement' is established immediately.

### PRE-RESERVATIONS

It is possible for every guest to place a pre-reservation one year in advance for the coming year. There is a standard charge of €100 per pre-reserved place. As soon as the rates are known and programmed, the pre-bookings will be converted into reservations. The €100 already paid will be deducted directly from the cost of the reservation. If you wish to cancel your pre-reservation after payment, the amount already paid will not be refunded.

### CANCELLATION FUND

It is possible to take out a cancellation fund for direct bookings (without the intervention of a tour operator). The cancellation fund rate is 6.5% of the agreed accommodation costs (minimum €10) plus €4.95 administration costs. Participation in the cancellation fund indemnifies you for the costs of a cancellation caused by one of the following events if supported by an official statement. If this proves impossible, Topcampings.be reserves the right to conduct an investigation.

1. In case of death, sudden illness or accident of protagonist or one of the participants.
2. In case of early cancellation of your holiday due to death of a family member in the first degree of the main person or one of the participants.
3. In the event of early cancellation of your holiday due to fire, storm damage or lightning strike to or in your home or contents of the main person or one of the participants.
4. A special call-up for military service, other than mobilisation. In the event of early cancellation of your holiday for any of the above reasons, a percentage of the rental price will be refunded in proportion to the number of holidays taken.

### EXCLUSIONS

No entitlement to benefits exists if:

1. The occurrence is the result of or related to civil war, natural or other disasters and/or forest fires;
2. The occurrence is the result of or related to a viral outbreak and/or an epidemic whereby restrictive measures are imposed by the government;
3. The occurrence is the result of or related to the insured's participation in or knowingly attending a hijacking, strike, riot, insurrection or act of terrorism;
4. The event is caused by, occurred during or arises from nuclear reactions, regardless of how and where the reactions occurred, unless used in the medical treatment of the insured;
5. If you unexpectedly have to cancel your holiday and you are not a member of our cancellation fund or the reason is not covered by the cancellation fund, you will be obliged to pay fixed compensation to the entrepreneur.

This amounts to:

- If cancelled up to 3 months before commencement date, 15% of the agreed price;
- If cancelled up to 2 months before commencement date, 50% of the agreed price;
- If cancelled up to 1 month before commencement date, 75% of the agreed price;
- If cancelled from 1 month before commencement date, 90% of the agreed price;
- If cancelled on day of arrival or no show, 100% of the agreed price.

If you cancel, Topcampings.be will charge €50 in administration costs as standard. Cancellations must always be made in writing. Please note! If you have made a reservation via our tour operator Vakantieveilingen, Groupon or Social Deal, it is not possible to cancel or change the reservation.

### COMPLAINTS

Despite all the good care taken by Topcampings.be, it is possible that you may have a complaint. You should make your complaint directly to the park reception to give them the opportunity to resolve it immediately. If the complaint is not dealt with to your satisfaction, you have until 1 month after leaving the park at the latest to submit the complaint in writing via [info@topcampings.be](mailto:info@topcampings.be).



### **ACCOMMODATION FUND**

For a carefree holiday, it is possible to take out a lodging damage fund at Topcampings.be. The advantageous rate of the accommodation damage fund is €1.85 per night per accommodation. The accommodation damage fund indemnifies you for damage to the accommodation and damage to the inventory present in the accommodation. Damage will be compensated if the guest is liable for the damage and it exceeds €25. Not included are fire damage, vandalism and damage to small inventory.

### **PAYMENTS**

Your booking confirmation will show your payment terms. If you book last minute, please note that the payment date is a few days after, if not immediately upon booking.

During and after the season, any outstanding items will be checked. If this is the case, you will receive a reminder. We therefore recommend that you always ask for a receipt when making (cash) payments at reception.

### **ADDITIONAL COSTS**

Topcampings.be will send its correspondence digitally, if this is not possible, postage costs of €2.50 will be charged to you. You will find these costs in your booking confirmation.

### **VAT**

VAT is charged on your reservation. This is included in the price. Should this be adjusted by the government, Topcampings.bezich reserves the right to pass this adjustment on to your reservation.

### **GROUPS**

For group bookings, Topcampings.be may impose special conditions regarding, among other things, supervision and location of the accommodation in relation to each other, while the purpose and size of the group may mean that a group cannot be accepted in certain cases. A different deposit may apply.

### **SECURITY DEPOSIT AND SETTLEMENT**

In connection with the final inspection\* of the accommodation, a deposit of €250,- per reserved accommodation will be charged on all our reservations. Topcampings.be shall at all times be entitled to set off claims (such as outstanding items, fines and damage) against the holiday maker and the fellow travellers covered by his/her agreement, on whatever account, against all amounts paid by them, including the deposit. If necessary, an additional invoice shall be sent. The deposit or the remainder thereof will be refunded no later than 30 days after departure, provided the accommodation is left in accordance with our (cleaning) regulations and no (damage) amounts are outstanding for settlement. Repayment of the deposit does not constitute a waiver of any claim for damages or compensation in any form whatsoever. The right to a refund of the deposit expires one year after departure. \* Check for damage to object and/or inventory, check for presence of inventory

### **SWIMMING**

Parents and/or supervisors must ensure that children who cannot swim wear swimming rings and/or a life jacket. This should always be supervised by an adult. Also, swimming in outdoor lakes is not allowed in Belgium.

### **PETS**

Depending on the accommodation/or pitch, two pets of the tenant or users are allowed. For dogs, a dog basket must be brought and flea protection is compulsory for dogs/cats. Pets must be kept on a lead at all times and let out outside the park or in the special dog exercise area. The owner remains responsible for his/her pet at all times and is obliged to carry the dog pass. Any accidents in the park must be cleaned up immediately by the handler. You will find special bags in the park which you can use free of charge. Pets of day visitors are allowed on payment of €3.50 per pet. Pets must be registered in advance at all times. If they have not been registered, they will not be allowed in the park.

### **NON-SMOKING AND/OR PET-FREE ACCOMMODATION**

You can book non-smoking and/or pet-free accommodation subject to availability. If you wish to make use of this option, please send an e-mail to [info@topcampings.be](mailto:info@topcampings.be) or contact the booking department via the telephone numbers of our campsites, which can be found on the contact page on the website. Of course, you can also send an e-mail to: [info@topcampings.be](mailto:info@topcampings.be). We will be happy to help.



### **LOW SEASON**

(with the exception of July and August) In the low season it is quieter on Topcampings.be and we offer you extra favourable rates. It may happen that (certain) facilities are unavailable during these periods and/or work is carried out due to changes and/or extensions, without us informing you in advance.

### **PARK RULES**

All guests/users must comply with the rules laid down by Topcampings.be, including the park regulations. For the park regulations, please refer to the website and/or the reception and/or booking department.

### **DIFFERENCES IN ACCOMMODATION**

There may be differences between accommodations of the same type and/or slightly different from published photos.

### **TRAVELLING PARTY**

Every staying guest is required to register in advance. Young people travelling alone are admitted on a limited basis. At least one person aged 21 or over must be present throughout the stay. Lodgers can register at reception on arrival. Please note; it is not allowed to stay with more people (including children and babies) than the maximum number indicated. Topcampings.be may in this case deny the (co-)holiday maker the use of the accommodation. The holiday maker will not be entitled to a refund. It is not permitted to swap persons during the stay.

### **LOCAL COSTS**

When your reservation is final and your car card has already been printed/sent, you can only register additional persons as guests. The regular guest rate applies to this (excl. bed linen). This also applies if the number of persons falls within the maximum number of persons allowed for a specific rental accommodation/camping spot. This and any other additional bookings, such as extra children's furniture, can be indicated on site at the reception. Please note that not every accommodation is suitable for placing (extra) children's furniture.

### **RESERVATION FEES**

The prices of the accommodations/camping places are exclusive of mandatory reservation costs. Topcampings.be charges €20,- reservation costs per reservation.

### **VARIOUS LEVIES**

For each staying guest, mandatory 'miscellaneous levies per person per night' are charged. This can be changed in the meantime by order of government agencies. You are obliged to pay the most recent rate.

### **PREFERRED BOOKING**

When recording certain preferences regarding the accommodation/camping pitch or the location of the accommodation/camping pitch, Topcampings.be charges €17.50 preference costs per accommodation/camping pitch. PLEASE NOTE: this is not possible via all tour operators. Inquire about this in advance.

**BED LINEN** Topcampings.be orders bed linen for every guest staying in a rental accommodation as an obligation (except for babies).

### **TO BOOK**

**COVID-19** When making a reservation, you should take into account that COVID-19 measures may be in force. This means that we adhere to government guidelines and that, if required, additional measures have been taken at our holiday parks. It is possible that we have adjusted opening hours and that few or no facilities are open. A change in facilities or opening thereof, imposed by these restrictions, is not a valid reason to cancel your reservation free of charge.





#### **REBOOKING GUARANTEE / CHANGE FEES**

If you wish to make a change to an existing reservation, for example by changing the period, changing the holiday park or changing the travel group, Topcampings is not obliged to implement these changes. Topcampings itself determines to what extent the change requests are granted based on possibilities and availability. You have up to 4 weeks before the arrival date to make a change to your reservation. For this we charge €18.50 in change costs, unless the costs of the reservation are higher. The change costs will then be waived, but you will pay the higher costs for your reservation. If the costs of your reservation become cheaper than the original price, you will not receive the difference back. In principle, it is not possible to make changes in the 4 weeks before arrival.

#### **OTHER PROVIDER**

The above rebooking guarantee applies to holidays booked directly via Topcampings. If you have booked with another provider, ask them for the conditions on how to change the reservation.

#### **HOW DO I REPORT MY CHANGE?**

You can contact the reservation department for this via the telephone numbers of the campsite, which can be found on the website. Of course you can also send an e-mail to: [info@topcampings.be](mailto:info@topcampings.be). We will be happy to assist you.

*These booking conditions apply to all bookings, made directly or indirectly with Topcampings.be. Deviations in the descriptions of our accommodations/camping pitches are possible. The content of our publications is subject to change. Obvious printing errors do not bind us. Changes ordered by third parties that are unknown at the time of compiling these booking conditions will apply as a matter of course, without this being possible to be announced in advance. All previous booking conditions are hereby cancelled. Price changes reserved.*