



Reservation Terms and Conditions De Mechelerhof Exploitatie B.V.

1. RESERVATIONS

1.1 Buitenplaats de Mechelerhof® only accepts reservations from persons 18 years of age or older. Reservations by younger persons are not valid.

1.2 Buitenplaats de Mechelerhof® reserves the right, without giving reasons, to refuse other reservations, for example groups or business reservations, or to apply special conditions.

1.3 After making an online- or telephone reservation you will receive a reservation confirmation within 24 hours. You should check this for accuracy immediately upon receipt. Any inaccuracies must be immediately communicated to Buitenplaats de Mechelerhof®.

1.4 If you have not received a reservation confirmation after 24 hours you are required to contact the reservation department within 2 days, failing which the reservation cannot be used.

1.5 Between you and Buitenplaats de Mechelerhof® an agreement is established at the moment Buitenplaats de Mechelerhof® has confirmed the reservation to you.

1.6 The agreement concerns rent of one or more accommodations for recreational use, which by its nature is of short duration.

2. CHANGES TO THE AGREEMENT

2.1 You may change your booking up to 28 days before your arrival date. In that case, another accommodation must be available, the new period of stay must be in the same calendar year and the rental price of your booking must remain the same or increase. If the modified booking becomes more expensive, you will pay the difference.

2.2 Changes of arrival date and/or location from 28 days before arrival are not allowed. In these cases the cancellation fees as described in article 6 of the General Conditions will apply.

2.3 If you wish to reduce the number of accommodations after the conclusion of an agreement of more than one accommodation, the cancellation conditions as described in Article 6 of our General Terms and Conditions apply.

3. SUBSTITUTION

3.1 If you and Buitenplaats de Mechelerhof® have agreed that you and/or one or more of your fellow holidaymakers will be replaced, you will remain jointly and severally liable to Buitenplaats de Mechelerhof®, in addition to the tenant and/or holidaymakers who replace you and/or your fellow holidaymakers, for the payment of the part of the rent still due, the alteration costs and any additional costs resulting from the replacement and any cancellation costs.



4. ARRIVAL AND DEPARTURE

4.1 The rented accommodation can be occupied from 3 p.m. on the agreed day of arrival as stated on the booking confirmation. On the agreed day of departure as stated on the booking confirmation, the accommodation must be vacated before 10:00 am. The reception is open until 17:00, on Saturdays the reception may be closed earlier. If you expect to arrive later than 17:00, please contact the reception. We can then put the key to your vacation home in a safe for you. Reception can be reached at 043 - 455 22 22 or by email info@mechelerhof.nl.

If you wish to arrive earlier (from 1 p.m.) or check out later (before 12 p.m.) this is based on availability of the accommodation at an additional charge. The early check-in and late check-out is bookable then within 5 days before arrival.

4.2 If the use of the accommodation and/or other facility is terminated earlier than the agreed date as stated on the reservation confirmation, you are not entitled to a refund of (part of) the rent and/or costs by Buitenplaats de Mechelerhof®. If you have cancellation insurance and you meet the conditions set by the insurance company, you can submit a claim for compensation for early termination of your stay directly to your insurance company.

5. REGULATIONS

5.1 All guests must comply with the rules established by Buitenplaats de Mechelerhof®, laid down in the Park Regulations.

These Regulations can be obtained at the reception desk upon arrival.

5.2 Based on local regulations you are required to identify yourself, when requested, at the 'check-in'. If you and/or your fellow guests cannot show identification, Buitenplaats de Mechelerhof may decide not to accommodate you and your fellow guests.

5.3 Each accommodation may only be occupied by the maximum number of persons stated on the website www.mechelerhof.nl for the accommodation in question.

5.4 Buitenplaats de Mechelerhof® reserves the right to make changes to the set-up and opening hours of the park facilities. For necessary maintenance, which by its nature cannot wait, you will allow, without entitlement to compensation, work to be carried out on the accommodation or other facilities during your stay.

5.5 For safety reasons it is not allowed to place tents near the accommodation.

5.6 You must leave the accommodation swept clean, take out the garbage, do the dishes, take down the beds and put the bedding in the hall, empty the refrigerator, turn it off and leave it open and put the (garden) furniture back in its proper place.

5.7 You are required to rent and use bed linen from Buitenplaats de Mechelerhof® at the accommodation.



6. PETS

6.1 In a limited number of houses at Buitenplaats De Mechelerhof® pets are allowed, maximum 2 per house. If you and/or your fellow guests wish to bring along pets you must mention this at the time of reservation. In that case Buitenplaats de Mechelerhof® will charge you a surcharge which you will have to pay. Buitenplaats de Mechelerhof reserves the right (without giving reasons) to refuse pets at the park.

6.2 Pets must be kept on a leash outside the accommodation. On-site instructions from park staff must be followed. Pets may not cause a nuisance to other guests.

6.3 Dog basket must be brought and for dogs/cats protection against fleas is mandatory, both drops, pills and band are sufficient.

6.4 Caged animals (birds) are free of charge, you must specify it at the time of reservation.

6.5 Visitors' pets are not allowed.

7. USE OF ACCOMMODATION; INVENTORY

As tenant/user you and your fellow guests are always severally liable for damage caused by breakage and/or loss and/or damage of inventory and/or accommodation. Any damage must be reported immediately to Buitenplaats de Mechelerhof® and be compensated on the spot, unless you can prove that the occurrence of the damage is not due to fault of yourself, your fellow guests or your visitors.

8. DEPOSIT

8.1 Buitenplaats de Mechelerhof can ask for a deposit upon arrival. This deposit can be paid in cash or by debit card on arrival. The deposit is € 150,- per accommodation, but can be increased by Buitenplaats de Mechelerhof® if circumstances require (e.g. groups).

8.2 The deposit serves as a guarantee for damage and/or costs -in the broadest sense of the word- for Buitenplaats de Mechelerhof® in case of non-compliance with the obligations of the lessee, his fellow guests and his visitors.

8.3 When there is damage to inventory/accommodation and/or the property is not left as requested in the Park Regulations this can be deducted from the paid deposit. Any (further) claims for damages will be nullified upon collection of the deposit.

9. ADVANCE RESERVATION

It is possible to make a reservation for a period in which the rates have not yet been published. As a down payment the lessee must pay € 50,- in advance, which down payment can be deducted from the final amount. If the provisional reservation is not converted into the final reservation, the deposit will be refunded.



10. PRIVACY

10.1 De Mechelerhof Exploitatie B.V. will only store and use the personal data provided directly by you, in the context of the service you have requested or of which it is clear at the time of provision that they are provided to us for processing. The personal data will not be used for other purposes unless you have given your prior consent or De Mechelerhof Exploitatie B.V. is permitted or required to do so by law.

10.2 De Mechelerhof Exploitatie B.V. will not retain your personal data for longer than is necessary to achieve the purposes stated in the privacy statement. The full privacy statement can be found at www.mechelerhof.com/privacy-policy

10.3 You may ask De Mechelerhof Exploitatie B.V. to inspect the data stored about you. You may also request to change, move, supplement or delete this data. You can do this by contacting us at info@mechelerhof.nl.

11. GENERAL

11.1 The General Conditions apply to the agreements of Buitenplaats De Mechelerhof® www.mechelerhof.com/terms-and-conditions

11.2 Buitenplaats de Mechelerhof® will send its correspondence digitally unless this proves impossible.

11.3 Obvious printing- and typesetting errors do not bind Buitenplaats de Mechelerhof®.