

FarmCamps Booking Conditions

General

These booking conditions apply to all agreements relating to the rental of tents entered into with FarmCamps B.V., having its registered office at Kerkstraat 14, 1404 HH Bussum, the Netherlands (hereinafter: FarmCamps), at the farm locations affiliated with FarmCamps (hereinafter: Camps).

An agreement between the guest and FarmCamps is concluded at the moment the guest:

- i) agrees to these booking conditions; and
- ii) finalises the booking by telephone or via the FarmCamps website (www.farmcamps.com).

After completing the booking, the guest will receive a booking confirmation. Upon conclusion of the agreement, the booking is binding for both the guest and FarmCamps.

1. Booking your holiday

1.1 Booking and payment of your holiday

A stay with FarmCamps can be booked either online or by telephone. Upon completion of the booking, a binding agreement is concluded between the guest and FarmCamps.

Payment of (part of) the total travel price forms part of the booking process. Payment is made via the payment methods offered by FarmCamps. The amount of the deposit and the number of instalments depend on the time of booking in relation to the arrival date.

a. Payment in instalments

If you book 25 weeks or more before arrival, the total travel price is paid in four instalments:

- 10% of the total travel price immediately upon booking;
- 30% of the total travel price no later than 8 weeks after reservation;
- 30% of the total travel price no later than 16 weeks after reservation;
- 30% of the total travel price no later than 6 weeks prior to arrival.

If you book between 24 and 16 weeks before arrival, the total travel price is paid in three instalments:

33% of the total travel price immediately upon booking;

33% of the total travel price no later than 8 weeks after reservation;

33% of the total travel price no later than 6 weeks prior to arrival.

If you book between 15 and 6 weeks before arrival, the total travel price is paid in two instalments:

50% of the total travel price immediately upon booking;

50% of the total travel price no later than 6 weeks prior to arrival.

If you book within 7 weeks before arrival, the full travel price (100%) must be paid immediately upon booking.

If the booking is made exactly 7 weeks before arrival, it also falls under this category in order to prevent two instalments becoming due shortly after one another.

b. Final payment deadline

The full travel price must be paid in full no later than 6 weeks prior to arrival, unless the booking is made within this period. In that case, the full travel price must be paid immediately upon booking.

c. Voluntary early payment

Without prejudice to the above, the guest is free to pay the total travel price in full or in part earlier than required under the instalment schedule. Paying the full travel price in one instalment or combining multiple instalments is always permitted and does not result in a discount or amendment of the agreement.

d. Booking confirmation

After completing the booking, the guest will receive a booking confirmation containing the key booking details. Where applicable, the guest will be granted access to a digital environment in which the booking can be viewed and, where possible, amended.

Failure to receive the booking confirmation does not release the guest from payment obligations. If the booking confirmation has not been received within 24 hours after booking, the guest must contact FarmCamps.

1.2 Right of withdrawal

FarmCamps informs the guest that the booking made is legally final. The statutory right of withdrawal (cooling-off period) does not apply.

1.3 Main booker

The main booker must be at least 21 years old at the time of booking. The main booker is jointly and severally liable for all obligations arising from the agreement, both for themselves and for all co-travellers forming part of the travel party.

All correspondence relating to the booking will be conducted via the contact details provided by the main booker.

1.4 Maximum number of persons

It is not permitted to occupy the booked tent with more persons than stated at the time of booking and confirmed by FarmCamps, including children and babies, or more than the maximum number of persons permitted per tent.

If the maximum number of permitted persons is exceeded, the relevant location is entitled to refuse additional persons. Day visitors are only permitted with prior approval from the location and subject to payment of the locally applicable daily rate per person. These costs must be paid on site.

1.5 Rental period

The rental period is determined at the time of booking and commences at 16:00 on the day of arrival. If an early check-in has been booked, the rental period commences at 12:00 on the day of arrival.

The rental period ends at 10:00 on the day of departure. If the stay concerns a short weekend, the rental period ends at 17:00 on Sunday.

1.6 Group bookings

A booking of three (3) tents or more is considered a group booking by FarmCamps. Separate conditions apply to group bookings.

If the guest wishes to make a group booking, contact must be made with FarmCamps via the designated group bookings page or via the contact options provided by FarmCamps.

2. Cancellation or amendment

It may occur that the guest wishes to cancel the booked holiday due to unforeseen circumstances. Cancellation must be communicated to FarmCamps by means of a clear notification via the contact options offered by FarmCamps. Cancellation entails costs.

2.1 Cancellation costs

a. Cancellation within 14 days after the booking date

(without prejudice to the absence of a statutory right of withdrawal)

If the guest cancels the booking within 14 days after the booking date, the following cancellation costs apply, depending on the time of cancellation relative to the arrival date:

a) More than 28 days before arrival: no cancellation costs

b) 28 to 14 days before arrival: 75% of the tent rental*

c) 13 to 2 days before arrival: 100% of the tent rental*

d) From 1 day before arrival: 100% of the total travel price, excluding tourist tax

e) In case of early departure: 100% of the total travel price

b. Cancellation after 14 days after the booking date

If the guest cancels the booking after 14 days following the booking date, the following cancellation costs apply:

- a) More than 60 days before arrival: 25% of the tent rental*
- b) 60 to 41 days before arrival: 50% of the tent rental*
- c) 40 to 14 days before arrival: 75% of the tent rental*
- d) 13 to 2 days before arrival: 100% of the tent rental*
- e) From 1 day before arrival: 100% of the total travel price, excluding tourist tax
- f) In case of early departure: 100% of the total travel price

* Tent rental means the rental price of the tent including reservation costs and cleaning costs.

2.2 Rebooking

Up to 28 days prior to arrival, the guest may make use of FarmCamps' rebooking option once, free of charge, to rebook the stay to another arrival date within the same season, subject to availability.

If the travel price of the new booking is higher than the original travel price, the difference must be paid by the guest. If the new travel price is lower, the difference will be refunded to the guest.

Outside the rebooking option described above, rebooking is only possible after consultation with FarmCamps and subject to the conditions set by FarmCamps at that time.

2.3 Amendments

After the booking has been concluded, the guest may, up to 24 hours prior to arrival, manage certain elements of the booking via the digital environment provided by FarmCamps. This may include booking additional services or activities and amending personal details.

If an additional traveller is added to the booking, additional costs may apply, such as tourist tax and bed linen. Any additional costs must be paid immediately via the available payment methods.

Changing the booking to another arrival date within the same season is possible up to 28 days prior to arrival.

2.3.1 Change of main booker

If the main booker is unable to travel, the booking may be taken over by another person. In such case, the booking will be transferred to the replacement traveller. The main booker must inform FarmCamps of this in good time so that the reservation can be amended.

FarmCamps is entitled to charge amendment fees for processing such a change. Settlement of any amounts already paid between the original main booker and the replacement traveller must be arranged between those parties themselves; FarmCamps plays no role in this.

2.4 Cancellation by FarmCamps

In the event of force majeure or unforeseen circumstances, FarmCamps is entitled to cancel the booking prior to the arrival date.

Force majeure and unforeseen circumstances include, but are not limited to, any situation in which performance of the agreement cannot reasonably be required from FarmCamps, including situations in which the accommodation is no longer suitable for rental (for example due to flooding), the unexpected termination of activities at the relevant location, whether initiated by FarmCamps and/or the location itself, as well as circumstances such as illness or unavailability of the location manager.

FarmCamps will inform the guest of such cancellation as soon as possible, stating the reason. In such case, FarmCamps will endeavour, where possible, to offer an equivalent accommodation at the same travel price.

If offering an equivalent accommodation is not possible or is not accepted by the guest, the travel price already paid will be refunded. FarmCamps is not liable for any further damage, including consequential damage, resulting from cancellation due to force majeure or unforeseen circumstances.

3. Prices

3.1 Travel price

The travel price consists of the rental price per tent as stated on the website and in the booking confirmation. The rental price includes the use of electricity, water and gas, applicable VAT, and one household starter kit per agreed stay. Reservation costs and cleaning costs are also included in the travel price, unless expressly stated otherwise.

3.2 Additional costs

In addition to the travel price, additional costs may apply, including but not limited to bed linen and tourist tax. These costs are calculated per person per night. The amount of tourist tax depends on the municipality in which the accommodation is located and the number of persons staying at least one night in the accommodation.

Optional additional services and activities may also be booked, either prior to the stay or, where applicable, on site. The costs for such extras must be paid prior to or, where applicable, during the stay, in accordance with the payment methods offered by FarmCamps.

If, after the agreed price has been established, additional costs arise as a result of changes in charges, taxes or levies directly relating to the stay or the guest – including an increase in tourist tax imposed by the relevant municipality – FarmCamps is entitled to pass these costs on to the guest, even if the agreement has already been concluded.

4. Travel information

4.1 Arrival and departure

Arrival on the day of arrival is possible from 16:00, unless the guest has explicitly booked early check-in, in which case arrival is possible from 12:00.

On the day of departure, the accommodation must be vacated no later than 10:00. If departure takes place on a Sunday, the latest departure time is 17:00.

Upon arrival at the location, the main booker must report to the location manager, who will carry out the check-in procedure. Upon departure, the

main booker must report to the location manager so that check-out can take place and any extras consumed on site can be settled.

4.2 Pets

For reasons of hygiene and potential transmissible diseases, only dogs are permitted. Other pets are not allowed.

Per location, the FarmCamps website indicates whether bringing a dog is permitted. The guest must state at the time of booking if a dog will accompany the travel party.

If bringing a dog is permitted, a maximum of one dog per tent applies unless expressly stated otherwise. A dog surcharge will be charged for bringing a dog.

5. Complaints

FarmCamps distinguishes between complaints reported prior to the stay and complaints arising during or after the stay.

5.1 Complaint prior to the stay

Complaints relating to the booking process, the website, information provided or FarmCamps' services prior to the stay may be submitted to FarmCamps by the guest. This may be done by telephone during office hours or in writing via the contact options offered by FarmCamps.

FarmCamps will acknowledge receipt of the complaint and aims to respond substantively within two working days. The guest will be kept informed of the further handling of the complaint.

5.2 Complaint during the stay

If the guest has a complaint during the stay regarding the accommodation or services and facilities provided on site, this complaint must be reported without delay to the location manager, enabling the manager to resolve the complaint immediately.

If this does not lead to an appropriate solution, the guest may contact FarmCamps. FarmCamps will endeavour to handle the complaint as quickly as possible and, where reasonably possible, to offer an appropriate solution. The guest will be informed of the progress.

5.3 Deadline for submitting a complaint

Complaints that could not be resolved during the stay must be submitted to FarmCamps in writing within one month after the end of the stay.

Complaints submitted after this period may be left unprocessed.

6. Liability and House Rules

6.1 Liability and (own) risk

The stay at FarmCamps and the use of the accommodation, facilities and services are at the guest's own risk. Except in cases of intent or gross negligence, FarmCamps is not liable for loss, theft (including money), damage to property, injury or other damage suffered by the guest or their co-travellers during the stay, regardless of the cause.

FarmCamps is also not liable for nuisance or damage caused by environmental factors, including but not limited to noise nuisance, odour nuisance, weather conditions or other external influences associated with the stay at or near a Camp.

If FarmCamps is attributable for failing to comply with its obligations, its liability is limited to a maximum of the travel price received by FarmCamps for the relevant stay, insofar as such limitation is permitted by law.

In the event of force majeure, including circumstances such as natural fires, extreme weather conditions, animal diseases or other situations posing a risk to humans or animals and requiring early termination of the stay or evacuation of the accommodation, FarmCamps is not obliged to refund the travel price, unless mandatory statutory provisions provide otherwise.

6.2 House Rules

In order to ensure a pleasant and safe stay for all guests, guests must comply with the house rules applicable at the relevant location. These rules are established by or on behalf of FarmCamps and apply throughout the stay.

In the event of violation of the house rules or behaviour that disrupts order, safety or the stay of other guests, FarmCamps is entitled to take

appropriate measures, including removal of the guest and their co-travellers from the premises. In such case, no right to refund of the travel price or compensation exists.

The guest is liable for any damage caused during the stay by themselves or their co-travellers to the accommodation, its inventory, facilities, animals or other property at the location.

7. Miscellaneous

7.1 Applicable law

Dutch law applies to the agreement between the guest and FarmCamps. If the guest is a consumer residing outside the Netherlands, the mandatory provisions of consumer law of the country of residence shall remain applicable insofar as they provide the guest with greater protection.

7.2 Amendment of conditions, offer and documentation

FarmCamps is entitled to amend its booking conditions, offer and related documentation. The version applicable to the agreement is the version in force at the time the booking is concluded. The most recent versions are published on the FarmCamps website.

7.3 Obvious errors

Obvious errors, mistakes or typographical errors on the website, in prices, documentation or other communications do not bind FarmCamps. FarmCamps is not responsible for the accuracy of information provided by third parties relating to its offer or services.