

GENERAL CONDITIONS



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1. DEFINITIONS

Accommodation: In these General Terms and Conditions, Accommodation is defined as: a campsite, private bathroom and/or Holiday Accommodation.

Accommodation provider: the owner and/or its designated manager of the Accommodation to be rented.

Unaccompanied Minors: Persons who have not yet attained the age of 21 and who are travelling without their parents and/or carers and/or who are unaccompanied by other adults over the age of 21.

Cancellation: The written cancellation of the agreement by the Holiday Lessee, prior to the commencement date of the stay.

Security Staff: Staff hired by or on behalf of the Operator to maintain peace and order on the park and supervise compliance with the rules and regulations.

Care Arrangement: Accommodation rental in combination with care.

Third Party: Every person other than a Holiday Lessee and/or one or more of his or her Joint Holiday Lessees.

Facilities: All facilities in or outside of the park grounds of which use can be made based on the agreement.

Guests: All persons covered by the definition of Holiday Lessee or Joint Holiday Lessee and who use the Accommodation and/or Facilities of the park, and additionally visitors to the park.

Disputes Committee: The Recreation Disputes Committee (Geschillencommissie Recreatie) in The Hague, composed of representatives of the Royal Dutch Touring Club (ANWB), the Netherlands Consumers' Association (Consumentenbond) and the Association of Entrepreneurs in Recreation (RECRON).

Family: A gathering of people consisting of one or more parents with children living at home.

Group: All gatherings of people that are not a Family and/or each reservation booked simultaneously for more than six Accommodations.

Information: Written or electronically provided data concerning the use of the Accommodation and/or Mobile Lodging Structure, the Facilities and the rules and regulations applicable to the stay.

Mobile Lodging Structure: A tent, folding trailer, camper van, caravan and similar.

Costs: All costs for the Operator in connection with the operation of the holiday business.

Joint Holiday Lessee: The person or persons whose names are included in the agreement or, in default of such inclusion, the person or persons accompanying the Holiday Lessee.

Operator: The organisation, institution or association that makes available the Accommodation to the Holiday Lessee and is additionally the user of these General Terms and Conditions and the Park Regulations that apply to each park individually. This applies only to parks, campsites and camping resorts that bear the name of RP Holidays. In the case of 'Reisbureau' parks, only a reservation system applies. These parks have their own contractual conditions.

Agreed Price: The amount paid for the use of the Accommodation, calculated according to a price list specifying which items are and are not included in the price of the Accommodation.

Park Regulations: The regulations drawn up for a park, including supplementary rules and regulations. These may vary from park to park.

Pitch: Every plot of ground on which a Mobile Lodging Structure can be placed, to be specified in further detail in the agreement.

Holiday Lessee: the person who enters into an agreement regarding the Accommodation with the Operator.

Regulations for Groups and/or Specific Situations: The regulations used by the Operator for Groups and/or other specific cases as a measure to prevent damage or nuisance.

Booking Total: Rental and other costs.

Touring Pitch: A pitch that is made available for the placement of a Mobile Lodging Structure for a period not exceeding three months.

Total Sum: The total amount owed in connection with the agreement concluded between the Operator and the Holiday Lessee, excluding the Deposit.

Extension: A simple extension to the existing agreement such as an additional set of sheets or an additional overnight Guest.

Holiday Accommodation: All Accommodations equipped and intended for recreational purposes (e.g. a tent, bungalow, summer home, caravan, trailer home, hotel room etc.).

Deposit: An amount that is charged prior to or during the stay as an advance payment for any damage that may be inflicted directly or indirectly by the Guest during the stay. Any contractual penalties forfeited can also be deducted from the Deposit.

Amendment: A change in the agreement, such as a change in the rental period or the nature of the Accommodation.

2. CONTENT, DURATION AND TERMINATION OF THE AGREEMENT

The Holiday Lessee is provided the Accommodation specified in the agreement by the Operator for recreational purposes (i.e. not for the purpose of permanent residence) for the duration of the agreed period. The Holiday Lessee thereby derives the right to use the Accommodation of the type specified in the agreement for the designated persons. If the Accommodation is a Touring Pitch, the Holiday Lessee will be permitted to place not more than one Mobile Lodging Structure of the type specified in the agreement on the designated pitch.

The Operator is obliged to provide the Holiday Lessee with the written Information that forms part of the basis for the agreement. The Operator must inform the Holiday Lessee in writing and in a timely manner of each amendment to the agreement.

If the information differs to a considerable extent from the Information provided when the agreement was concluded, the Holiday Lessee will be entitled to cancel the agreement at no cost.

Holiday Lessees are obliged to comply with the agreement and the rules and regulations specified in the accompanying Information. Holiday Lessees must ensure that any Joint Holiday Lessees and/or Third Parties visiting and/or staying with them comply with the agreement and the rules and regulations specified in the Information.

The Operator will assume that Holiday Lessees enter into the agreement with the agreement of their spouse, if applicable.

The agreement will terminate by operation of law upon expiry of the agreed period without any notice of termination being required.

3. APPLICABILITY OF THE GENERAL TERMS AND CONDITIONS

These General Terms and Conditions apply to all reservations and agreements concluded between the Operator and the Holiday Lessee in regard of the rental of Accommodations that are not season or permanent pitches. This includes in any case, though not exclusively, the stay in the park and the use of the Accommodation and Facilities, unless other regulations apply specifically.

As a member of RECRON, the Operator is obliged to comply with the RECRON Regulations. The RECRON Regulations (or at least their purpose and tenor) that apply to Holiday Accommodations and Camping have been included in the General Terms and Conditions and supplemented with a number of conditions that apply specifically to the situation of RP Holidays.

The General Terms and Conditions have been published on the website of RP Holidays (www.roompot.com).

In addition to these General Terms and Conditions, the supplementary rules and regulations of the relevant Park Regulations apply equally to the agreement, as well as the Regulations for Groups and/or Specific Situations. Both Regulations belong to and form an integral part of these General Terms and Conditions. Guests are also obliged to observe the supplementary rules and regulations that apply to their park specifically.

The Regulations for Groups and/or Specific Situations have been attached to these General Terms and Conditions as Appendix 1.

All Regulations are available at each park and will be sent to the Holiday Lessee upon request. The Regulations have also been published on the website of RP Holidays (www.roompot.com).

All Guests are obliged to comply with the General Terms and Conditions, the Park Regulations and – if applicable – the Regulations for Groups and/or Specific Situations and additionally with the supplementary rules and regulations that apply to each park individually. They are obliged to strictly observe the rules and regulations and follow any instructions given by the Operator's staff, regardless of form and/or context.

Holiday Lessees are obliged to ensure that all persons travelling with them and their Guests take cognisance of these rules and regulations, and are responsible for their observance.

The Operator reserves the right to make interim changes to the General Terms and Conditions and/or Regulations.

The Operator does not accept any other terms and conditions referred to or used by the Holiday Lessee or Joint Holiday Lessee (or a Guest).

If the agreement concerns a Care Arrangement and care is provided by a care provider, the care provider (i.e., not the Operator) will act as the counterparty for the Holiday Lessee or Joint Holiday Lessee with respect to the services and care provided.

If the agreement has been concluded with one of the Reisbureau parks, the Reisbureau park (i.e., not the Operator) will be the counterparty for the Holiday Lessee or Joint Holiday Lessee with respect to the package booked.

4. RESERVATIONS/DISCOUNTS/PAYMENTS

Reservations

Reservations can be booked exclusively by persons above the age of 21 (the Holiday Lessee). The Operator is entitled at all times to order a Guest to produce legally valid proof of identity (or a copy thereof). Provision of incorrect names and/or addresses and/or other important personal details can lead to immediate termination of the agreement and eviction from the park, without prejudice to the Operator's right to claim payment of the Total Sum.

The Operator reserves the right at all times to refuse a reservation without stating reasons.

Holiday Lessees may take out optional cancellation insurance when booking their holiday accommodations. The premium for these insurances can vary from park to park.

Booking receipts can be sent by post on request.

The Operator must be notified within ten days of the date stated on the booking receipt and before the arrival date if the Holiday Lessee deems the information on the booking receipt to be incorrect. Once this term has expired an appeal in regard of incorrect details can no longer be submitted and the confirmation will be deemed to be correct.

Holiday Lessees who have not received written confirmation within 14 days of their reservation are obliged to contact the Operator's central reservation service immediately, in default of which no appeal can be made in regard of the reservation. The agreement between the parties will not be effective until the reservation has been confirmed by the Operator.

The Holiday Lessee will receive information and directions by post or e-mail approximately ten days before arrival. If the reservation has been made within five days before the arrival date, this information will be provided at reception.

The Operator will charge an Administrative Fee for the reservation of an Accommodation, including a preference surcharge, if applicable. The amount of this fee will be specified by the Operator in advance.

Groups

- The Head of a Central Reservation Service must at all times be notified prior to the booking of a reservation for a Group. Based on the nature, purpose and size of the Group, this person may decide to refuse the booking (in a specific period or Accommodation).
- If the reservation concerns a Group of Unaccompanied Minors, the Holiday Lessee is obliged at all times to specify this of his or her own accord. Unaccompanied Minors are admitted exclusively to a limited number of Accommodations and/or parks.
- Groups are required to register in writing. A Holiday Lessee booking a stay for Joint Holiday Lessees under the age of 21 is obliged to accompany the Group at all times. Upon discovery that this Holiday Lessee has not arrived with the Group or has left prematurely, for whatever reason, the Group will be regarded as Unaccompanied Minors and treated as such, in accordance with these General Terms and Conditions and the Regulations for Groups and/or Specific Situations as specified herein.
- If notification has not been made prior to booking a reservation that this concerns a Group reservation, or if the Group does not meet any of the other conditions applicable to Groups, the Operator will be entitled to refuse the Group admittance upon arrival without restitution of the Total Sum. This applies equally and in full if the stay has already commenced.
- The Operator pursues a supplementary policy with regard to Groups and/or Specific Situations as a measure to prevent damage or nuisance. This policy is set out in the Regulations for Groups and/or Specific Situations (Appendix 1), which form an integral part of these General Terms and Conditions and apply, as such, to the agreement in full. The Regulations for Groups and/or Specific Situations cover such items as payment of a supplementary Deposit (upon arrival at the park), the stipulation of a contractual penalty and the provision of a list of the names of all the members of the Group. The Operator may, where appropriate, decide to deviate from this policy and set additional conditions.

Discounts

- Any discounts must be mentioned immediately upon booking a reservation. Settlement or restitution after this will not be possible.
- Discounts do not apply to special package deals, unless explicitly stated otherwise.
- Special package deals and discounts apply exclusively to a limited number of Accommodations.
- Discounts may not be combined, unless explicitly stated otherwise.

Add-ons

Added food cheques are placed on the "VakantieCard", allowing you to spend as you wish until you reach your balance limit. The VakantieCard will be sent to you in advance of your holiday. You are free to use any balance remaining on your VakantieCard during your next Roompot holiday. This food credit is valid for five years after the date of issue. You can find the date of issue of your food credit on myroompot.com.

If you have booked any additional food and drink vouchers at one of the parks mentioned below, you will receive your vouchers in notes that are each worth €12,50: Bayernpark Grafenau, Marinapark Volendam and Zeeland Village. Add-ons in the form of food and drink vouchers must be submitted directly when checking into the park and can be used exclusively at the food and beverage outlets of RP Holidays Campsites, Camping Resorts and Parks. This food credit is valid for five years after the date of issue. No refunds, in cash or otherwise, apply to vouchers and any unused vouchers cannot be returned.

Cancellation

- In case of cancellation, the Holiday-maker pays a compensation to the Entrepreneur. This amounts to:
- if cancelled more than three months before the commencement date, 15% of the rent + 100% administration costs;
- in case of cancellation within three to two months before the commencement date, 50% of the rent + 100% administration costs;
- in case of cancellation within two to one month before the commencement date, 75% of the rent + 100% administration costs;
- in case of cancellation within one month before the commencement date, 90% of the rent + 100% administration costs;
- if cancelled on the day of the commencement date, 100% of the rent + 100% administration costs. The fee will be refunded proportionally, after deduction of administration costs, if the Accommodation is reserved by a third party on the recommendation of the Holidaymaker and with the written consent of the Entrepreneur for the same period or a part thereof and the Total price, to be increased by the deposit, of this third party has been received by the Entrepreneur.

Payment

- The Holiday Lessee is obliged to pay in euros, unless agreed otherwise, with due observation of the agreed payment terms.
- Fifty per cent of the Booking Total must be paid within 15 days after booking the reservation.

The remainder of the Total Sum must be paid no later than eight weeks prior to the day of arrival. Any costs incurred during the stay must be paid prior to departure.

- If the reservation is booked within eight weeks prior to the day of arrival, the entire invoice amount must be paid immediately.
- Amounts that have not been transferred to the account of the Operator upon arrival at the park must be paid immediately upon arrival.
- If a Touring Pitch has been reserved more than six weeks before the arrival date and the Holiday Lessee, despite a prior written reminder, has failed to fulfil his or her payment obligation, in full or in part, within a term of two weeks after the written reminder, the Operator will be entitled to terminate the agreement with immediate effect, without prejudice to its right to claim full payment of the agreed price;
- If a Touring Pitch has been reserved six weeks or less before the arrival date and the Holiday Lessee has failed to fulfil his or her payment obligations in due time, in full or in part, the agreement will be terminated by law, in which case the Holiday Lessee will owe the Operator a cancellation fee in accordance with Article 4(p) (Cancellation) of these General Terms and Conditions. The Operator is obliged to inform the Holiday Lessee prior to the reservation of the consequences of failure to fulfil the payment obligations in due time.
- If a Holiday Lessee has hired an Accommodation and, despite a prior written reminder, fails to fulfil his or her payment obligation, in full or in part, within a term of two weeks following the written reminder, the Operator will be entitled to terminate the agreement with immediate effect, without prejudice to its right to claim full payment of the agreed price.
- If the Operator has not yet received the total amount owed on the day of arrival, it will be entitled to refuse the Holiday Lessee admittance to the grounds, without prejudice to the Operator's right to claim full payment of the agreed price.
- All reasonable extrajudicial costs incurred by the Operator after issuing the notice of default will be borne by the Holiday Lessee. If the total amount is not paid in due time following a written demand for payment, statutory interest will be charged over the amount still outstanding.

5. PRICES AND CHANGES IN PRICE

The price, or Total Sum, is agreed in accordance with the prevailing rates as set down by the Operator.

If, after the price has been fixed, the Operator incurs additional costs as a result of a rise in prices and/or taxes that are directly relevant to the Accommodation, the Mobile Lodging Structure or the Holiday Lessee or Joint Holiday Lessee, these additional costs may be charged on to the Holiday Lessee, regardless of whether the agreement has already been concluded.

All prices listed in the magazine and on the website are in euros and include VAT at the applicable rate. Rental prices do not include tourist tax, other taxes and/or levies, Administrative Fees and other surcharges (whether or not imposed by the government), unless explicitly stated otherwise. The amount of local taxes and the extent to which they are owed will vary according to the location of the park.

The rental price or camping fee for parks with a covered or outdoor swimming pool or swimming paradise will in many cases include the entrance fee to these Facilities. The RP Holidays magazine and website list the Facilities included in the price per park.

6. AMENDMENTS OR ADDITIONS TO THE AGREEMENT

If the Holiday Lessee wishes to make any Amendments to the agreement after it has been concluded, the Operator will be at liberty to determine the extent to which such Amendments will be accepted.

If the Operator is willing to accept an Amendment, it will be entitled to charge an amendment fee up to a maximum of € 25 per Amendment. This amendment fee will not be charged if the Amendment concerns an add-on, extension or switch to a more expensive booking period or Accommodation.

If a switch is made to a cheaper booking period or Accommodation, the original Total Sum will still be owed.

A change in Accommodation is only possible within the RP Holiday parks and insofar as availability permits, with due observance of these General Terms and Conditions.

In principle, an addition to an agreement already concluded is possible, insofar as this does not constitute an Amendment, with due observance of these General Terms and Conditions. The Operator will not charge any costs for the registration of such additions. The costs incurred for the Addition itself will however be charged, such as the cost of hiring bed linen or children's furniture.

In principle, a stay can always be extended if availability permits. The Operator is entitled at all times to refuse a request for an extension.

Amendments and additions can be requested in the same manner as a reservation is made. Please refer to the provisions of Article 3.

If the Operator is unable to fulfil the agreement, in part or in full, owing to circumstances beyond its control, the Operator will submit a proposal to the Holiday Lessee for an Amendment. This proposal may be rejected. The Holiday Lessee is deemed to have accepted the proposal if he or she does not reject the proposal in writing within 14 days after the date stated on the proposal. The Operator will not be held liable for restitution of any loss.

7. ARRIVAL AND DEPARTURE

Arrival

Accommodations are available from 3 p.m. onwards on the arrival date. The travel information sent to the Holiday Lessee includes information about the arrival times. Times may vary from park to park.

Holiday Lessees are expected to inform Reception if they are unable to arrive in time.

If the Holiday Lessee has not arrived within 24 hours of the agreed date without contacting the park, this will be considered a Cancellation.

- As a general rule, Holiday Lessees and Joint Holiday Lessees must leave the Accommodation before 10 a.m. on the departure date. Times may vary from park to park and for campsites. Each park will notify its guests of these times.
- Holiday Lessees who leave early will nevertheless owe the full amount agreed for the agreed booking period. To be eligible for a refund of the tourist tax you must notify the park reception during your stay of your late arrival or early departure. The refund amount will be paid into your bank account in the week after your departure.

Early termination by the Operator and an order to vacate the premises in the event of a culpable shortcoming and/or unlawful act

- The Operator is entitled to terminate the agreement with immediate effect:

In the event of failure on the part of the Holiday Lessee, Joint Holiday Lessee(s) and/or Third Parties to satisfy, in full or in part, the obligations arising from the agreement, the General Terms and Conditions and regulations, the accompanying Information and/or government regulations and/or to follow the instructions of the Security Staff and other staff in the employment of or working on behalf of the Operator, despite prior warning or written notice, to such an extent that it cannot be expected of the Operator, in accordance with the standards of reasonableness and fairness, to continue the agreement;

- If a Holiday Lessee or Joint Holiday Lessee and/or Guest, despite prior warning (written or otherwise), causes nuisance to the Operator and/or Joint Holiday Lessees and/or Guests or disrupts the pleasant atmosphere on or in the direct vicinity of the park grounds;
- If a Holiday Lessee or Joint Holiday Lessee and/or Guest uses the Accommodation for purposes contrary to its intended purpose, despite prior warning (written or otherwise);
- If the Mobile Lodging Structure of a Holiday Lessee or Joint Holiday Lessee and/or Guest fails to satisfy recognised safety standards;
- If, in the opinion of the Operator, the Operator is at risk of suffering loss or damage in the event the agreement is continued.
- If the Operator wishes to effect early termination of the agreement and eviction from the premises, the Holiday Lessee must be personally presented a letter which informs the Holiday Lessee that he or she is entitled to submit an appeal to the Disputes Committee and must state the term within which the appeal is to be submitted, as defined in Article 15 of these Terms and Conditions. In urgent cases, a warning (written or otherwise) can be omitted.
- After the agreement has been terminated the Holiday Lessee will leave the Accommodation and the park premises, taking along all of his or her personal possessions, as soon as possible and no later than within the time limit specified. In such a case the rules and regulations for leaving the Accommodation in good condition remain in full force.
- The Holiday Lessee will, in principle, be held to pay the Total Sum.
- If the Accommodation is a Touring Pitch which the Holiday Lessee fails to vacate, the Operator will be entitled to vacate the plot under the following conditions.
- Following a written demand and with due observance of a term of seven days commencing on the date of receipt, the Operator will be entitled to vacate the plot at the expense of the

Holiday Lessee, without prejudice to the provisions of Sections g and h. Any storage costs, within reason, will be borne by the Holiday Lessee.

- In such a case, the Holiday Lessee is obliged to compensate the Operator for damages, which damages will in any case comprise a loss of profit arising from the inability to make the plot available to another person, and additionally to compensate the Operator for damages it has to pay to any other Holiday Lessee arising from the unavailability of that Holiday Lessee's Touring Pitch as a result of the former Holiday Lessee's failure to vacate the plot.
- The provisions stipulated under k and l remain in full force if the Holiday Lessee fails to leave the Touring Pitch on the last day of the agreed rental period in a vacant and perfectly clean condition.

8. THE ACCOMMODATION, PARK AND FACILITIES

General

Rights may only be derived from the property, room or plot number on the reservation/confirmation if the preference surcharge has been paid as specified on the reservation and/or confirmation. The Operator reserves the right not to honour the request for a preference.

In the unlikely event that the property, room or plot number specified on the booking receipt is unavailable, a suitable alternative will be offered.

The artist impressions/photos © on the website and in the magazine provide the most truthful representation possible of the actual Accommodation. No rights may, however, be derived from these.

The Operator reserves the right to reserve a plot of land to be occupied exclusively for special camping offers. These plots will not be available for single-night reservations while the special offer is in effect.

It is not permitted to set up party tents at the campsites and rental accommodations without the permission of the park manager or security staff.

Drones are not allowed without the permission of the park manager or security staff.

Use

Rented Accommodations may never be inhabited as primary residences. Guests are obliged to have a permanent place of residence elsewhere. Availability or unavailability of a permanent place of residence falls under the responsibility of a Guest and can never be held against the Operator.

Using the rented Accommodation for any purpose other than its intended recreational purpose is prohibited.

The rented Accommodation may not be made available to third parties without the prior written permission of the Operator. The Operator is entitled to grant permission subject to specific conditions that must be laid down in writing.

It is not permitted to use the Accommodation for more persons than it was furnished to accommodate. In deviation from this rule, some parks permit the maximum number of persons in an Accommodation to be extended by one or two children up to the age of three. The Accommodations have not been furnished to accommodate this as standard. Holiday Lessees wishing to bring additional guests under the age of three must state their intention upon registration. The Operator will then notify the Holiday Lessee whether the request can be honoured.

In principle, children's furniture can be hired. However, not every Accommodation is suitable for the placement of such additional furniture. The rent of additional children's furniture must be specified upon registration.

Cleaning/maintenance

The Accommodation is delivered to the Holiday Lessee and/or Joint Holiday Lessee in a clean condition. The Accommodation must be vacated at the end of the stay in accordance with the provisions specified on the information card or on the cleaning card in the Accommodation's service set and/or in accordance with other Information provided to the Holiday Lessee and/or Joint Holiday Lessee.

The Holiday Lessee and/or Joint Holiday Lessee must notify park reception immediately or at least within two hours after arrival if, in their opinion, the Accommodation was not delivered in impeccable or complete condition upon arrival. If such notification is not made, or not made in due time, no appeal can be made concerning an alleged deficiency in regard of the Accommodation.

The Operator is obliged to maintain the recreation area and the shared facilities in good condition.

During the term of the agreement, Guests are obliged to maintain their Accommodation and its direct vicinity in the same condition in which they found it upon arrival.

Holiday Lessees, Joint Holiday Lessees and/or Guests are not permitted to dig on the park grounds, to cut down trees, to prune bushes, to install antennas, to put up fences or other property dividers and/or to erect building structures or other facilities, regardless of their nature, adjacent to, on, under (in the case of Mobile Lodging Structures) or around the Accommodation or to perform any other activity of a similar nature without the prior written consent of the Operator.

Holiday Lessees will at all times bear responsibility for ensuring the mobility of their Mobile Lodging Structures.

The Operator reserves the right to charge the Holiday Lessee and Joint Holiday Lessee additional cleaning and other costs if the Accommodation has not been used properly and/or not been vacated in a proper condition.

If a final cleaning by the Operator has been booked (mandatory at some parks, and if pets are staying at the Accommodation), this does not include washing the dishes, collecting the bed linen and towels and depositing the rubbish in the designated rubbish bins. These activities are to be performed by the Holiday Lessee.

The Operator, or another party acting on its behalf, reserves the right to start cleaning or other activities around the Accommodation at 8 a.m.

Maintenance and other work may need to be performed in the park or to the Accommodation during the stay, without this leading to any entitlement to compensation. The Operator will make every effort to avoid or minimise disturbance.

The Operator, or a party acting on its behalf, is always authorised to enter a Holiday Accommodation for inspection and/or maintenance purposes, without entitling the Holiday Lessee or Joint Holiday Lessee to a full or partial refund of the rental or other amounts paid or due. Furthermore, the Operator is authorised to temporarily decommission buildings and systems for maintenance purposes, without entitling the Guest to a full or partial refund of the rental or other amounts paid or due.

Placement of additional Mobile Lodging Structures

It is not permitted to place a Mobile Lodging Structure in the vicinity of a Holiday Accommodation. Mobile Lodging Structures may only be positioned on designated campsites and only after a reservation has been made for this purpose.

Multiple Mobile Lodging Structures can be permitted to occupy a single pitch, depending on the Accommodation, the dimensions of the Mobile Lodging Structures and/or the park. The Operator reserves the right to charge additional costs per Mobile Lodging Structure.

Facilities and organisation of the grounds

Not all park Facilities and food and beverage outlets are open all year round. The Operator reserves the right to make changes to the set-up and opening hours of the Facilities in and around the parks.

To prevent damage arising from frost, all taps and washing-up kitchens/sanitary units on the campsites will be closed in the winter period (from November to March). Guests will be able to make use of the open restroom facilities.

The Operator explicitly reserves the right to make changes to the set-up and organisation of the grounds and the properties and Accommodation(s) on these grounds.

9. RULES IN THE PARK/PARK REGULATIONS/REGULATIONS FOR GROUPS AND/OR SPECIFIC SITUATIONS

- Every park has its own house rules (e.g. the Park Regulations) with supplementary rules regarding a stay in the park and the use of the Facilities.
- Violation of the General Terms and Conditions and/or the Park Regulations and/or the Regulations for Groups and/or Specific Situations (and the supplementary rules that apply to individual parks) and additionally any failure to follow the instructions of Security Staff and other staff employed by the Operator or working on the Operator's behalf may lead to the expulsion from the park of the entire group (Family or Group), who will be denied access to the park without any right to a refund of the Total Sum.
- A warning will generally be issued first. In cases deemed urgent by the Operator a warning may be omitted and the Holiday Lessee or Joint Holiday Lessee and/or Guest concerned will be removed from the park immediately and denied further access to the park. In such cases an initial warning may be omitted. The Operator reserves the right to charge an additional Deposit per person upon arrival at the park or after a warning (initial or subsequent) has been issued.
- Depending on the seriousness of the violation, but in any case after a second violation, the Holiday Lessee or Joint Holiday Lessee will be fined a sum of € 50 per person that can be settled with the Deposit (if applicable), without prejudice to the Operator's right to charge the Holiday Lessee or Joint Holiday Lessee additional compensation for damages. In the event of a second or very serious violation, the Operator is entitled to expel the entire Group (or Family) from the park and deny access to the park to all persons specified in the agreement.
- In principle, the penalty regulation with regard to the above applies to the entire group, even if only part of the group has acted in violation of the regulations.

10. LEGISLATION AND REGULATIONS

Campsites

The Holiday Lessee will ensure at all times that his or her Mobile Lodging Structure satisfies all environmental and safety requirements, with regard to both its interior and exterior, that are (and may

be) imposed with regard to the Mobile Lodging Structure by government legislation or by the Operator within the context of environmental measures for the Operator's business.

The Operator is obliged to comply with the provisions of the EFCO Charter entitled 'Management of External Risks on Camping Sites'. The Charter can be consulted on the publicly accessible section of the RECRON website (www.recron.nl).

LPG installations are only permitted on the site if they are installed inside motor vehicles that have been approved by the Government Road Transport Agency.

If a Holiday Lessee is required to take precautionary measures by virtue of municipal fire department regulations, such as ensuring the ready availability of an approved fire extinguisher, the Holiday Lessee will be required to strictly comply with these regulations.

Holiday Accommodations

The Operator will ensure at all times that the Holiday Accommodation, with regard to both its interior and exterior, satisfies all environmental and safety regulations that are (and may be) imposed on Holiday Accommodations by government legislation.

Holiday Lessees are obliged to strictly observe all safety regulations that apply on the park. They will also ensure that Joint Holiday Lessees and/or Third Parties visiting or staying with them also strictly observe the safety and other regulations that apply on the park.

11. PETS

Some parks allow pets and others do not. Relevant information can be found in the park information on the website or in the magazine. The Operator reserves the right to amend its policy with regard to pets per park and to refuse pets access to a park. Pets belonging to visitors are not admitted to any park at all.

In a number of parks pets are only allowed to stay in a limited number of specially furnished Accommodations. Special conditions apply to these Accommodations that may vary from park to park.

If pets are allowed, a maximum number will apply (one or two pets), depending on the park or the Accommodation.

Notification of the intention to bring a pet must be made when booking a reservation; the pets must be reported upon arrival. Once a reservation has been booked as being without pets, a pet cannot be registered afterwards.

There are costs associated with non-caged pets. These costs will be invoiced together with the other costs.

Holiday Lessees and Joint Holiday Lessees are responsible for observing all statutory requirements associated with bringing pets along on a stay at a holiday park.

Dogs and cats are required to wear a flea collar and be free of all pests and parasites.

If a pet is staying at a Holiday Accommodation, the booking of a final cleaning by the Operator is mandatory.

12 LIABILITY

- a. The Operator does not accept any liability whatsoever for:
 1. Accidents, theft, loss or damage, of whatever nature, during or arising from a stay at the parks and/or in the Accommodations or the Facilities offered. This liability extends to items left behind at the park or in the Accommodation by Guests;
 2. Technical equipment that breaks down or is taken out of operation and Facilities that are unavailable or closed at the park or in the Accommodation;
 3. Information provided orally;
 4. Nuisance and/or inconvenience caused by Third Parties outside of the Operator's scope of responsibility;
 5. Consequences of participation in sports lessons, adventures and activities organised at the park;
 6. Errors (in print and otherwise) and mistakes on the website, in the magazine and otherwise, that can be recognised as such. These are not binding upon the Operator;
 7. Disruptions in the provision of services or faults in services provided by Third Parties, such as the care to be provided by a care provider within the context of a Care Arrangement;
 8. Services provided by Third Parties within the context of the agreement concluded between the Operator and the Holiday Lessee and Joint Holiday Lessee, if applicable;
 9. Damage resulting from having the property of a Guest moved by the Operator's staff;
 10. Consequences of extreme weather conditions or other forms of force majeure;
 11. unless in the case of gross negligence or intent on the part of the Operator.
- b. The Operator is liable for disruptions to utility services, unless it is able to invoke force majeure or, if the Accommodation is a Touring Pitch, unless the disruption is connected with the pipeline or wiring from the customer connection point on the pitch rented by the Holiday Lessee.
- c. If the Accommodation is a Touring Pitch, the Holiday Lessee is responsible for disruptions in the part of the utilities services calculated from the customer connection point, save in cases of force majeure.
- d. The Holiday Lessee indemnifies the Operator against all claims for damages by Third Parties that are attributable, in part or in their entirety, to any act or omission on the part of the Holiday Lessee and/or his or her fellow travellers and/or other Guests who are in the park at the invitation of or on behalf of the Holiday Lessee.
- e. Holiday Lessees, Joint Holiday Lessees and/or their Guests are severally liable for all damage to the Operator and/or any Third Party arising directly or indirectly from their stay at the park. This includes, but is not restricted to, damage arising from acts or omissions attributable to these persons themselves or to Third Parties who are in the park at their invitation and/or damage caused by any pets and/or items for which they are responsible. Damage must always be reported to park reception immediately by the Holiday Lessee, Joint Holiday Lessee and/or his or her Guests and compensated for directly, unless it can be demonstrated that neither of these parties can be blamed for the damage.
- f. If Holiday Lessees, Joint Holiday Lessees and/or their Guests have in any way caused damage to the Operator or the Operator's Guests (or to their property) and/or caused or were involved in a disturbance and/or have misbehaved in any other way at the Operator's park and/or acted in violation of the applicable regulations and/or standards and/or behaved or acted in a way that, in the opinion of the Operator, is contrary to its own or any Third Party's interests, the Operator may decide that these persons are no longer welcome at the parks owned or managed by the Operator and may at all times deny such persons access to any and all of these parks without rendering the Operator liable for compensation.
- g. If Holiday Lessees, Joint Holiday Lessees and/or their Guests as referred to in the previous section are nevertheless in any way involved in a reservation for which a definitive or non-definitive confirmation and/or invoice was issued, by the fully automatic processing program or otherwise, and/or if such persons attempt to gain access in any other way to the park as referred to in the previous section, this will be construed as an attributable shortcoming in their fulfilment of the agreement, entitling the Operator to terminate the agreement and/or deny such persons access to the park in which the reserved Accommodation is located, without rendering the

Operator liable for compensation and without any obligation on its part to refund any amounts already paid.

- h. The Operator is obliged to take appropriate measures in response to a Holiday Lessee reporting a disturbance caused by other Guests.
- i. Any liability on the part of the Operator is limited to the amount covered by the Operator's applicable third-party liability Insurance policy. The Operator's statutory liability for any damage other than damage resulting in physical injury or death is limited to a maximum of € 455,000 per event. The Operator is obliged to take out insurance for this.

13. PRIVACY

- a. The personal details of Guests are recorded in the Operator's address files. These details are used exclusively for responsible business operations and additionally for the advertisement by post or email of special offers of a commercial nature by the Operator or third parties carefully selected by the Operator. The Operator does not provide information to Third Parties that violates the privacy of Holiday Lessees, Joint Holiday Lessees or Guests, save in cases in which the Operator calls in the police in connection with a violation of the Park Regulations and/or acts which, in the opinion of the Operator, potentially constitute a criminal offence, or in situations that demand emergency first aid.
- b. Holiday Lessees who prefer not to receive advertising material from the Operator or object to the Operator passing their personal details on to Third Parties can easily notify RP Holidays accordingly by sending a written message to: RP Holidays, Postbus 12, (NL) 4493 ZG Kamperland, The Netherlands or by e-mail to info@roompot.nl. The address file is registered with the Dutch Data Protection Authority (College Bescherming Persoonsgegevens, CBP) under No. m1012567.
- c. By providing their e-mail addresses, Holiday Lessees who book their reservations by telephone consent to the Operator sending commercial special offers to those e-mail addresses.
- d. Guests who are photographed by chance during their stay and whose photographs are used in a publication by or on behalf of the Operator are presumed to consent to such use.

14. DEPOSIT AND SETTLEMENT

Most parks charge a Deposit per person and/or per reserved Accommodation per period in connection with the 'final inspection'.

The Operator reserves the right to charge an additional Deposit in specific situations, such as upon the booking of a reservation or upon the arrival of a Group (pre-announced or not), per Group or per individual Guest in that Group or an additional Deposit and/or fee for the hire of bed linen and/or cleaning fee.

The Operator is entitled at all times to settle claims (e.g. amounts due, fines and compensation for damages) on Holiday Lessees and the Guests included in the agreement, for whatever reason, against all amounts paid by the latter, including the Deposit or additional Deposit. If necessary, an additional invoice will be sent.

The Deposit or additional Deposit or the remaining amount will be transferred to the Holiday Lessee's bank account within seven days after departure if the Accommodation is vacated in accordance with the applicable cleaning regulations and there are no more amounts outstanding (for damages or otherwise). Refunding the Deposit does not imply relinquishment of any right to claim damages or compensation in any form whatsoever.

The right to the refund of the Deposit expires one year after the departure date.

15. OTHER PROVISIONS

Choice of law

- a. All agreements concluded between the Operator and the Holiday Lessee are governed by Dutch law.

Complaints

- b. Despite our best efforts a Guest may nevertheless have a complaint. Complaints must be reported to the management immediately and on the spot in order to give the management the opportunity to resolve the matter as soon as possible. If the complaint is not resolved to the satisfaction of the Holiday Lessee, he or she may send a written statement of the complaint to RP Holidays, Kwaliteit department, PO Box 12, NL 4493 ZG Kamperland, The Netherlands, kwaliteit@roompot.nl. The statement must be sent within two weeks of the day on which the complaint arose.

Dispute settlement procedure

- c. The following dispute settlement procedure is applicable to all disputes arising from this agreement.
 1. All disputes related to the agreement are governed by Dutch law. The Disputes Committee and/or a Dutch court have exclusive jurisdiction to take cognisance of such disputes. Without prejudice to the provisions of Section 3, any reference to the Disputes Committee in the Terms and Conditions does not alter the relevant party's right to appeal to the civil court.
 2. Disputes between the Holiday Lessee and the Operator with respect to the conclusion and execution of an agreement to which these Terms and Conditions apply may be submitted both by the Holiday Lessee and by the Operator to the Recreation Disputes Committee by post at the following address: Geschillencommissie Recreatie, Postbus 90600, 2509 LP The Hague (visiting address: Bordewijklaan 46, 2591 XR The Hague).
 3. The Disputes Committee will only handle a dispute if the Holiday Lessee has submitted his or her complaint in writing to the Operator within two weeks after it arose. Subsequently, the Holiday Lessee must submit the dispute to the Disputes Committee in writing ultimately two months after he or she submitted it to the Operator, with due observance of the regulations referred to in Section 8 of this Article and stating the names and addresses of the Holiday Lessee and the Operator as well as a clear description of the dispute and the claim. Once the Holiday Lessee has submitted the dispute to the Disputes Committee, the Operator will have no other choice of forum.
 4. The Disputes Committee is not authorised to handle a dispute that
 - is related to a complaint about an illness, physical injury or death;
 - is related to the failure to pay an invoice that is not founded upon a material complaint.

5. In case the Operator submits a dispute to the Disputes Committee, the Disputes Committee will not take this dispute into consideration until the Holiday Lessee has declared in writing, within one month, that he or she will resign him or herself to the decision of the Dispute Committee and has transferred any amounts or remaining amounts owed to the Disputes Committee to be held in deposit.
6. In the event that the Holiday Lessee submits a dispute to the Disputes Committee, the Disputes Committee will not take this dispute into consideration until the Holiday Lessee has transferred any amounts or remaining amounts owed to the Operator to the Disputes Committee to be held in deposit. The Holiday Lessee is obliged to transfer this sum to an account specified by the Disputes Committee within the term of one month.

If the Holiday Lessee has not transferred the amount owed in due time, it will be assumed that he or she is not willing to resign him or herself to the decision of the Disputes Committee.

7. A fee applies to the handling of a dispute.
8. Disputes will be handled in accordance with the provisions of the Recreation Disputes Committee Regulations (Reglement Geschillencommissie Recreatie).

16. PERFORMANCE BOND

- a. Subject to the terms and conditions agreed upon between RECRON and the Disputes Committee for Consumers' Interests (Stichting Geschillencommissie voor Consumentenzaken), RECRON will take upon itself the obligations of any RECRON member vis-à-vis the Holiday Lessee that have been imposed on such a member in a binding opinion by the Disputes Committee, in the event that the Operator has not fulfilled these obligations within the period laid down in the binding opinion.
- b. In the event that the Operator has submitted the binding opinion to the civil court within two months after the date of such opinion, then any compliance with the binding opinion will be suspended until the civil court has ruled on the matter.
- c. For the performance bond to be applicable, the Holiday Lessee must appeal in writing to RECRON.

Appendix 1 General Terms and Conditions of RP Holidays

REGULATIONS FOR GROUPS AND/OR SPECIFIC SITUATIONS

Dear Guest,

You have booked a stay at an RP Holidays Park. The following Regulations were drawn up in accordance with our General Terms and Conditions to ensure a pleasant stay for all of our guests.

These Regulations were drawn up in response to the fact that some guests do, unfortunately, cause a disturbance of the peace. Experience has shown that in most cases nuisance and damage are caused by Groups and their individual members. This is why these Regulations apply to Groups as standard and only to Families in the event of an observed disturbance of the peace and/or non-compliance with our regulations. These Regulations are solely intended as a measure to prevent a disturbance of the peace and damage to us and our Guests. We wish to emphasise that by far the majority of our Guests enjoy their stay free of any problems and that in most cases, as a result, these Regulations are superfluous.

GENERAL

- The definitions used in these Regulations are the same as those used in the General Terms and Conditions and the Park Regulations.
- In addition to the present Regulations, the Park Regulations and General Terms and Conditions also apply to all persons present in the Park. All regulations and Terms and Conditions are available from park reception on request and have been published on the website (www.roompot.com), where they can be downloaded.
- At all times, the Holiday Lessee is responsible and liable for the Group in its entirety. The Holiday Lessee must ensure that all members of his or her Group have been informed of the contents of the applicable Regulations and Terms and Conditions.
- The Operator reserves the right to demand an additional Deposit in specific situations and periods (also see Article 14 of the RP Holidays General Terms and Conditions).
- In this regard, the Operator is entitled to demand a Deposit of € 50 per person from every Group (or Family).
- The Holiday Lessee who booked a reservation for a Group is requested to report to reception upon arrival of the Group. The Operator may demand that this person produce valid proof of his or her identity and a list of the names of the members of the Group. Furthermore, payment will be demanded of the € 50 Deposit per person.
- Instructions provided by the staff and Security Staff must be followed at all times.
- Every Guest is obliged to show legally valid proof of identity when requested to do so by the Operator or the Operator's staff and/or Security Staff, and to grant the Operator permission to make a copy of this proof of identity subject to the provisions of these Regulations.
- The Operator will be at liberty to deviate from these Regulations if it deems fit.

USE OF ACCOMMODATION

- The Holiday Lessee (always above 21 years of age) may hire the Accommodation only for recreational purposes.
- Built Accommodations are equipped with furniture and other accessories. The Accommodations in their entirety must be left by the Holiday Lessee or Joint Holiday Lessee(s) in the same condition of cleanliness and tidiness as the condition in which they were delivered to the Holiday Lessee or Joint Holiday Lessee(s) on the day of arrival.
- Each Accommodation has its own furniture and appliances. Guests are not permitted to carry furniture belonging inside the Accommodation outside, nor to move furniture and garden furniture to other Accommodation(s).
- Guests are obliged to keep the rented property and its direct vicinity in a clean and tidy condition. Waste must be deposited in the designated waste containers and rubbish bins at all times.
- If the Holiday Lessee and/or Joint Holiday Lessee are absent from the Accommodation, all unattached items such as bicycles, toys and so on around the Accommodation (and if this concerns a Pitch, on the Accommodation) must be tidied up, stored away and kept out of sight to the greatest extent possible. Bicycles are not permitted to be parked leaning against the Accommodation.
- Beer taps that use carbon dioxide canisters are prohibited in or on the Accommodations.
- The designated number of persons permitted to stay overnight in an Accommodation may not be exceeded.
- The Operator reserves the right to enter the Accommodation at all times for purposes of inspection.

USE OF THE PARK AND/OR THE PARK GROUNDS

- Guests are expected to accept the common standards of behaviour and to refrain from performing any activities that are polluting, damaging, disturbing, unhealthy, or cause nuisance in their surroundings.
- Standard traffic regulations apply in the park, with the exception of the maximum speed limit. Everyone is expected to observe the designated speed limits. The use of mopeds and scooters on the campsite is prohibited.

NIGHT HOURS AND NUISANCE

- Generally speaking, guests of the park are expected to behave respectfully and to refrain from doing anything that could reasonably be of nuisance or offending to the Operator or other Guests.
- Guests are obliged to refrain from making noise between 11 p.m. and 7 a.m. We expect our Guests to strictly observe these night-time regulations. Loud conversations, music and any other noise are prohibited during these hours, as is the use of motorised vehicles.
- Guests are also requested to ensure that music carriers, musical instruments and other items that could cause noise nuisance do not in any way disturb the peace during the day. In principle, a complaint submitted by a fellow Guest in itself is proof that the peace has been disturbed.
- Public drunkenness is prohibited. Public drunkenness is understood to include the possession of opened bottles and/or cans of alcoholic beverages outside of the Accommodation.
- Security Staff is on patrol at most parks. Instructions provided by the staff (including the Security Staff) must be followed immediately.

UNACCOMPANIED MINORS

- If a reservation booked by a Third Party over the age of 21 is actually used by Unaccompanied Minors (persons who have not yet attained the age of 21 and are travelling without their parents or carers and/or are not accompanied by a person over 21 years of age), the Operator reserves the right to terminate the agreement with immediate effect without any obligation to refund the Total Sum.
- A Holiday Lessee booking a stay for Fellow Holiday Lessees under the age of 21 is obliged to accompany the group at all times. Upon discovery that this Holiday Lessee has not arrived with the group or has left prematurely, for whatever reason, the Group will be regarded as a group of Unaccompanied Minors and treated as such, in accordance with the General Terms and Conditions and the present Regulations.

CONSEQUENCES OF VIOLATING THE REGULATIONS AND/OR NOT FOLLOWING INSTRUCTIONS

- In the event of a violation of these Regulations and/or the rules and regulations defined in the Park Regulations and/or General Terms and Conditions, an initial warning will, in principle, be given and an additional Deposit of € 50 per person will be demanded (unless already paid upon arrival). A yellow card will be issued in connection with this initial warning.
- Depending on the seriousness of the violation, but in any case after a second violation, the Holiday Lessee or Joint Holiday Lessee accompanying this person will be fined a sum of € 50 per person that can be set off against the Deposit or additional Deposit already paid, without prejudice of the Operator's right to charge the Holiday Lessee or Joint Holiday Lessee

additional compensation for damages. In cases where a Deposit has not yet been paid, this fine must be paid at reception/the security staff office. If the fine has not been paid prior to departure, the person(s) who have been fined will be sent an invoice.

- If a violation is so serious that, in the opinion of the Operator, it cannot reasonably be held to continue the agreement, the Operator will be entitled to terminate the agreement with immediate effect (without issuing an initial warning). The entire Group (or Family) will then be expelled from the park with immediate effect and denied access to the park, without any obligation on the part of the Operator to refund the Total Sum and/or any Deposits paid. In this case, the persons concerned will be issued a red card.
- When Holiday Lessees or Joint Holiday Lessees are issued a warning (initial or otherwise), they are required to sign for this (also on behalf of the entire Group or Family). A refusal to sign will be deemed a refusal to observe the park rules and entitle the Operator to terminate the agreement with immediate effect and deny the relevant persons access to the park, without any obligation on the part of the Operator to refund the Total Sum and/or any Deposits paid.

COMPLAINTS

- In the event that a Holiday Lessee is not in agreement with a decision made by the Operator or by the Operator's Security Staff or other staff, he or she may bring the dispute before the Disputes Committee as defined in Article 15 of the General Terms and Conditions. A dispute will only be handled by the Disputes Committee if the Holiday Lessee has submitted his or her complaint in writing to the Operator within two weeks after it arose. Subsequently, the Holiday Lessee must submit the dispute to the Disputes Committee in writing, ultimately two months after he or she submitted it to the Operator.

Holiday Lessee's name:

Signature for receipt:

1. _____

Accommodation:

Park:

From _____ to _____

Total extra Deposit paid:

€ _____

Names of Group Members:

park can do without rules to ensure your personal safety and that of your fellow guests. This is why we have drawn up these Park Regulations. These form an integral part of this agreement, together with our General Terms and Conditions and the RECRON Terms and Conditions that apply to the agreement. All of these rules and regulations together apply to all Guests staying at the park.

All terms and concepts used in these park regulations are defined in the General Terms and Conditions. This is why we use such terms as 'Operator', 'Holiday Lessee' and 'Guest'. Our General Terms and Conditions provide an extensive overview of these definitions. Please inquire at reception if you have any questions in connection with those Terms and Conditions. Our staff will be happy to be of help.

We would like to thank you in advance for your cooperation and understanding and wish you a pleasant stay at our park!

ARRIVAL AND DEPARTURE

The travel information includes the time at which the Accommodation will be available on the day of arrival.

Holiday Accommodations must be vacated by 10 a.m. on the day of departure.

Campsites should be vacated by 11 a.m. on the day of departure and be left empty and clean.

No rubbish may be left in, on or around the Accommodation. Rubbish must be sorted and deposited in the designated containers. Loose rubbish bags (or loose rubbish) may not be left anywhere in the park as this is unhygienic and will attract pests and animals.

VISITORS

Visitors are welcome at the park. They are expected to report to park reception upon arrival and to leave the park before 11 p.m. Deviations from this rule are only permitted with prior consent of the park manager. If visitors wish to stay overnight, they must report at reception and will then be registered as overnight guests. An overnight charge will apply. The Operator reserves the right to refuse overnight guests. Visitors are required to comply with the rules and regulations laid down in these Regulations.

The rules and regulations that apply to Holiday Lessees apply equally to their guests. Holiday Lessees are obliged to inform their guests of the relevant regulations as included in the General Terms and Conditions, the RECRON Terms and Conditions and the Park Regulations.

ENERGY (WATER/ELECTRICITY)

Different maximum limits may apply to amperage at each park; values may even vary from pitch to pitch. Amperage is specified in the reservation when booking a campsite. Guests are required to ensure that their electrical appliances do not exceed the maximum amperage limits.

In the event of a power failure, Guests should first inspect their own fuses and additionally the fuse box on the campsite before calling reception for service. All electrical appliances that are not switched off automatically must be switched off in the event of a power failure.

It is not permitted to tap electricity from the restrooms, other public or private buildings or lampposts.

PARK FACILITIES

Football and other ball games are only permitted in the designated areas.

Guests use the Facilities at the park at their own risk.

USE OF AN ACCOMMODATION

Each Holiday Accommodation has its own furniture and appliances. Guests are not permitted to carry furniture belonging inside the Holiday Accommodation outside, nor to move furniture and garden furniture to other holiday accommodations.

Guests are obliged to keep the rented property and its direct vicinity in a tidy and clean condition. Waste must at all times be deposited in the designated waste containers and rubbish bins.

If the Holiday Lessee or Joint Holiday Lessee are absent from the Accommodation, all unattached items such as bicycles, toys and so on around the Accommodation (and if this concerns a Pitch, on the Accommodation) must be tidied up, stored away and kept out of sight to the greatest extent possible. Bicycles are not permitted to be parked leaning against the holiday accommodation.

It is not permitted to set up party tents at the campsites and rental accommodations without the permission of the park manager or security staff.

Drones are not allowed without the permission of the park manager or security staff.

PETS

Insofar as pets are allowed in the park, the following rules apply:

Non-caged pets must be kept on a leash at all times, except inside the Holiday Accommodation, and may in no way cause a nuisance to any of the other Guests at the park.

Pets must be walked in designated areas. If there are no pet walking areas, pets must be walked in designated areas outside of the park. In case of 'accidents' the pet walker will be obliged to remove the animal's droppings.

Pets are not permitted in public areas, swimming pools, restaurants and cafés, supermarkets, and so on, unless explicitly stated otherwise.

Holiday Lessees and Joint Holiday Lessees are responsible for compliance with all statutory requirements associated with bringing pets along on a stay at a holiday park.

HYGIENE AND MAINTENANCE

It is not permitted to feed birds or other animals in the park, and it is strictly prohibited to leave anything edible in the park, as this is unhygienic and will attract vermin.

All rubbish must be sorted and deposited in the designated containers. It is not permitted to place any rubbish next to the containers or anywhere else in the park. All rubbish must be contained in closed plastic bags.

Large items of rubbish, such as pallets, appliances, garden furniture, carpeting etc. may not be left behind at the park, unless agreed otherwise with the park manager and at a designated waste deposit station.

It is not permitted to put garden waste (from mowing or pruning) in the containers.

It is not permitted to pick flowers or to cut off twigs or shrubs or to drive nails into trees. Digging holes or otherwise damaging public greenery is also not permitted.

OCCUPYING A PITCH

The Operator, or a person appointed on its behalf, reserves the right to provide instructions with regard to the placement of a Mobile Lodging Structure.

Waste water must be collected in the designated tank at all times. Use must be made of drains if these are available.

Discharging waste water anywhere but in the designated place is strictly prohibited.

USE AND RETURN OF KEYS, PASS CARDS, ETC.

A replacement fee applies to the loss of items such as keys and pass cards (the replacement fee for keys is € 115). It is not permitted to give keys and/or pass cards to third parties.

All keys issued to Guests for the duration of their stay must be returned to reception upon departure.

NIGHT HOURS AND NUISANCE

Generally speaking, guests of the park are expected to behave respectably and to refrain from doing anything that could reasonably be of nuisance or offending to the Operator or other Guests.

Guests are obliged to refrain from making noise between 11 p.m. and 7 a.m. We expect our Guests to comply strictly with these night-time regulations. Loud conversations, music and any other noise are prohibited during these hours, as is the use of motorised vehicles.

Guests are also requested to ensure that music carriers, musical instruments and other items that could cause noise nuisance do not in any way disturb the peace during the day. In principle, a complaint submitted by a fellow Guest in itself is proof that the peace has been disturbed.

Public drunkenness is prohibited. Public drunkenness is understood to include the possession of opened bottles and/or cans of alcoholic beverages.

Security Staff is on patrol at most parks. Instructions provided by the staff (including the Security Staff) must be followed immediately.

MAINTENANCE AND CLEANING/MALFUNCTIONS

The Operator, or a party acting on its behalf, reserves the right to start cleaning activities around the Accommodation at 8 a.m.

Urgent problems that have been reported to reception will be resolved as soon as possible.

The Operator is authorised at all times to enter a Holiday Accommodation for the purposes of inspection and/or maintenance, without entitling the Holiday Lessee to a full or partial refund of the Deposit or rental or other amounts paid or due. Furthermore, the Operator is authorised to temporarily decommission buildings and systems for maintenance purposes, without entitling the Guest to a full or partial refund of the Deposit or rental or other amounts paid or due. If possible, the Operator will announce such a visit in due time. In the event of an urgent problem, the Operator is permitted to refrain from such an announcement.

PARKING

In general only one car is permitted per Accommodation, unless specified otherwise. Visitors' cars are not allowed onto the park. The Operator reserves the right to change the parking policy.

Cars may only be parked in the designated areas. If cars are permitted to be parked adjacent to a Mobile Lodging Structure, they must be parked within the campsite. It is not permitted to park a car on an empty pitch.

Parking on the roads is prohibited at all times.

If these parking regulations are violated the Operator reserves the right to remove the vehicle in question (or have it removed). The costs incurred will be charged to the Guest concerned.

PARK MAGAZINE

The park magazine contains the following information:

- Information about the park
- Opening hours and activities
- What to do in case of an emergency
- Use of the Facilities
- Access to the park and the Facilities
- Important telephone numbers and addresses

The park magazine can be obtained at park reception. The Operator is allowed to make changes to the park magazine and/or to change or cancel activities.

Guests cannot derive any rights from the park magazine.

MAIL/TELEPHONE

Incoming mail, including fax messages, is stored in the pigeonholes at reception in alphabetical order (by surname).

Mail is sorted in the designated pigeonholes. Guests are responsible for picking up their mail themselves.

The Operator cannot be held liable for damaged or lost mail items.

SANITARY FACILITIES

It is not permitted to use the restroom facilities on the park grounds for any other than their intended purpose. The common restroom facilities are cleaned several times a day. Guests are expected to leave these facilities in a clean condition after use.

Unaccompanied children under the age of 6 are not permitted to use the sanitary facilities.

SAFETY REQUIREMENTS

Guests are obliged to comply with all safety and traffic regulations and to follow all instructions provided by the staff in this regard immediately.

Paths, access roads and exit and entrance barriers must always be kept free of cars and other obstacles in case of an emergency and to ensure unimpeded access by emergency services.

It is not permitted to carry out repairs on motor vehicles or to wash your car at the park, unless facilities for these activities are explicitly available.

It is not permitted to park or store on the park grounds damaged or discarded cars, trailers or other vehicles or vessels, nor any other items or materials that have been decommissioned or discarded.

Standard traffic regulations apply at the park. In deviation of this, however, the maximum speed limit on the park grounds that applies to all vehicles is 10 km/hr, unless explicitly stated otherwise. The only traffic permitted at the park is by vehicles belonging to Guests and staff of the park. Pedestrians, particularly children (playing or otherwise), always have right of way.

The use of scooters, mopeds, kick scooters and/or other electrically powered vehicles (with the exception of cars and mobility scooters) is prohibited on the park grounds. In special cases an exemption may be granted at the discretion of the park manager. Such an exemption is only valid if issued in writing.

Open fires are strictly prohibited at all parks. In connection with fire hazards, it is not permitted to leave candles burning unattended or to throw away lit cigarettes and cigars or burning matches. Materials that pose a fire hazard and explosives are also prohibited.

Barbecue sets are allowed in the park only if removed by a distance of at least three metres from the nearest trees, bushes, fences, buildings and the Accommodation. Furthermore, Guests are required to have a 10-litre bucket of water within reach for use in the event of an emergency. Barbecues may be fuelled exclusively with gas, charcoal and briquettes or be electrically powered. The Operator reserves the right to prohibit the use of barbecue sets under exceptional circumstances (i.e. extreme draught).

As a precautionary measure, disposable barbecues are not permitted to be deposited into the designated containers if they have not been extinguished and cooled down entirely.

Any appliances owned by Guests running on electricity, gas or water must satisfy statutory requirements.

Guests are permitted to use bottled gas (propane or butane) on their campsite. A maximum of 45 litres per bottle and a maximum of two bottles apply per Mobile Lodging Structure. Bottled gas must be placed outside of the Mobile Lodging Structure and may not be buried in any way. Guests are obliged to ensure adequate ventilation, and are themselves responsible for the use of bottled gas.

LPG tanks, other than those used to fuel a car, are prohibited, and so are oil-fuelled heating devices.

Gas hoses may only be used if approved. Butane gas hoses (black) and propane gas hoses (orange) may not be older than two years. Gas pressure regulators may not be older than five years.

In the event of a fire, for whatever reason, the Guest is obliged to sound an alarm immediately to ensure that the fire is extinguished as soon as possible.

PROHIBITIONS (OTHER)

It is prohibited:

- to deliver door-to-door advertising materials;
- to sell items door-to-door at the park;
- to offer services for sale;
- to hold a public or private sale;
- to drink alcoholic beverages outside of the Accommodation and/or outside of the food and beverage outlets;
- to have soft or hard drugs in your possession in, at or on the Accommodation;
- to have draught installations with pressure cylinders in your possession
- to have firearms or other weapons in your possession.

LOST AND FOUND ITEMS

Found items can be handed in at reception. Guests who have lost an item can request that such an item, when found, be sent to them at their own risk and expense (on a COD basis). The Operator can never be held liable for damage to a found item.

If the owner of a found item does not report within a month after the item has been handed in at reception, he or she will be assumed not to want the relevant item to be returned to them.

EVICION FROM THE PARK GROUNDS/DENIAL OF ACCESS

All Guests are obliged to comply strictly with the provisions of the General Terms and Conditions, the RECRON Terms and Conditions and the Park Regulations and to follow the instructions of the Operator's staff and/or the security service, if applicable, in whatever form and in whatever context. This applies equally to any regulations governing the use of the Facilities.

- a. Violation of the Terms and Conditions and regulations and failure to follow the instructions issued by staff members may result in eviction from the park, with further access to the park being denied and without entitling the Holiday Lessee to a full or partial refund of the Deposit or rental or other amounts paid or due, and without prejudice to the Operator's right to claim compensation for any damage arising from the violation.
- b. A warning will generally be issued first. In cases deemed urgent by the Operator, such a warning may be omitted and the Holiday Lessee and/or Guest will be removed from the park immediately and denied further access to the park. If a warning is issued (first or otherwise) the Operator reserves the right to charge an additional Deposit.

UNFORESEEN CIRCUMSTANCES

All circumstances not provided for in the General Terms and Conditions, the RECRON Terms and Conditions or these Park Regulations are subject to the decision of the park manager.

