



Rental terms and conditions safari tents of Glamping Chave Grande on camping site Quinta Chave Grande

Introduction

These rental terms and conditions apply to all contracts for rental of safari tents at camping site Quinta Chave Grande that are closed and are an unbreakable part of the agreement. Please take good knowledge of the content of these terms and conditions.

1. Booking

You can book your holiday both online and by telephone.

1.1 Booking procedure

The booking procedure is as follows.

After the receipt of the booking we will send you a booking confirmation and an invoice by mail. Check the booking confirmation and the invoice. The invoice shall also apply as proof of insurance for your travel and/or cancellation insurance.

There will be an agreement if:

- You agree to the rental terms and conditions;
- You receive a booking confirmation by email;
- You paid a down payment.

Your booking confirmation is proof of booking and you need to hand it over to the front desk staff upon arrival.

Please note that you have a cancellation insurance and/or travel insurance, if you desire so.

1.2 Main booker

The main booker must be at least 21 years of age at the time of booking. He/she is jointly and severally liable for all fellow travellers that are logged on. All correspondence is conducted via the (email) address of the lead booking name.

1.3 Maximum number of persons

The maximum allowed number of persons per tent is 4 or 5, depending on the type of tent. Habitation with more than the specified number of persons at reservation (including children and infants) is not allowed. In this case, the camping site manager may deny access to the accommodation. You have no right to compensation and/or refund of the participation fee.

1.4 Rental period

The minimum rental period in the high season (July, August) is 5 nights. In the low season (April, May, June and September) the minimum rental period is 3 nights. The rental period is agreed at the time of booking and runs from 15:00 on the day of arrival until 11:00 on the day of departure.

1.5 Days of arrival and departure

Check-in and check-out can take place each day, taking into account the minimum rental period of 5 nights in the high season (July, August) and 3 nights in the low season (April, May, June and September).

2. Costs

2.1 Costs and prices

The prices are based on a maximum of 4 or 5 persons, unless otherwise indicated. In the price is included the place, the tent (rent), electricity, water, VAT and the services and facilities of the camping site as mentioned on the site. The fare is based on the prices, charges and taxes as currently known. Significant interim changes will be processed as soon as possible.

The published rates are exclusive of any applicable taxes of government and/or semi-government. This includes among other things tourist tax and/or environmental charge.



2.2 Additional costs

The additional costs are as follows.

Final cleaning fee is mandatory. These are calculated per tent per booking and are listed separately on the invoice.

Reservation fee is mandatory. These are calculated per tent and per booking and are listed separately on the invoice.

Towels, bath towels and tea towels are optional and are calculated per person per booking. When a minimum of 14 nights is booked, these can be exchanged for free as a service after 7 nights up to a maximum of once a week.

A pet is allowed and is calculated per day.

A childbed and high chair can be booked separately. These are free.

An electric heater can be booked for an additional cost per day, paid separately at the reception.

2.3 Deposit

The tent owner assumes that the tenant keeps the tent and the contents nicely. Therefore, no deposit is charged. If any damage occurs to the tent or the contents, this is directly reported to the campsite operator. The campsite operator provides for repair or replacement as soon as possible.

For larger damages the tent owner assumes that this is to be compensated because of the liability of the insurance of the lead booking name.

2.4 Cost payable locally

On arrival at the camping site any tourist tax and other local taxes, if applicable, have to be paid at the reception.

3. Invoice

On the invoice are listed your name and addresses, your tent and holiday period and in addition the following costs: the price, the mandatory additional costs (reservation fees, final cleaning) and if applicable the costs for options. The participation fee, additional charges and the costs of options make up the total holiday price excluding, if applicable, taxes payable on site. The VAT due is listed separately.

3.1 Payment

- Upon receipt of the booking confirmation and invoice, a down payment of 25% of the total holiday price is due within 1 week.
- The balance of the holiday price is due not later than 6 weeks before the date of arrival.
- In case of arrival within 6 weeks upon departure, full payment is due within 8 days of receipt of the invoice.
- In case of arrival within 4 weeks upon departure, full payment is due within 2 days of receipt of the invoice.

3.2 Not paying within the terms of payment

Please note, that if the agreed terms of payment are exceeded, the booking is cancelled and you are liable for the costs incurred. In this case, the cancellation policy applies in accordance with sub article number 4.1.

4. Cancellation

It may happen that you have to cancel your holiday due to unforeseen circumstances. In this case you need to call or e-mail the tent owner. A cancellation is at an additional cost.

4.1 Cancellation fee

If the booking is cancelled, the cancelling will be done in accordance with our terms and conditions. In addition to the reservation fees the following amounts are due.

- In case of cancellation more than 2 months before arrival: you will get your down payment back. In that case we will charge € 25.00 administration costs.



- In case of cancellation less than 2 months, but longer than 1 month, before arrival: you do not get your down payment back
- If cancelled less than 1 month before arrival: the whole rent amount is due.

4.2 Partial cancellation

If you want a shorter holiday than you had booked, that is a partial cancellation. The tent owner reserves the right to sell the accommodations efficiently. Therefore, it is not always possible to cancel a number of nights of your reservation. When the tent owner accepts partial cancellation, then the cancellation fee as defined in sub article 4.1 is due.

4.3 Extending booked period

If extension of the booked period is desired when staying at the camping site, you need to contact the camping site manager. If the desired period is possible, the camping site manager processes it directly in the booking system. Payment is made directly to the bank account in accordance with the invoice that is provided by the camping site manager.

4.4 Early arrival and departure

At later arrival or earlier departure than reserved there is no refund.

4.5 Change/cancellation by the tent owner or camping site manager

- The tent owner or the camping site manager are not obliged to refund of the rent fee to the tenant in the event of unforeseen circumstances and/or force majeure. Without being exhaustive, force majeure in any case means: pollution caused by pests (e.g. mice), the proclamation of a state of emergency in the area where the camp site is located, the outbreak of infectious diseases of humans and/or animals that can be dangerous and threatening forest fire.
- Unforeseen circumstances, among other things, means that the campsite is in such a state is that the accommodations are no longer suitable for rental (for example: water pollution, forest fire). The tent owner/camping site manager informs you directly with reason, by telephone or in writing.
- The tent owner/camping site manager is not liable for any services booked by you (for example: airline tickets, car rentals, etc.).
- If the tent owner/camping site manager is in any way deficient in the services, liability is limited to the booking amount that is received.

5. Activities and facilities at the campsite

- In the descriptions on the website you will find information about the facilities that are offered. If there is no charge listed at the website, this does not mean that these facilities are for free use.
- The tent owner is not liable for unexpected or changed costs on site for the use of facilities or services.
- The tent owner cannot guarantee that the facilities are always open. Especially in the low season (April, May, June and from late August) some facilities and activities can be closed or not offered.

6. Travel documents

You must take care of all the necessary travel documents.

7. Rules of conduct

Tenants of the offered accommodation must comply with the rules of conduct of the camping site management.

7.1 Tent

As a tenant you should deal with respect and care with both the tent as the inventory that are leased to you. In case of serious damage to the tent and/or inventory, caused by the tenants, the tent owner is entitled to the liability of the tenant's insurance for this.



7.2 Pets

Pets are welcome, but terms and conditions apply.

- You should for your pet be in possession of a valid passport or a valid vaccination certificate.
- You keep your pet on a leash at all times.

In addition, the following terms and conditions regarding your pet apply.

- Pets should never be left alone in the tent.
- Pets should not sleep in the sleeping cabins.
- Assure a private bench, or an equivalent accommodation.
- The tenant is at all times responsible for damage and/or pollution caused by his pet.

7.3 Nuisance

Tenants of an accommodation that cause annoyance or nuisance may, after a warning by the camp site management, be removed from the accommodation and banned from further stay in the accommodation without right to refund.

8. Complaints

All information has been compiled with the greatest possible care and gives a picture as real as possible of the accommodation. Nevertheless, if the accommodation is not in accordance with reasonable expectations, then you should proceed as follows.

8.1

If you have a complaint about the accommodation, you should first submit this to the camping site manager, in order to resolve the complaint immediately, if possible. If you are unable to reach a solution, you can contact the tent owner.

8.2

If it turns out after the event that the tenant has made no mention of mistake or imperfection at the camping site management, he loses the right to any refund.

A complaint must be in writing or submitted by email to the tent owner.

9. Liability and responsibility

- The tent owner accepts no liability for any injury or damage caused by the tent and/or inventory.
- The tent owner accepts no liability whatsoever resulting from loss, theft, loss, theft of or damage to property of the tenant.
- The tent owner accepts no liability as a result of situations caused by force majeure.
- Force majeure, without being exhaustive, in any case means: pollution caused by pests (e.g. mice), the proclamation of a state of emergency in the area where the camp site is located, the outbreak of infectious diseases of humans and/or animals that can be dangerous and threatening forest fire. Unforeseen circumstances, among other things, means that the campsite is in such a state that the accommodations are no longer suitable for rental (for example: water pollution, forest fire).
- The tent owner accepts no liability as a result of participation in organized activities, whether or not at the location.
- The tent owner accepts no liability as a result of not impressionable nuisance caused by environmental factors, such as sound, odour, flooding or insects / pests.
- The tent owner accepts no liability as a result of any inconvenience caused by municipal or provincial work.
- The tent owner accepts no liability as a result of any interruptions in the supply and/or operation of gas, electricity, water or sanitation.
- The tent owner accepts no liability as a result of any inconvenience caused by rainfall, fire, cold or sun.
- All information about tourist and sports activities are provided by third parties and are not the responsibility of the tent owner.



9.1 Liability and responsibility of the tenant

- The tenant is liable for all damage caused to properties of the location where this is the result of careless and/or improper use.
- Participation in organized activities are carried out at risk of the tenant.
- The tenant must respect rules, which apply at the location, whether or not arising from the law.
- The use of facilities on the location, such as swimming pool, sanitary facilities, playground equipment and all other unnamed facilities are at risk of the tenant.
- The tenant is responsible for all accompanying persons and any pets according to the booking contract.

10. Miscellaneous

- Visitors must at all times be reported upon arrival to the camping site manager or his staff. Visitors pay upon arrival the applicable rate. Visitors always park their car in the parking lot and never at the place of the accommodation.
- Please park your car/motorcycle or other means of transport by which you are traveling at the intended place of accommodation, unless otherwise provided by the camping site manager.
- The tenant and all fellow travellers under its responsibility should at all times, in accordance with the locally applicable law, be able to identify themselves.
- Our rental tents are non-smoking. Therefore, smoking in the tent is not allowed.
- Be very careful with fire, also at cooking. In the tent is a fire blanket available.
- Follow in case of fire the indications of the camping site manager, the staff or the fire department.
- Barbecuing is allowed only after permission of the camping site manager. It is possible that you do not get permission. Government regulations related to fire hazards are leading. If you wish to have a barbecue, you are obliged to inform in advance about the conditions at the camping site manager or his staff.
- It is strictly forbidden at all times to make open fire; neither on the location of your accommodation nor at any other location.
- It is forbidden to use beds, mattresses, protective covers, duvets, duvet covers, blankets and so on outside the sleeping cabins.
- It is forbidden to attach hammocks to the tent frame.

11. Privacy

- We need your personal data for the processing of your booking. This includes: name, address, telephone number and email address.
- Your personal information will be stored in a secure database.
- Your personal details will be used exclusively by Glamping Chave Grande to grant our service and to inform you in the future about our service.
- Your booking information is provided to the administrators of campsite Quinta Chave Grande in connection with your stay.
- We do not provide your personal information to third parties.

12. Entry into force

These terms and conditions are entered into force on January 1, 2024.

WE WISH YOU A PLEASANT STAY