



Terms and Conditions

Clause 1: General.

- 1.The terms and conditions listed below apply to all reservations made with Noordzeechalets.
- 2.The term tenant refers to tenant and tenants.
- 3.The terms owner refers to the owner/owners of the holiday property/chalet for rent.
- 4.The term manager refers to the owner or the representative of the Camping on location.

Clause 2: An agreement confirmation.

- 1.The booking for a holiday home is made via internet or telephone.
- 2.In the case of an internet or telephone reservation the rental agreement is confirmed when Noordzeechalets has confirmed the booking by email.
- 3.Both booking methods mentioned above are final and binding; that is to say that in the case of cancellation, cancellation costs are required.

Clause 3: Payment.

- 1.The down payment of the total rental costs have to be paid to the bank account of Noordzeechalets. no more than 7 days after the booking date.
- 2.The remaining rental price has to be paid into the bank account of Noordzeechalets within 6 weeks before the date departure.
- 3.If the booking was made less than 6 weeks before the date of departure then the total invoice amount has to be fully paid as soon as the reservation form is received.
- 4.In the case of the late payment of the amount indebted, Noordzeechalets will issue a written reminder. If the amount has still not been received by Noordzeechalets within 7 days of the date of the reminder, the booking will be cancelled. Noordzeechalets will then charge the cancellation costs as set out in Clause 10 of these Terms and Conditions.

Clause 4:Additional costs.

- 1.Additional costs such as the deposit for the electronic key which accesses the campsite must be paid in full to the owner of the campsite after arrival. This deposit will be refunded by the owner of the campsite when the key is returned on departure.

Clause 5: before departure.

- 1.At the end of the stay the chalet must be left in clean condition.
- 2.Living room, bedrooms, shower/toilet, kitchen and veranda must be clean and tidy on departure.
- 3.Crockery, cutlery and accessories must be washed and returned to the cupboards.
- 4.All furniture have to be returned to its original place.
- 5.Greenchalets B.V. has the right to charge extra costs in the case of non-compliance with the above.

Clause 6: Bed linen.

You can bring your own linen (sheets and towels). Bedding (duvets and pillows) is provided. If you wish you can hire the linen from the campsite, but please indicate this when booking .

Clause 7: Changes made by the tenant.

If you change your booking within 6 weeks of the arrival date, the cancellation conditions pointed out in clause 8 will apply.



Clause 8: Cancellation.

1. Any notice of cancellation must be given in writing or via email to Noordzeechalets.
2. In the case of cancellation of the rental agreement by the tenant, the following cancellation costs will be enforced:
 - a. In the case of cancellation 6 weeks before the booked dates 50% of the total rental cost will be due.
 - b. In the case of cancellation within the 6 weeks before the booked dates the total rental cost will be due.
3. In the case of the premature ending of the booked stay, the total rental cost will be due.

Clause 9: Cancellation of changes made by Noordzeechalets.

1. Noordzeechalets can only cancel or modify the rental agreement in the following circumstances:
 - a. In the case of force majeure such as war, strikes, natural disasters, exceptional weather conditions, fire or death of the owner and suchlike.
 - b. In the case of exceptional circumstances, which include circumstances of such a nature that it cannot be reasonably expected that Noordzeechalets can fulfill its part of the agreement.
2. In both of these circumstances Noordzeechalets will make the tenant an alternative proposal as soon as possible in form of an offer of alternative accommodation.
3. If this is not possible, or the tenant does not wish to accept the alternative offered then the total invoiced amount will be repaid. Any other damages resulting from the cancellation or modification will not be recompensed by Noordzeechalets.

Clause 10: Liability.

1. Noordzeechalets will not accept any liability for:
 - a. Theft, loss or damage, in whatever form, during or as a consequence of a stay in any of our holiday properties.
 - b. The rendering inactive or decommissioning of any technical equipment in the property, temporary breakdown or failures in and around the property of water –and/or energy management as a result of unannounced road works and building work around the holiday property.
 - c. The non-compliance or part non-compliance of the rental agreement as a result of force majeure. This is also understood to include negligence on the part of service personnel brought in and relied on by Noordzeechalets.
 - d. Obvious errors or misunderstandings on its website or other forms of advertising.
2. Noordzeechalets, the manager or the owner cannot be held liable for any accidents in or around the house.
3. The tenant is personally liable for all loss and/or damage to the rented chalet and its inventory, irrespective of whether this is a result of actions or neglect on the part of the tenant or of third parties who are in said property with the permission of the tenant.
4. Inappropriate use, that is to say leaving the property in an inappropriate state can result in additional charges made to the tenant.

Clause 11: Complaints.

1. In spite of the best efforts of Noordzeechalets, it could be that you feel you have a justified complaint regarding to the holiday property. One should always allow Noordzeechalets the opportunity to resolve any claims for damage compensation or restitution.
 2. If the complaint cannot be handled in situ with the local manager then please contact Noordzeechalets as soon as possible. Noordzeechalets will do everything in its power to settle the dispute to the satisfaction of the tenant.
 3. If the complaint cannot be resolved satisfactorily straightaway then it must be submitted again in writing or via email within 4 weeks after departure. The complaint should be explained again to Noordzeechalets.
- Dutch law will be applicable to all disputes with Noordzeechalets.