



Tweemanspolder 6A | 2761 ED Zevenhuizen | 0180 - 631654
Ingeschreven bij de KvK onder:

Sport- en Gezondheidscentrum de Koornmolen | 24465753

General Terms and Conditions of de Koornmolen

Article 1: Definitions

In these terms and conditions, the following definitions apply:

1. Holiday accommodation: a tent, folding camper, motorhome, touring caravan, camper van, hiker's cabin or similar accommodation;
2. Operator: the business (Recreatiepark de Koornmolen) that makes the pitch available;
3. Pitch: any location for holiday accommodation specified in the agreement;
4. Guest: the person who enters into the agreement for a pitch with the operator;
5. Camping pitch: holiday accommodation used by the guest for at least one night and no more than six months;
6. Agreed price: the amount payable for the use of the holiday accommodation; a price list must state what is not included;
7. Rental price: the price charged by the operator for holiday accommodation, excluding all supplements (such as tourist tax and booking fees);
8. Information: written or electronic information about the use of the holiday accommodation, facilities and rules of stay;
9. Cancellation: termination of the agreement in writing by the guest before the start date of the stay;
10. Promotional material: images, photographs and videos on the website, in the operator's brochures, on social media and on third-party websites.

Article 2: Subject of the agreement

1. The operator makes a camping pitch of the agreed kind or type available to the guest for recreational purposes, and therefore not for permanent or business residence, for the agreed period and price.
2. The operator must provide the guest in advance with the written information on which the agreement is partly based. The operator will notify the guest promptly in writing of any changes.
3. If this information differs substantially from the information provided when the agreement was concluded, the guest is entitled to compensation, unless the operator has no control over the difference.
4. The guest must comply with the agreement and the accompanying information, and ensure that fellow guests and third parties visiting or staying with them do so as well.



Article 3: Duration and expiry of the agreement

The agreement ends automatically when the agreed period expires; no notice of termination is required.

Article 4: Price and changes to the price

1. The price is agreed on the basis of the rates set by the operator that apply at the time. The operator may adjust the rates during the term;
2. If, after the agreed price has been set, the operator incurs additional costs due to changes in charges and/or levies that directly relate to the holiday accommodation or the guest, these costs may be passed on to the guest, even after the agreement has been concluded.

Article 5: Payment

1. The guest must pay in euros within the agreed payment periods.
2. If the guest fails to pay within one week after prior written and telephone reminders, the operator may terminate the agreement with immediate effect, unless otherwise agreed.
3. If the operator has not received the full amount due by the day of arrival, the operator may deny the guest access to the holiday accommodation, without prejudice to the operator's right to full payment of the agreed price, unless the operator and guest have made other arrangements.
4. Reasonable out-of-court costs incurred by the operator after a notice of default are payable by the guest. If the total amount is not paid on time, statutory interest will be charged on the outstanding balance after a written demand.

Article 6: Cancellation

If the guest cancels, the guest must pay the operator a cancellation charge of:

- Within 24 hours after booking confirmation: 0%
- After that, more than 120 days before arrival: 10%
- 120 to 91 days before arrival: 15%
- 90 to 61 days before arrival: 50%
- 60 to 31 days before arrival: 75%
- 30 to 1 day before arrival: 90%
- On or after the arrival date: 100%



Changing dates when cancelling

If a guest wishes to cancel a booking, we first look at whether the stay can be moved to another available period in the same camping season. Changes are made by mutual agreement. The rate applicable to the new period applies, and any difference in price will be settled.

If the guest does not wish to change dates, or no suitable period is available, the cancellation terms supplied with the booking apply. The option to change dates does not entitle the guest to cancel free of charge. Dates can only be changed once the current booking has been paid in full.

Closure of the campsite

If an exceptional circumstance beyond our control prevents us from opening the campsite or providing the booked stay, we will work with the guest to find a suitable solution. We may offer a stay in another period or a voucher for the amount already paid.

The guest is not required to accept a voucher or an alternative period. If no alternative is agreed, we will refund the amount already paid for the stay that we cannot provide.

Tourist tax and supplements

On cancellation, we refund any tourist tax paid for nights that will not take place. Other supplements, except booking fees, will also be settled with the guest.

Article 7: Use by third parties

1. Third parties may use the holiday accommodation only if the operator has given written consent.
2. Such consent may be subject to conditions set out in writing beforehand.

Article 8: Early departure by the guest

The guest owes the full price for an agreed rate period, unless otherwise agreed.



Article 9: Early termination by the operator and eviction in the event of a breach or unlawful act

The operator may terminate the agreement with immediate effect:

- If the campsite or the entire park, including all buildings, is sold to third parties who will use the park for redevelopment and/or other purposes. In that case, the operator will inform the guest in good time by official letter;
- If, despite a prior written or verbal warning, the guest, fellow guests and/or third parties fail to comply properly with the agreement, accompanying information and/or safety rules to such an extent that the operator cannot reasonably be expected to continue the agreement;
- If the guest, fellow guests and/or the guest's visitors use (soft) drugs without stating a valid written reason. If Koornmolen staff notice or become aware of such use, the operator will remove those persons from the premises without further explanation;
- If, despite a prior written or verbal warning, the guest causes a nuisance to the operator and/or fellow guests, or disrupts the pleasant atmosphere on or directly around the premises;
- If the guest is in arrears and fails to honour earlier written payment arrangements;
- If, despite a prior written warning, the guest uses the holiday accommodation in a way that conflicts with the purpose of the premises;
- If the operator wishes to terminate the agreement early and have the premises vacated, the operator must inform the guest by a personally delivered letter. In urgent cases, the written warning may be omitted;
- After termination with immediate effect, the guest must vacate the holiday accommodation and leave the premises as soon as possible. The technical services employee on duty determines the time allowed;
- In principle, the guest remains obliged to pay the agreed rate.



Article 10: Laws and regulations

1. The operator ensures at all times that the holiday accommodation, both inside and outside, meets all safety requirements imposed or potentially imposed by the authorities.
2. The guest must strictly observe the safety rules on the premises and ensure that fellow guests and visiting or staying third parties do the same.

Article 11: Maintenance and grounds

1. The operator must keep the recreational grounds and shared facilities in good repair.
2. Throughout the agreement, the guest must keep the holiday accommodation and its immediate surroundings in the condition in which they were received. An exception applies to grassy pitches where grass is no longer visible after camping equipment has stood there for a longer period.
3. The guest, fellow guests and/or third parties may not dig, cut down trees, prune shrubs or carry out similar activities on the premises, unless otherwise agreed with the operator.

Article 12: Liability

1. The operator is not liable for accidents, theft or damage on the premises unless they result from a failure attributable to the operator.
2. The operator is not liable for the consequences of extreme weather or other circumstances beyond its control.
3. The operator is liable for failures in utility services unless it can invoke force majeure.
4. The guest is liable to the operator for damage caused by the guest's acts or omissions, or by those of fellow guests and/or third parties, insofar as the damage can be attributed to them.
5. After a guest reports nuisance caused by other guests, the operator undertakes to take appropriate measures.

Article 13: Promotional material

By booking a camping pitch at Recreatiepark de Koornmolen through the website (www.koornmolen.nl), by email or by telephone, the guest accepts these terms and conditions. This also constitutes consent to the distribution of promotional material produced by the operator. After publication, the guest may object by emailing info@koornmolen.nl. The operator must then remove the images.



Article 14: Dispute resolution

Dutch law applies to all disputes concerning the agreement. Only a Dutch court has jurisdiction over these disputes. Without prejudice to paragraph 3, where these terms and conditions so provide, this does not affect the right to bring a matter before the civil courts.





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Park Rules of de Koornmolen

Barrier gate

You may drive into the park between 07:00 and 23:00. You may drive out at any time. The barriers can be opened with a barrier key, available from reception for a €25.00 deposit. You are eligible for a key only if you have a motorhome or camper van (in which case the key is mandatory), or if you pay to park your car inside the barriers.

Access to the grounds

The grounds are accessible to all registered guests of Recreatiepark de Koornmolen. All other visitors must report to reception on arrival.

Visitors

Visitors of guests of Recreatiepark de Koornmolen may enter the grounds free of charge. If visitors stay overnight, the guest must inform reception in good time. The applicable overnight guest rate plus tourist tax will be charged.

Pitches

Pitches are marked with a numbered post. Guests must position their camping equipment centrally in relation to the post. Pitch users are jointly responsible for paying the overnight guest rate owed by their visitors and are also jointly responsible for their visitors' behaviour.

Peace and safety

Camping de Koornmolen is a car-free campsite. Guests may drive only on the designated roads (maximum speed 5 km/h) and may leave the roads only to deliver or collect their camping equipment. Cars must be parked outside the barriers. Paid parking inside the barriers is available in the designated spaces.



Alle gasten van Campina de Koornmolen dienen zich te houden aan de nachtrust periode.
All guests at Camping de Koornmolen must observe quiet hours between 23:00 and 07:00.

The following are also prohibited:

- Young people under 18 staying at Camping de Koornmolen without supervision by an adult over 18;
- Disturbing fellow guests through music, singing or otherwise, in addition to the quiet-hours rule above;
- Lighting open fires, including the use of fire baskets and outdoor fireplaces;
- Using water taps for anything other than collecting water;
- Distributing advertising material, trading, giving speeches, holding processions or meetings, or collecting donations on the premises without permission from Koornmolen management;
- Entering the restaurant, terrace or reception in swimwear, unless otherwise stated.

General terms and conditions

Everyone on the campsite must comply with these general terms and conditions and the park rules (drawn up on 24 September 2020). Koornmolen guests have the right to inspect both documents.

Staff

Koornmolen staff and the manager in the residential building are in charge. Guests must follow staff instructions.

Exceptions

In all cases not covered by these rules, management will decide at its discretion; guests and their visitors must comply fully with those decisions.

