

# Cancellation Policy Camping Hazenoord

Camping Hazenoord aims to provide an unforgettable camping experience. However, we understand that plans can sometimes change. This cancellation policy outlines our guidelines regarding cancellations and refunds for camping reservations. By making a reservation with us, you agree to the terms of this policy.

## Article 1 Cancellations and Refunds

### 1.1 Individual Camping Reservations

If you wish to cancel your camping reservation, we advise you to carefully review the agreement.

Camping reservation includes:

- Campsite
- Caravan pitch
- Large tent pitch
- Small tent pitch

A camping reservation does not have a fixed duration of stay.

Cancellations made 30 days or more in advance are eligible for a full refund, minus any applicable processing fees.

Cancellations made less than 30 days before the scheduled check-in date are not eligible for a full refund:

- For cancellations within 14 days prior to the scheduled check-in date, the camper pays 30% of the agreed price.
- For cancellations within 7 days prior to the scheduled check-in date, the camper pays 50% of the agreed price.
- For cancellations within 2 days prior to the scheduled check-in date, the camper pays 100% of the agreed price.

### 1.2 Group Reservations

If you want to cancel your group reservation, we recommend carefully reviewing the agreement. Group reservation includes:

- 5 caravans or more in group formation
- 5 campers or more in group formation
- 5 large tent pitches or more in group formation
- 5 small tent pitches or more in group formation
- A mix of 5 or more of the above-mentioned variants

Group reservations (for 5 or more campers/caravans/tents) have a longer cancellation period. Inform us at least 30 days before your scheduled check-in date.

Cancellations made 30 days or more in advance are eligible for a full refund, minus any applicable processing fees.

Cancellations made after 30 days before your scheduled check-in date are not eligible for a full refund:

- For cancellations within 30 days prior to the scheduled check-in date, the camper pays 30% of the agreed price.
- For cancellations within 14 days prior to the scheduled check-in date, the camper pays 70% of the agreed price.
- For cancellations within 2 days prior to the scheduled check-in date, the camper pays 100% of the agreed price.

### **1.3 Accommodations**

If you want to cancel your accommodation, we recommend carefully reviewing the agreement.

Accommodation includes:

- All fixed stay accommodations: Safari tents, Camping pods.

Stay accommodations have their own cancellation policy. Inform us at least 30 days before your scheduled check-in date.

Cancellations made 30 days or more in advance are eligible for a full refund, minus any applicable processing fees.

Cancellations made less than 30 days before the scheduled check-in date are not eligible for a full refund:

- For cancellations within 30 days prior to the scheduled check-in date, the camper pays 30% of the agreed price.
- For cancellations within 14 days prior to the check-in date, the camper pays 70% of the agreed price.
- For cancellations 2 days prior to the scheduled check-in date, the camper pays 100% of the agreed price.

## **Article 2 Cancellation Procedure**

To cancel your reservation, you can contact Camping Hazenoord via:

Phone: +31 6 81 66 72 20

Email: [info@hazenoord.nl](mailto:info@hazenoord.nl)

## **Article 3 "No Show" and Early Departure**

If you do not arrive on the scheduled check-in date for your camping reservation, group reservation, or your reservation in one of our stay accommodations ("No-show"), or if you decide to leave early, you are not eligible for a refund or credit.

## **Article 4 Modification of Your Reservation**

We understand that circumstances can change. If you want to make changes to your reservation, such as changing dates or the number of guests, please contact us at least 7 days in advance. We will do our best to accommodate your request, depending on availability.

If you want to make changes to your reservation regarding the date, please contact us at least 14 days in advance. We will do our best to accommodate your request, depending on availability.

## **Article 5 Extreme Circumstances**

In case of extreme circumstances, such as natural disasters or other unforeseen events, we may, at our discretion, offer alternative arrangements or credits for a future stay or an adjusted cancellation policy. Feel free to contact us to discuss your situation.

## **Article 6 Refund Processing Time**

We will do our best to process your refund as quickly as possible. Within 14 days of cancellation, we will transfer the amount.

## **Article 7 Changes to the Policy**

We reserve the right to modify this cancellation policy at our discretion. Any changes will be communicated on our website and will apply to future reservations.

**Contact Information:**

Camping Hazenoord

[www.hazenoord.nl](http://www.hazenoord.nl)

Belkmerweg 57

1753GD Sint Maartensvlotbrug

Netherlands

[Info@hazenoord.nl](mailto:Info@hazenoord.nl)

+31 6 81 66 72 20

By making a reservation with us, you acknowledge and agree to the terms of this cancellation policy. We recommend reviewing this policy before making a reservation. If you have any questions or comments, please do not hesitate to contact us.