

Terms and Conditions

Villatent Europe BV



Table of Contents Terms and Conditions

Villatent Europe BV

1.	Introductory Provisions	4
2.	General Provisions.....	5
2.1.	Applicability	5
2.2.	Establishment of the Agreement	5
2.3.	Intellectual Property	5
2.4.	Amendments to the Terms and Conditions	5
2.5	Privacy and Data Protection.....	5
3.	The Reservation.....	6
3.1.	Making the Reservation	6
3.2.	Contact and Address Information	6
3.3.	The Renter/Primary Booker	6
3.4.	Rental Periods for Peak and Off-Peak Seasons	6
3.5.	Maximum Number of Allowed Persons	6
3.6.	Preferences	6
3.7.	Options	7
3.8.	Medical Necessities.....	7
3.9.	Tent Layout.....	7
4.	Payment	8
4.1.	Deposit and Remaining Payment.....	8
4.2.	Full Payment.....	8
4.3.	Tourist Tax	8
4.4.	Late Payment.....	8
5.	Prices and Fees	9
5.1.	Pricing	9
5.2.	Mandatory Fees	9
5.3.	Optional Fees	9
5.4.	Discounts	9
5.5.	Promotions and Offers	9
6.	Travel Informatione.....	10
6.1.	Arrival & Departure	10
6.2.	Travel Documents	10
6.3.	Dogs.....	10
6.4.	Electric Vehicles.....	10

6.5. Barbecues.....	10
7. Facilities.....	11
7.1. Costs	11
7.2. Opening Hours.....	11
7.3. Tent Layout.....	11
8. Cancellation or Modification.....	12
8.1. Cancellation of the Reservation by the Renter	12
8.2. Cancellation of the Reservation by Villatent.....	12
8.3. Modifications to the Reservation.....	13
9. Complaints.....	14
9.1. Complaints Before the Vacation	14
9.2. Complaints During the Vacation	14
9.3. Complaints After the Vacation	14
9.4. Choice of Lawechtskeuze	14
10. Liability	15
10.1. Injury and Personal Property	15
10.2. Environmental Factors	15
10.3. Damage to Accommodation and/or Inventory.....	15
10.4. Violation of Campsite Rules	15
10.5. Force Majeure	15
10.6. Inaccuracies or Omissions	15

1. Introductory Provisions

Baby: a child aged two years or younger, unless stated otherwise.

Child: a child aged three years or older, unless stated otherwise.

Contact Center: the central point of contact for Villatent, available on weekdays via:

- phone at the following number: +31 85-301 08 98;
- the chat function available on our website;
- our email address: mailme@villatent.nl;

Agreement: a mutual agreement established between Villatent and you through the methods described in Article 3 of this section;

Personal Data: data that relates to any information enabling the direct or indirect identification of a natural person;

Account Number: IBAN: NL76RABO0312362064, in the name of: Villatent Europe B.V.;

Working Days: Monday through Friday, excluding officially recognized holidays in the Netherlands;

2. General Provisions

2.1. Applicability

These terms and conditions apply to all agreements entered into with Villatent Europe B.V. (hereinafter referred to as Villatent). This primarily concerns the rental of fully furnished safari tents. By making a reservation, you agree that you have read, understood, and accepted our terms and conditions. Please refer to our terms and conditions below for our mutual rights and obligations.

2.2. Establishment of the Agreement

Via our website

An agreement is established when making a reservation through our website if:

1. You finalize the reservation details;
2. You agree to our terms and conditions and/or any other applicable conditions during the reservation process;
3. You click the reservation button and select and submit the payment method.

Via our contact center

If you make a reservation through our contact center, an agreement is established once the following steps have been completed:

1. You provide the required reservation details to our contact center;
2. You authorize us to record the (optional) reservation in our reservation system, thereby agreeing to these terms and conditions and/or other applicable conditions.

Villatent Identity

Villatent Europe B.V., also trading as Villatent and Villatent.nl

Visiting address: Utrechtseweg 4D, 3927 AV Renswoude, the Netherlands

Email address: info@villatent.nl

Phone number: +31 85-301 08 98

2.3. Intellectual Property

The intellectual property rights of both our website and its content and media belong to Villatent. Parts of the website may only be used for personal and non-commercial purposes. For commercial use, our written consent via email is required.

2.4. Amendments to the Terms and Conditions

We reserve the right to unilaterally amend these Terms and Conditions. We will notify you of any intended changes at the email address provided by the renter. Amendments will take effect 30 days after this notification.

2.5 Privacy and Data Protection

Villatent Europe B.V. processes personal data in accordance with the General Data Protection Regulation (GDPR). The privacy statement on our website outlines how this data is collected, used, and secured.

3. The Reservation

3.1. Making the Reservation

A reservation can be made online, by email, or by phone. Once the reservation is processed, you will receive a confirmation email containing the information you provided, the items reserved, and the total cost. If you do not receive the confirmation within 5 days of booking, please contact our contact center.

3.2. Contact and Address Information

- The renter must ensure that all necessary information, as indicated by us or as reasonably understood to be required for processing the reservation, is provided to Villatent in a timely manner.
- The renter bears full responsibility for the accuracy and completeness of the information provided.
- Changes to (email) addresses must be communicated as soon as possible, and in any case before the change takes effect.
- We may assume that the provided address and email are correct until the renter notifies us of a new address by email or phone.

3.3. The Renter/Primary Booker

The renter must be of legal age (18 years or older) to confirm the reservation. The renter is responsible and liable for all accompanying travelers.

3.4. Rental Periods for Peak and Off-Peak Seasons

The allowed rental period depends on the season in which the vacation is booked. In the peak season, the minimum rental period is 7 nights, and reservations can only be made from Saturday to Saturday. Outside the peak season (off-peak season), bookings can be made on different days and for shorter rental periods. The minimum rental period in this case is 2 nights.

3.5. Maximum Number of Allowed Persons

- 3.5.1. The maximum number of persons allowed per accommodation varies and is clearly stated on our website. Always check the number of sleeping places before making a reservation.
- 3.5.2. It is not permitted to exceed the specified maximum number of persons. The campsite manager may deny access to the tent in such cases, and you will not be entitled to compensation.
- 3.5.3. In deviation from the above rule, it may be possible, after prior consultation with us and the campsite, to add extra persons to the reservation. Additional costs may apply! Without prior approval from the campsite, extra persons are not permitted to stay or spend the night.
- 3.5.4. Villatent Europe B.V. does not rent to groups of young people under the age of 25, unless otherwise agreed in writing.

3.6. Preferences

When making a reservation through our website, you can specify any preferences in the "comments" section. Preferences must be indicated at the time of booking. We will pass on the preferences to the campsite manager but cannot guarantee they will be honored.

3.7. Options

It is possible to place an option on one of our tents upon request. Please note that an option is not without obligation. The option is always tied to an expiration date by which you must make a final decision regarding the option.

3.8. Medical Necessities

1. You may have specific medical requirements, referred to as medical necessities. If you communicate these necessities at the time of booking, we will check with the campsite to see if they can be accommodated in your specific case.
2. Written consent from us is expressly required for medical necessities.
3. There may be an additional fee at your destination for medical necessities. If this is known to us, we will inform you in advance.

3.9. Tent Layout

The layout of the tent may differ from the images shown on the website or in brochures. We do our best to keep the displayed images as accurate as possible, but variations may occur.

4. Payment

4.1. Deposit and Remaining Payment

At the time of reservation, we require a deposit of 30% of the total amount. You can pay this amount immediately using one of the online payment methods or transfer it to our account within 8 business days. The remaining 70% must be paid six weeks before the arrival date.

4.2. Full Payment

If you book less than six weeks before departure, the full amount must be paid directly to our account.

4.3. Tourist Tax

Tourist tax may vary by region and campsite. The associated fees must be paid directly at the campsite.

4.4. Late Payment

If payment is not made on time, several reminders will follow. If payment is still not received within the specified period(s), we reserve the right to transfer the claim to a bailiff. Any legal and extrajudicial costs, as well as statutory interest, will be borne by the renter.

Additionally, we reserve the right to cancel the reservation in the event of late payment. The renter is then responsible for any additional costs incurred, such as flights, car rentals, ferry crossings, bus travel, and so forth.

5. Prices and Fees

5.1. Pricing

Our prices include the rental of our Villatents and the associated camping pitch. Prices are inclusive of VAT but exclusive of tourist tax. Villatent employs dynamic pricing, meaning prices may vary based on availability and demand. The price at the time of booking is binding and cannot be changed after the reservation is confirmed.

5.2. Mandatory Fees

Reservation and cleaning fees are mandatory. The reservation fee is €57.50 per booking for holidays in the Netherlands and €52.50 per booking for other European destinations. If multiple accommodations are booked within the same reservation for a consecutive period, the reservation fee is charged only once. Cleaning fees vary by tent and campsite and can be found on our website.

5.3. Optional Fees

Optional services include booking a bed linen package, a baby package, or bringing a pet. Optional services are described on the following page: <https://www.villatent.com/faq>. Prices are available on our website.

The costs for optional services form part of the deposit amount and/or total amount, as indicated in the confirmation email(s), if specified at the time of booking. The costs of any later changes or adjustments to the optional services will be invoiced in a new confirmation email.

5.4. Discounts

1. Throughout the year, we may offer discount promotions on the rental prices of our tents. The discount is displayed once you select a specific campsite with a specific arrival and departure date on the website.
2. Discount promotions are not applied retroactively to existing reservations.
3. We reserve the right to modify or discontinue discounts or discount promotions at any time.

5.5. Promotions and Offers

Prize Winners

A won vacation is non-transferable. The prize winner must be the primary booker for the vacation. The vacation destination and period won cannot be modified.

Associated Conditions

Different conditions may apply to each promotion. The applicable conditions are listed per promotion on our Facebook page or in our newsletters.

6. Travel Information

6.1. Arrival & Departure

1. Check-in at the campsite is available from 4:00 PM on the agreed arrival day. Check-out is at 10:00 AM on the agreed departure day. Please note that these times may vary in some cases.
2. You must leave the accommodation clean, tidy, complete, and undamaged upon departure. This includes emptying trash bins, clearing out the refrigerator, leaving the BBQ clean, and doing the dishes.
3. We are not responsible for any costs incurred on your own initiative due to early departure from the accommodation, for any reason.

6.2. Travel Documents

1. The renter is responsible for carrying the necessary travel documents. We accept no responsibility if the correct travel documents are not in order.

6.3. Dogs

1. Only dogs are allowed as pets. This only applies to our Villatents at campsites where dogs are permitted.
2. You may bring a maximum of one dog per location. If you wish to bring two (small) dogs, this will be assessed per reservation.
3. If you bring your dog, it is not permitted to leave the dog alone in the tent.
4. The renter is liable for any damage or contamination caused by the dog.
5. Please note: different rules and requirements may apply for each country and for different types of dogs. More information is available on our website.

6.4. Electric Vehicles

It is prohibited to charge electric vehicles, such as cars or e-bikes, via the power supply in the tents. Charging must be done at designated charging stations.

6.5. Barbecues

The use of barbecues may be prohibited due to local regulations or fire risk. As a result, your tent may not be equipped with a barbecue. We recommend checking the applicable regulations before your stay.

7. Facilities

7.1. Costs

On our website, we list which facilities are available at each campsite. Even though no costs are listed with the facilities, certain facilities may incur charges. We are not liable for any unexpected charges on-site for the use of facilities or services.

7.2. Opening Hours

We take the utmost care in processing all known information regarding the availability and possible opening hours of all facilities. However, we cannot guarantee that facilities will always be open.

Certain facilities may have seasonal opening hours, particularly during the low season, when some facilities may be closed.

Additionally, facilities are often leased to third parties, which means that neither we nor the campsite manager can exert control over specific opening hours. Examples include facilities such as restaurants, swimming pools, or facilities mentioned in the surrounding area.

7.3. Tent Layout

The layout of the tent may differ from the images or video materials on the website or in brochures. Although we make every effort to keep the displayed images as accurate as possible, differences may occur due to local modifications, updates, or improvements to the accommodations. Such deviations do not entitle you to a refund or compensation.

8. Cancellation or Modification

8.1. Cancellation of the Reservation by the Renter

You may need to cancel your vacation due to unforeseen circumstances. Cancellations must always be communicated via email or by phone. Please note that cancellation may incur additional fees in many cases.

Cancellation according to the terms and conditions

If you need to cancel your vacation due to unforeseen circumstances, you must notify us via email or phone. Please be aware that cancellation may incur additional fees.

Cancellation Insurance

As the primary booker, you are responsible for arranging cancellation insurance in a timely manner and handling claims with the insurer. We will provide reservation details if requested by your insurer.

If you do not have cancellation insurance, or if the reason for cancellation is not covered under the insurer's terms, the reservation will be canceled according to the terms outlined below. Upon cancellation, the renter must pay the outstanding booking amount, depending on the chosen cancellation package.

Non-Cancellable

- Not cancelable
- No refund available
- Non-modifiable

Flexi

- Cancel without fees up to 30 days before arrival
- 100% refund (excluding reservation fees and 10% insurance fees)
- No supporting documents required

Flexi Plus

- Cancel without fees up to 5 days before arrival
- 80% refunded, 20% credit for a booking within 1 year (excluding reservation fees and 25% insurance costs)
- No supporting documents required

8.2. Cancellation of the Reservation by Villatent

Force Majeure or Unforeseen Circumstances

Force majeure or unforeseen circumstances refer to situations in which, prior to arrival, the accommodation is found to be unfit for rental. Examples include a natural disaster such as a forest fire or flooding, a double booking, etc.

In cases of a pandemic, epidemic, or other exceptional circumstances, Villatent Europe B.V. reserves the right to offer a voucher instead of a refund, allowing guests to reuse the booking value.

In the situations described above, we may proceed to cancel the reservation. We will inform you of this in writing or by phone, providing reasons. We will then offer a suitable and equivalent alternative at no additional cost. The offer depends on:

- The location
- Accommodation category
- Available facilities
- Any preferences specified at the time of booking

8.3. Modifications to the Reservation

1. In general, it is possible to make changes to the reservation up to 7 days before the stay, such as changes in the number of persons or adding optional services.
2. If you wish to make changes in one of the cases described below, the primary booker must notify our contact center.

Changing Traveler(s)

1. If one of the travelers is unable to go, the vacant spot may be filled by another person.
2. An additional traveler may only be added if the number of allowed persons is not exceeded.

Changing the Primary Booker and/or Transferring the Reservation

1. If the primary booker is unable to go, another person within the reservation, who is at least 18 years old, may take the place of the primary booker.
2. If permitted by the campsite, the reservation may be fully transferred to another family. The transfer must always be reported to the Villatent contact center.
3. In the case described in point 2, the campsite may consider the change as a cancellation. In that case, we are required to charge cancellation fees.

Rebooking

1. With our rebooking guarantee, you can modify your vacation up to 2 weeks before departure. However, the following conditions apply:
 - Rebooking can be done free of charge without a specific reason;
 - Rebooking can be done up to a maximum of 2 weeks before the departure date;
 - The rebooking guarantee applies to the entire reservation;
 - Rebooking is only possible if the vacation is available in Villatent's reservation system at the time of rebooking;
 - Rebooking is only possible within the same calendar year;
 - If the rebooked vacation price is lower than the original reservation, the difference will not be refunded;
 - If the rebooked vacation price is higher than the original reservation, the difference will be charged to the renter;
 - The length of stay must remain the same;
 - Rebooking can only be done by phone;
 - We will confirm the rebooking via email.

9. Complaints

Together with our campsites, we strive to provide you with a perfect glamping vacation throughout the entire customer journey. However, if you still have a complaint or problem, we will do everything possible to find a solution together. We distinguish between complaints before, during, and after the vacation, with the following arrangements:

9.1. Complaints Before the Vacation

If you have a complaint before you go on vacation, you can contact our contact center. We will always try to reach a solution with you first.

9.2. Complaints During the Vacation

Complaints during the vacation must be reported immediately (or as soon as possible) to the campsite reception, which acts on behalf of Villatent. If the complaint is not satisfactorily resolved on-site, request a complaint report together with the campsite reception and contact our contact center immediately (or as soon as possible) during business hours. If the complaint still remains unresolved to your satisfaction, you can submit the complaint report by email or via the contact form at www.villatent.com.

9.3. Complaints After the Vacation

If a complaint arises during your stay, it should be reported immediately (or as soon as possible) to the campsite reception acting on behalf of Villatent. If the issue is not resolved on-site to your satisfaction, create a complaint report together with the campsite reception and contact our contact center immediately (or as soon as possible) during business hours. If the issue is still unresolved, you may submit the complaint report by email or through the contact form on www.villatent.nl.

9.4. Choice of Law/Wechtskeuze

Dutch law applies to the agreements entered into, modified, or supplemented on the basis of these terms and conditions, unless mandatory rules dictate that other law is applicable.

10. Liability

10.1. Injury and Personal Property

Villatent Europe B.V. is not liable for the loss, theft, or damage of guests' personal property. We recommend keeping valuables secure or not leaving them unattended.

10.2. Environmental Factors

We are not liable for environmental factors such as noise disturbance, traffic disruption, beach, water, and insect issues, or weather conditions in any form.

10.3. Damage to Accommodation and/or Inventory

The renter is liable for any damage to the tent and/or inventory that occurs during the renter's stay. Damage must be reported to the campsite owner, who will determine the necessary steps. If damage is not reported, we reserve the right to hold the renter accountable for the damages incurred and to contact the renter's liability or travel insurance for compensation.

10.4. Violation of Campsite Rules

The renter and their guests must adhere to the rules of the campsite, including rules for receiving visitors. We are not liable if the renter is required to leave the campsite due to disturbance and/or nuisance, following a warning from the campsite owner.

10.5. Force Majeure

Villatent Europe B.V. is not liable for inability to fulfill the agreement due to force majeure, such as natural disasters (e.g., forest fires and floods), epidemics, pandemics, outages of services like power or water, or other unforeseen circumstances that may force the renter to leave the accommodation.

10.6. Inaccuracies or Omissions

We take utmost care in maintaining the website and ensuring the reliability and currency of the information provided. However, we cannot exclude the possibility of inaccuracies or omissions despite our care. We are not liable for obvious errors or inaccuracies. Upon noticing an error or inaccuracy, we will correct it immediately (or as soon as possible).

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