



## Cancellation policy TerSpegelt

We advise you to participate in the TerSpegelt cancellation fund, in combination with your booking. In case of cancellation caused by one of the situations included in the cover, you pay the costs of the cancellation fund, the policy costs and the reservation costs. For participation in the cancellation fund, the fee is 5% of the rental amount (minimum € 11.50) plus policy costs. You can take part in the cancellation fund up to 5 days after booking. In the case of cancellation or early termination of your stay, you must notify Reception in writing.

### 1. **Cancellation costs covered in following situations:**

- a. Decease, serious illness or serious injury of insured or a loved one of the insured.
- b. Establishing a pregnancy after taking out the cancellation policy, which can be indicated by a pregnancy statement. Or complications with a pregnancy.
- c. Material damage of property, rented home of insured or the company he/she works for, for which his/her presence is required.
- d. Being appointed a rented home unexpectedly, no earlier than 30 days before the arrival date. Insured must be registered for seeking a home for at least 10 weeks prior to making the reservation.
- e. Buying a home, which will be completed or transferred within 60 days before the arrival date.
- f. A necessary medical procedure, which insured, his partner or child has to undergo unexpectedly.
- g. Decease of a pet of the insured within 14 days before the arrival date. This only goes for a dog, cat or horse.
- h. Forced move of insured due to medical necessity, renovation or change of job.
- i. Unemployment after steady work contract, due to involuntary discharge. Date of discharge has to be within 1 month after the departure date of the booked vacation.
- j. Excepting employment for at least 20 weekly hours for no less than ½ year, which demands presence of the insured during the booked vacation.
- k. Unexpected recall for an exam which cannot be taken at another time.
- l. Breaking down of the private means of transportation of insured, due to an accident, theft or fire, within 30 days before the arrival date, which cannot be repaired in time.
- m. Ending of the marriage of insured, for which divorce procedures has been started. Dissolution of a notarised cohabitation agreement.
- n. (aggravation of an existing) illness or accident injury to a family member in the 1st degree, who therefore needs urgent care from the insured and no one other than the insured can provide this care.
- o. Loss or theft of travel documents of the insured person necessary for the vacation on the day of departure. The insured person is obliged to report this immediately to the police and submit the evidence.



**2. Cover for unused travel days**

Payment will be made based on the rental price per day, due to:

a. Earlier departure:

Cancellation of the booked holiday due to one of the events as above mentioned, as well as severe damage to rented accommodation or pitch, due to which it can no longer be used. Maximum number of nights to be reimbursed is 40.

b. Hospitalisation

Unforeseen hospitalisation (at least 1 night) of insured, which does not allow insured to end his stay at Holidaypark TerSpegelt but neither allows him to use the facilities. All nights at hospital can be reimbursed. This covers only for the hospitalised insured and his also insured family members or 1 accompanying insured. Maximum number of nights to be reimbursed is 40.

c. Departure delay

Unforeseen delay of aircraft, bus, train and boat on departure to the Netherlands. This cover exist only for holidays longer than 3 nights. The delay must be at least 8 hours. For a delay of 8 to 20 hours, payment is made for 1 day, from 20 to 32 hours for 2 days and from more than 32 hour for 3 days.

**3. Maximum allowance:**

- a. The maximum benefit for all insured persons together is at most the benefit for 4 families, divided among all insured persons in proportion to each person's share of the sum insured.
- b. In total, no more than 100% of each person's share of the rental sum will ever be paid out.

**4. General Exclusions:**

**No payment will be made if the insured or interested party:**

- a. Related to illness, disorder or abnormality that existed or caused symptoms in the insured, his household members or family members in the 1<sup>ste</sup> or 2<sup>nd</sup> degree in the period of 3 months prior to the date of taking out the insurance.
- b. Makes a false statement and/or misrepresents facts. In that case the right to payment will lapse for the entire claim, also for those parts where no untrue statement was made and/or misrepresentation was made.

**5. Obligation in the event of cancellation**

- a. The insured/renter is obliged to report an occurrence, as a result of which the stay is cancelled, in writing or by email to Recreatiepark TerSpegelt as soon as possible, but no later than 3 working days before the start of the holiday. Postelseweg 88, 5521 RD Eersel or [info@terspegelt.nl](mailto:info@terspegelt.nl).
- b. Supporting documents for the cancellation may be requested.



**6. No Cancellation fund or no insured reason**

When one has not taken out a cancellation policy or cancellation is not due to one of the above mentioned artikel 1 or 2, following terms apply: When one cancels the reservation before the arrival date, one owes a fixed compensation. This does not go if the reason for cancelling is an increase of prices within 3 month after making the reservation, except for increases due to increased taxes or other charges.

Compensation is calculated as follows:

- Cancellation more than 3 months before date of arrival: 15% of confirmed rent.
- Cancellation between 3 and 2 months before date of arrival: 50% of confirmed rent.
- Cancellation between 2 and 1 months before date of arrival: 75% of confirmed rent.
- Cancellation within 1 month before date of arrival: 15% of confirmed rent.
- Cancellation on the date of arrival: 100% of confirmed rent.

If you do not show up on the commencement date, you will owe 100% of the total price (rental price incl. additional costs) mentioned in the confirmation.