



Park regulations Recreatiepark TerSpegelt

This regulation outlines the rules and guidelines that apply to your reservation and visit to Recreatiepark TerSpegelt (hereafter referred to as TerSpegelt). These rules are intended to ensure an enjoyable stay for you and your fellow guests. By following these guidelines, everyone can experience a truly relaxing vacation at Recreatiepark TerSpegelt.

1. Reservations

1.1 You can make a reservation via www.terspegelt.nl, through one of our tour operators, or by calling +31497-512016. Your reservation is final once we have confirmed it in writing (by email), which you will receive within 24 hours.

1.2 Recreatiepark TerSpegelt is a family-oriented park catering to families with children up to 14 years old. We only accept reservations for family groups in which the main booker is at least 23 years old.

1.3 You may indicate a preference for a specific campsite or accommodation when booking by selecting the "preferred site" option. We will do our best to accommodate your preference; however, circumstances may prevent us from offering your requested location. In such cases, we reserve the right to assign a different location. Any preference fees paid for specific accommodation choices will be refunded if we are unable to fulfill them.

1.4 Photos on our website, in our magazine, and other media provide a realistic view of the park; however, no rights can be derived from them.

1.5 We reserve the right to refuse any reservation without explanation or to impose additional conditions on reservations.

2. RECRON terms and conditions

2.1 The RECRON terms and conditions apply to all our agreements. You can view them here: terspegelt.nl/en/general-conditions.

3. Payment terms

3.1 After making a booking, the following payment deadlines and percentages apply:

- The first payment (deposit) must be made within 1 week of booking (50% of the total amount).
- The final payment must be made no later than 6 weeks before arrival (the remaining 50% of the total amount).

3.2 If the arrival date is within 90 days of the booking, there is only one payment deadline.

4. Cancellation Fund

4.1 You can join the TerSpegelt cancellation fund. In the event of a cancellation due to one of the covered events, you will be responsible for the cancellation fund fee, policy costs, and reservation fees.

4.2 The fee for the cancellation fund is 5% of the rental amount (with a minimum of €11.50) plus policy costs. You can join the cancellation fund up to 5 days after booking.



In case of a cancellation or early departure, you must notify us in writing via the reception.

4.3 Complete information on coverage can be found [at terspegelt.nl/en/terms-and-conditions](https://terspegelt.nl/en/terms-and-conditions) under 'Cancellation policy TerSpegelt'.

5. Cancellation

5.1 If you do not have cancellation insurance or the reason for cancellation is not covered by the aforementioned events, the following rules apply:

If you cancel the agreement as a guest before the start date, you owe a fixed compensation fee, except when cancellation is due to a price increase made within three months after signing the agreement (excluding price changes due to taxes or other charges affecting one as well).

5.2 The compensation is calculated as follows:

- Cancellation up to 3 months before the date of arrival: 15% of the agreed price;
- Cancellation up to 2 months before the date of arrival: 50% of the agreed price;
- Cancellation up to 1 month before the date of arrival: 75% of the agreed price;
- Cancellation within 1 month before the date of arrival: 90% of the agreed price;
- Cancellation on the date of arrival itself: 100% of the agreed price.

5.3 If you do not show up on the date of arrival without prior notice, you will owe 100% of the total price specified in the booking confirmation (rental price incl. additional costs).

6. Arrival and Departure: Rental Accommodation

6.1 The specific arrival and departure times are indicated in your booking confirmation.

6.2 Guests may enter their rented accommodation on the agreed arrival date. Upon arrival at Recreatiepark TerSpegelt, all guests are required to check in at Reception.

6.3 On the day of departure, please leave the accommodation swept clean, with clean dishes stored in the drawers/cabinets. Waste should be disposed of at the designated recycling station. Place used linens in the provided plastic bag on the accommodation's veranda. Please check out early at Reception.

6.4 If the rented accommodation is not left in proper condition or on time, or if there is excessive mess and/or damage to the accommodation, its contents, or the grounds/surrounding area of the park, Recreatiepark TerSpegelt will immediately charge the guest for the damage, which must be paid immediately.

6.5 Additional camping equipment (including extra tents) may not be set up beside the accommodation.

7. Arrival and Departure: Campsites

7.1 The specific arrival and departure times are listed in your booking confirmation.

7.2 Campers may occupy their reserved campsite on the agreed arrival date. Upon arrival at Recreatiepark TerSpegelt, guests must check in at Reception.



7.3 On departure day, campers are expected to leave their site clean, disposing of any waste at the designated recycling area.

7.4 If a campsite or accommodation is not vacated on time, or if camping equipment is incorrectly placed, TerSpegelt reserves the right to clear the site at the renter's expense and

8. Placement of Camping Equipment

8.1 Due to the dimensions of the campsite, camping equipment longer than 6 meters (including the hitch) is not permitted on basic campsites.

8.2 Each campsite at Recreatiepark TerSpegelt is marked by numbered posts. These posts display your site number along with an arrow indicating your designated spot. If unclear, please contact Reception.

8.3 Position your camping equipment with the back against the vegetation or as otherwise indicated. Place it as centrally and as far back on the pitch as possible. Be mindful of the size of your pitch when setting up—avoid letting any part of your equipment, guy lines, windbreaks, or additional tents extend onto neighboring pitches.

8.4 To prevent damage to underground cables and pipes, digging trenches or holes on your campsite is not allowed. Do not use trees or bushes to support clotheslines or antennas. Do not drain wastewater directly onto the ground or plants; use a container for this purpose.

8.5 Setting up party tents is generally not allowed, except in specific cases. Using such a structure as a replacement for an awning or front tent is permitted as long as it does not cause any inconvenience (e.g., obstructing the view). The maximum size for a party tent is 3x3 meters, and it must not be taller than the camping equipment.

8.6 Small additional tents must be dome- or A-frame style and cannot exceed a ground area of 4 square meters. One additional small tent on your campsite is free of charge. A second small tent incurs an extra fee.

8.7 Root-resistant cloths are not permitted under awnings and canopies; only permeable tent tiles or growth mats are allowed to help preserve the grass.

8.8 Pools, even small ones, are not permitted on campsites.

8.9 Non-essential lighting (decorative lighting) must be turned off after 11:00 PM.

9. Barrier and Traffic

9.1 You may park a maximum of one car on the park premises. Park your car only in designated spots or at the parking area near Natuurpoort TerSpegelt, where a second car may also be parked at your own risk. Avoid leaving valuables in the car. Parking is free.

9.2 The entrance barriers operate with license plate recognition and function between 07:00 AM and 11:00 PM. Barriers close after each vehicle passes. Wait until the traffic light turns green before proceeding. Misuse (tailgating), misconduct, or payment issues will result in loss of vehicle access to the park.

9.3 From 11:00 PM to 07:00 AM, vehicle entry is not allowed, and driving on the park grounds during this time is prohibited. If you need to leave early, park at Natuurpoort TerSpegelt before 11:00 PM. In emergencies, nighttime exit by car is permitted.



9.4 A speed limit of 10 km/h applies throughout the park for all motorized and electric vehicles. Pedestrians and cyclists have the right of way. Certain areas are designated for one-way traffic; always keep right unless otherwise indicated.

9.5 Driving (electric) scooters, mopeds, e-scooters, and Segways is not allowed on park grounds. Park these at the reception or walk with them through the park.

9.6 Electric cars may only be charged at designated charging stations.

9.7 Boats with motors are not allowed on park waters; only electric outboard motors are permitted.

10. Pets

10.1 Pets are not allowed at Recreatiepark TerSpegelt, with the exception of official assistance dogs. Official assistance dogs must be reported in advance via info@terspegelt.nl.

11. Access Control and Facial Recognition

11.1 During their stay at TerSpegelt, guests have access to the facilities.

11.2 Recreatiepark TerSpegelt offers facial recognition as an access control method for guests and season pass holders, and for attendance registration at SterrenStrand and the swimming pool. This system provides guests with a quick and easy way to access SterrenStrand and the swimming pool, eliminating the need to use or keep physical passes, wristbands, or other physical access methods. The software scans facial recognition points, which are then transformed by the scanner into a template. This template is the result of an algorithm and consists of multiple positions. In addition to being patented, the algorithm is secured with AES256 encryption. Templates cannot be traced back to a face.

Recreatiepark TerSpegelt collaborates with EasySecure for this system. EasySecure places a high priority on security and privacy, using software with the best security and highest privacy settings. The EasySecure Software is hosted in Cyso's data centers, which are ISO 20000, ISO 27001, and NEN 7510 certified. The EasySecure Software servers are distributed across three geographically separated Tier-4 data centers in the Netherlands. Tier-4 is the highest classification level for data centers. All data is automatically deleted one day after the reservation. Data is not used for purposes other than those described above.

The use of facial recognition is voluntary. If you do not wish to use facial recognition, please inform the reception. You may also withdraw your consent at any time.

12. Day Visitors/Overnight Guests

12.1 Day visitors have access to the park from 9:00 AM to 11:00 PM. They must purchase an entry pass at reception (see rates at the entrance).

12.2 Overnight guests must be registered by the main booking holder at reception, and the applicable fee must be paid.

12.3 If you, as the main booking holder, receive day visitors or overnight guests, you are responsible for their behavior. In case of rule violations, both the day visitors/overnight guests and you as the responsible party may be denied immediate access to the park.

12.4 Youth aged 13 to 23 without parental supervision are not allowed in the park.



12.5 Children under 9 years old may only enter the park under continuous supervision and guidance of an adult (at least 23 years old).

12.6 The number of day visitors may be limited during busy times.

12.7 It is not permitted to have more than six people staying overnight on one campsite. For rented accommodations, the maximum occupancy of the accommodation must never be exceeded due to safety regulations.

13. Visual and/or Audio Recordings

13.1 Recreatiepark TerSpegelt may, with due care, arrange for visual and/or audio recordings of its park and guests on the premises. TerSpegelt is entitled to use and publish these recordings, for example, for promotional purposes, without owing compensation to the guests depicted. If you do not wish to be recorded, please avoid the photographer and/or videographer.

13.2 Due to safety and privacy concerns, the use of drones at TerSpegelt is not allowed. TerSpegelt may, however, use a drone for promotional imagery.

14. (Night) Quiet, Order, and Safety

Our guests value (night) quiet, order, and safety; we therefore ask for your extra attention to the following topics:

14.1 Recreatiepark TerSpegelt reserves the right to deny access to guests whom it considers or fears might disrupt the (night) quiet, order, and/or safety of the park, without any obligation to offer compensation.

14.2 Radios and other music devices/instruments and microphones may only be used inside tents or rental accommodations during the day and evening (up to 11:00 PM), and only at a volume that does not disturb others. Radios and other music devices must not cause annoyance to other guests.

14.3 Between 11:00 PM and 7:00 AM, the park observes quiet hours. During this period, guests must refrain from any activities that may disturb the peace (e.g., loud talking, music, noise). Unregistered visits to the park during quiet hours are also prohibited.

14.4 Please avoid causing disturbances when leaving dining areas or visiting neighbors between these hours. Congregation, especially of youth, after closing hours of dining areas often creates excessive noise. As such, groups are not permitted to gather in the park after 1:00 AM. Violations will be dealt with strictly and may result in removal from the park.

14.5 TerSpegelt reserves the right to close certain areas of the park without obligation to compensate visitors.

14.6 Sanitary facilities in the park are cleaned and disinfected regularly, which may occasionally result in waiting times. Children under 9 must be accompanied by an adult when entering restroom facilities.

14.7 Guests must remain on designated paths and may not climb over walls or fences.



14.8 In dining areas, the purchase of a consumable is required. Guests are not allowed to consume outside food or drinks in these areas, except at designated picnic spots in SterrenStrand.

14.9 Found items on the park grounds should be handed over to TerSpegelt staff members.

14.10 Advertising, conducting surveys, collecting donations, and offering goods and services on TerSpegelt grounds are not permitted without written approval from park management.

14.11 Displaying (religious) beliefs or holding demonstrations on TerSpegelt premises is prohibited unless written permission is granted by park management.

14.12 Barbecuing at campsites and rental accommodations is permitted except during extreme weather conditions (storm/drought). Please consider safety—ensure that adequate extinguishing materials (such as sand or water) are available.

14.13 Prohibitions within Recreatiepark TerSpegelt

Within the park, it is prohibited to:

- a. smoke in accommodations, covered facilities, and playgrounds;
- b. have open flames;
- c. swim, dive, or fish outside designated areas;
- d. enter facilities that are currently closed;
- e. possess weapons or other items deemed dangerous by TerSpegelt. The park reserves the right to confiscate such items;
- f. use, possess, or trade narcotics.

14.14 Alcohol Policy

Legal regulations for alcohol consumption must be strictly followed. Passing alcohol to minors is prohibited, and any violations will be strictly enforced. Acts of vandalism, violence, assault, alcohol abuse, and possession or use of (soft) drugs will result in immediate expulsion from the park.

14.15 Reporting Criminal Offenses

All criminal acts will be reported to the police.

14.16 Emergency Protocol

In an emergency, please call 112 immediately and inform the reception.

15. Liability

15.1 Recreatiepark TerSpegelt is not responsible for personal injury, theft, loss, or property damage that may occur during a park visit (such as injuries or damage caused by animals within the park or use of park facilities), except in cases of intentional misconduct or gross negligence by the park's management (in accordance with Article 13 of the RECRON terms for Tourist sites).

15.2 If liability is applicable despite these limitations, TerSpegelt's responsibility will be limited to the payout from its liability insurance policy, including any deductible.

15.3 Visitors who engage in unlawful behavior toward TerSpegelt, its staff, or who cause damage to park property will be held liable for such actions and required to compensate for damages.



15.4 TerSpegelt is not responsible for disruptions or inadequacies in services provided by third parties (such as tour operators).

16. Applicability

16.1 By entering Recreatiepark TerSpegelt, guests accept these rules and are required to follow all regulations and staff instructions.

16.2 TerSpegelt reserves the right to make decisions in cases not covered by these regulations.

16.3 Additional Rules Recreatiepark TerSpegelt reserves the right to set additional rules verbally or in writing.

16.4 Definition of "Recreatiepark TerSpegelt"

In this regulation, "Recreatiepark TerSpegelt" and "the park" also include all dining establishments, the indoor swimming pool, recreational lakes, and parking areas.