



## **Cancellation policy TerSpegelt**

You can participate in the TerSpegelt cancellation fund. 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.

### Cancellation costs covered in following situations:

- Decease, serious illness or serious injury of insured, family members in the 1st or 2nd degree or housemates of insured.
- Establishing a pregnancy after taking out the cancellation policy, which can be indicated by a pregnancy statement. Or complications with a pregnancy.
- Material damage of property, rented home of insured or the company he/she works for, for which his/her presence is required.
- 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.
- Buying a home, which will be completed or transferred within 60 days before the arrival date.
- A necessary medical procedure, which insured, his partner or child has to undergo unexpectedly.
- Decease of a pet of the insured within 14 days before the arrival date. This only goes for a dog, cat or horse.
- Forced move of insured due to medical necessity, renovation or change of job.
- 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.
- Excepting employment for at least 20 weekly hours for no less than ½ year, which demands presence of the insured during the booked vacation.
- Unexpected recall for an exam which cannot be taken at another time.
- 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.
- Ending of the marriage of insured, for which divorce procedures has been started. Dissolution of a notarised cohabitation agreement.
- Welcoming a adopted child into the family, when adoption has been arranged by a officially licensed agency.



#### UNUSED DAYS

- Earlier departure than reserved 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.
- 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.
- Maximum reimbursement for all insured together, is reimbursement for 4 families, divided amongst all insured, each according their part in the insured amount.

#### EXCLUSIONS:

- Cancellation due to illness or ailment of insured, family members in the 1st or 2nd degree or housemates of insured, which manifested itself or caused complaints within 3 months prior to making the reservation.

When one has not taken out a cancellation policy or cancellation is not due to one of the events as above mentioned, 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 a 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.