

General conditions - rental

Arrival - Departure

- check-in: from 2.00 p.m. on
- check-out: before 10.00 a.m.

Opening hours reception

15/03 > 15/11 Monday - Friday - Saturday: 09u00 - 12u00 / 13u30 - 17u00
Tuesday - Wednesday - Thursday - Sunday: 09u00 - 12u00

01/07 > 31/08 every day: 09u00 - 12u00 / 13u30 - 17u00

Arriving outside reception opening hours is possible.

Upon receipt of payment, we will then send all info for self check-in by email.

Please inform us in advance if you wish to make use of this service.

Payment conditions

Your reservation is confirmed when your deposit has been paid.

- a deposit of 25% is required within 7 days.
- the remaining balance must be on Veld & Duin's bank account no later than 14 days before the beginning of the stay.

Payment cards: only Maestro / V-pay / Payconiq

Cancellations

- Cancellation \geq 2 weeks prior to arrival: 25% of the total amount is due.
- Cancellation $<$ 2 weeks prior to arrival: total amount is due.
- No refund possible when leaving before departure date or no show.

Damage

Our lodgings look peaky and we would like to keep it that way for you and subsequent guests. If any damage is found (broken or stolen items) after departure, we will charge for it.

Maximum occupation

- chalet or caravan comfort 2: maximum 2 persons + 1 dog
- chalet comfort 4: maximum 4 adults or maximum 2 adults and 3 young children (-12 years)
- chalet comfort 4+: maximum 4 adults or maximum 2 adults and 3 young children (-12 years)
- apartment comfort 4+: maximum 5 persons
- luxury apartment second floor: maximum 5 persons
- luxury apartment second floor: maximum 6 people

If we notice that this is not respected, access may be denied.

Peace and Quiet

Staying at Veld & Duin is escaping from the daily grind and charging your batteries.

If, however, you are looking for a full time entertainment program or if having a holiday means partying until the early morning hours, we won't be able to help you.

Every guest at Veld & Duin is entitled to have a good night's sleep. We kindly ask you to respect the peace and quiet between 22u00 and 08u00, also when entering the campsite by car.

Youth

The night's sleep must be respected between 10 p.m. and 8 a.m. and other campers may not be inconvenienced by their presence.

In the event of complaints, we are forced to intervene and this may lead to the group having to leave (no refund).

We need a telephone number from the parents of each of the young people under the age of 18.

Cleaning

You must do the dishes and take the rubbish to the containers.

- If on departure it appears that you have not done the dishes, we will charge € 25.
- If on departure it appears that you have not taken away the waste, we will charge € 40.

Furthermore, we ask that you leave the chalet tidy and respect the work of the cleaning team

Waste

The container park includes different containers:

- residual waste
- biowaste: only fruit and vegetable waste
- PMD: plastic
- paper and cardboard
- glass

Pets

Dogs are welcome on our campsite, in the chalets and in the caravans. Unfortunately we cannot allow pets in the (luxury) apartments.

House rules

You are responsible for your dog. Please read the following very carefully:

- dogs are admitted if kept on a lead on the camping site
- droppings must be removed immediately
- pets must be kept on your private plot
- maximum 2 dogs per plot
- dangerous breeds are not allowed

Smoking

It is strictly forbidden to smoke in your accommodation.

In case of non-compliance with this prohibition, € 150 will be charged.

Parking

One parking space is included in the price per stay. To enter, you will receive a code for the duration of the stay upon arrival.

If you come with two cars, it is possible to rent a second parking space at the reception at €4 / parking / day.

You can park the first car in the parking zone near your stay. Please put the car within the parking lines. A second car can only be parked in the visitors' parking at the front of the campsite.

An additional parking space must be paid for a trailer. It must also be parked in the visitors' car park.

Privacy statement

We respect the privacy of the visitors using the website and will ensure that the personal information you provide is treated confidentially. Processing of the personal data in our company takes place in compliance with the legal requirements as provided for in the EU regulations as from 25 May 2018.

Purposes of data processing

Your personal data will be processed by us for entering into and executing agreements, bookings and to manage the resulting relationships, including activities aimed at increasing the customer base.

Right of access, rectification, deletion, limitation, objections and transferability

The customer shall at all times have the right to access his personal data and can improve it (himself or by a third party) if it is inaccurate or incomplete. The consumer can have his personal data removed and its processing limited. The customer can object to the processing of his personal data including profiling on the basis of those provisions. In addition, the customer has the right to a copy (in a structured, common and machine-readable form) of his personal data. In order to exercise the above rights, the customer is asked to send an e-mail to the following e-mail address: info@veldenduin.be

Direct marketing

The customer has the right to object, free of charges, to any processing of his personal data for direct marketing purposes. This can be done by sending an e-mail to info@veldenduin.be or a letter to: Veld & Duin, Kon. Astridlaan 87 8450 Bredene Belgium

Complaint

The customer has the right to complain to the Commission for the protection of privacy (Rue de la Presse 35, 1000 Brussels - commission@privacycommission.be).