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General conditions Roompot Travel

1. Definitions

Accommodation: All holiday residences that are furnished for recreational purposes (such as a tent, caravan, bungalow, apartment, etc.)

Accommodation Provider: The owner and/or the designated manager of the Accommodation to be let

General Terms and Conditions: These General Terms and Conditions of Roompot Reizen, which govern the Agreements that are concluded with respect to the letting of Accommodation and are made available by an Accommodation Provider other than Roompot itself

Reservation Form: The form on which the Holidaymaker fills in all the details required to make a reservation to rent an Accommodation

Third Parties: Any party other than Roompot Reizen and/or the Holidaymaker or Co-holidaymaker

Co-holidaymaker: The persons whom the Holidaymaker registers when making the reservation and/or who form part of the holiday group

Agreement: The agreement to letting an Accommodation offered by Roompot Reizen, together with the related General Terms and Conditions

Park: The park in which the Accommodation is located

Park Rules: The rules that the Accommodation Provider applies with respect to the use of the Accommodation and/or the Park

Holidaymaker: The natural person who or legal entity that makes the reservation and thereby becomes Roompot Reizen's other contractual party

Holiday Costs: Rental costs, including any discounts

Roompot Reizen: The trade name and brand name for reserving an Accommodation managed by Third Parties, which name is used by Roompot Services B.V.

In Writing: By letter, fax or e-mail

Website: The website that Roompot Reizen uses to offer the Accommodation

2 Applicability of the General Terms and Conditions

These General Terms and Conditions govern all offers made by Roompot Reizen and Agreements with respect to the letting of Accommodations that are concluded with Roompot Reizen. These Terms and Conditions form an integral part of the Agreement.

Article 3 Conclusion of the Agreement

3.1 Reservations

3.1.1 An Accommodation may be reserved either online or by telephone. Those two reservation methods are binding on both parties.

Online reservations

3.1.2 An Agreement will be concluded between the Holidaymaker and Roompot Reizen, subject to a condition precedent, with respect to the reservation of an Accommodation that is explicitly offered by Roompot Reizen on the Website if:

- the Holidaymaker accepts these General Terms and Conditions of Roompot Reizen and the Park Rules with respect to the Park in which the Accommodation is located; and
- the Holidaymaker fills in all the required details in order to make the reservation online and subsequently definitively makes the reservation by clicking the 'complete reservation' button.

3.1.3 Roompot Reizen will confirm every receipt of a reservation that is made via the Website by sending an e-mail to the Holidaymaker, which means that the reservation has been received and is being processed. The reservation is thereby binding for the Holidaymaker.

3.1.4 After it has received the reservation Roompot Reizen will review it to ensure that it is correct. If the reservation is correct the condition precedent referred to in Article 3.1.2 will have been complied with and the Agreement will be concluded thereby.

3.1.5 If the Holidaymaker does not receive a confirmation by e-mail it is possible that something has gone wrong with the reservation, in which case the Holidaymaker is required to contact Roompot Reizen. If the Holidaymaker fails to do so he will not be entitled to rely on the reservation.

Reservations by telephone

3.1.6 The Holidaymaker may also make a reservation via Roompot Reizen's call centre. The telephone number is listed on the Website.

3.1.7 A reservation made by telephone will lead to the conclusion of an Agreement.

Confirmation invoice

3.1.8 After a reservation made via the website or by telephone has been reviewed and processed the Holidaymaker will receive a confirmation invoice from Roompot Reizen by e-mail (or by post at the Holidaymaker's request). If the Holidaymaker does not

receive a confirmation invoice within 5 (five) days after reservation, the Holidaymaker is required to contact Roompot Reizen. If the Holidaymaker fails to do so he will not be entitled to rely on the reservation.

Reservation refusal

3.1.9 There are some Accommodation Providers that will not accept reservations from a holiday group comprised of young people. Roompot Reizen reserves the right to refuse such reservations.

3.2 Right of withdrawal

3.2.1 Once made, reservations are legally definitive for the Holidaymaker. The right of withdrawal ('cooling-off period') within the meaning of Article 7:46(d) of the Dutch Civil Code (Burgerlijk Wetboek) does not apply with respect to the services related to the renting of Accommodations, on the ground of Article 7:46(i)(1) of the Dutch Civil Code.

3.3 The Holidaymaker

3.3.1 The Holidaymaker taking the trip must be at least 21 years of age at the time at which the reservation is made.

3.3.2 The Holidaymaker is jointly and severally liable for any and all Co-holidaymakers who are registered and accompany him.

3.3.3 The Holidaymaker is liable for compliance with all the obligations ensuing from the Agreement.

3.3.4 All correspondence will be addressed to the Holidaymaker.

Article 4 Cancellation of or amendment to the Agreement

4.1 Cancellations by the Holidaymaker

It is possible that a holiday may have to be cancelled due to unexpected circumstances. In such cases the Holidaymaker or his deputy must notify Roompot Reizen In Writing or by telephone (during office hours). In most cases costs will be charged in connection with a cancellation or change.

4.1.1 Cancellations if cancellation insurance has been taken out

Taking out cancellation insurance via Roompot Reizen

a. Holiday Lessees may take out optional cancellation insurance when booking their holiday accommodations..

b. The costs related to that insurance will be indicated in the confirmation invoice.

c. If the Holidaymaker or the Co-holidaymaker wishes to take out cancellation insurance he must pay the full costs together with the first payment instalment. If he fails to do so the Holidaymaker or the Co-holidaymaker will not be entitled to invoke or take out the cancellation insurance that has been offered.

In the event that the cancellation insurance that has been offered is taken out correctly.

a. Holiday Lessees may take out optional cancellation insurance when booking their holiday accommodations.

b. After receiving the fully completed form, including the required evidence to be attached with respect to the cause of the cancellation, the cancellation will be handled by the insurance company, which will determine whether the cancellation in question falls under the insurance conditions.

4.1.2 Cancellation in accordance with the General Terms and Conditions of Sale

If the Holidaymaker or the Co-holidaymaker has not taken out cancellation insurance or the reason for the cancellation does not fall under the insurance conditions referred to in Article 4.1.1, the reservation will be cancelled in accordance with the following conditions. The Holidaymaker or the Co-holidaymaker will owe the following amounts in addition to the reservation costs due (and any costs related to the cancellation insurance): in the event of a cancellation up to the 42nd day (exclusive) before the date of departure: the deposit; in the event of a cancellation from the 42nd day (inclusive) until the 28th day (exclusive) before the date of departure: 60% of the Holiday Costs; in the event of cancellation from the 28 day (inclusive) until the date of departure: 90% of the Holiday Costs; and in the event of cancellation on the date of departure or later: the full Holiday Costs.

4.2 Cancellation by Roompot Reizen

4.2.1 Roompot Reizen will be entitled to cancel the reservation in the event of force majeure or unexpected circumstances.

Unexpected circumstances and force majeure include but are not limited to: the Accommodation no longer being suitable for letting (for example as a result of flooding or forest fire); or the Accommodation no longer being available (for example as a result of a sudden sale of the Accommodation by the Accommodation Provider, a double reservation or the Accommodation Provider going bankrupt).

4.2.2 Roompot Reizen will notify the Holidaymaker in this regard immediately by telephone or In Writing, stating the reasons.

4.2.3 In such cases Roompot Reizen will attempt to offer a comparable Accommodation at the same Holiday Costs. Roompot Reizen will determine the comparability of the alternative Accommodation on the basis of the location, the category of Accommodation and the facilities made known at the time of the reservation.

4.2.4 If Roompot Reizen is unable to offer any suitable alternative or if the Holidaymaker does not accept the alternative that has been offered, Roompot Reizen will refund the full or partial Holiday Costs that have already been paid, without owing any compensation for damage.

4.2.5 Under no circumstances will Roompot Reizen be liable for the costs of any services that the Holidaymaker or the Co-holidaymaker has reserved himself (such as airline tickets, hired car, boat crossing, bus trips, etc.).

4.3 Amendments to the agreement

4.3.1 After the invoice has been drawn up the Holidaymaker will be entitled to make essential changes (such as dates, Accommodation) to the reservation up to 28 days before arrival, insofar as Roompot Reizen and/or the Accommodation Provider is of the opinion that that is possible.

4.3.2 Roompot Reizen will charge EUR 17.50 per reservation for such changes.

4.3.3 In the event that the Accommodation is changed, the cancellation conditions stipulated in Article 4.1 will continue to apply in full, in which context the terms indicated in Article 4.1.2 will be based upon the first reservation.

4.3.4 The Holidaymaker must notify Roompot Reizen In Writing or by telephone if he wishes to make a change.

4.3.5 If a change is not possible the old reservation will continue to apply. Roompot Reizen will inform the Holidaymaker in this regard as quickly as possible after the request to make a change has been made.

4.3.6 If a Co-holidaymaker in the holiday group is unable to participate, another person may take his place provided that the latter person complies with all the conditions related to the Agreement.

4.3.7 Extras costs may be charged if an extra Co-holidaymaker is added. The description of the Accommodation on the Website will indicate the prices per person, if applicable.

4.3.8 If the Holidaymaker is unable to participate his place in may be taken by another person, in which case the reservation will be taken over by that other person. The conditions governing 'taking over reservations' as indicated in Article 4.3.9 will apply in respect to such a change.

4.3.9 If the reservation is taken over by another group in its entirety, Roompot Reizen will be entitled to change the reservation if possible in respect of the Accommodation in question and if the Accommodation Provider allows such a change. The following conditions apply in such cases When the reservation is taken over, costs in the amount of EUR 17.50 will be charged for the change. The Holidaymaker must notify Roompot Reizen In Writing that the reservation is being taken over. Any payments that have already been made will be deemed to have been paid by the party taking over the reservation. The party transferring the reservation and the party taking over the reservation must arrange this amongst themselves.

5 Financial provisions

5.1 Holiday Costs and other costs

- 5.1.1 The prices indicated are per Accommodation per week, weekend or a midweek unless otherwise indicated and (insofar as applicable)
- 5.1.2 In the event of an offer pursuant to which a number of nights' accommodation are free of charge, the least expensive nights will be deducted from the Holiday Costs.
- 5.1.3 A combination of discounts is not permitted.
- 5.1.4 Roompot Reizen reserves the right to adjust the Holiday Costs if it has cause to do so as a result of increases in government levies or taxes.

5.2 Other costs

- 5.2.1 Other costs are the fixed costs related to the reservation (such as the mandatory reservation costs).
- 5.2.2 Those other costs must be paid to Roompot Reizen at the time at which the reservation is made.

5.3 Optional costs

- 5.3.1 Optional costs are costs related to an option, such as taking out cancellation insurance.
- 5.3.2 Optional costs must be paid to Roompot Reizen at the time at which the reservation is made.

5.4 Costs to be paid on location/deposit

- 5.4.1 The costs that must be paid on location include: the mandatory additional costs (such as costs for electricity, heating and gas); the costs related to any reserved optional facility for use on location as indicated in the brochure (such as a childbed, bed linen or permission to bring a pet); and any taxes or levies (such as tourist tax or environmental levy).
- 5.4.2 The exact information regarding the costs to be paid on location can be found for each Park/Accommodation on the Website, in which context it is possible that between the time at which the reservation for the Accommodation is made and arrival on location the amount of those costs may change and/or new government levies will apply. The costs that apply at the time of arrival will be due. Roompot Reizen is not liable for such changes because they are beyond its control.
- 5.4.3 The deposit indicated with respect to the Accommodations must be paid to the Accommodation Provider upon arrival.
- 5.4.4 Any damage to the Accommodation, inventory that it contains or the Park that is caused during the rental period, extra cleaning costs due to a failure to clean the Accommodation before leaving and any costs to be paid on location may be deducted from the deposit. If the deposit is not adequate to cover such damage or costs, the Holidaymaker or the Co-holidaymaker will be obliged to pay the difference on location.
- 5.4.5 It is possible that if the Holidaymaker or the Co-holidaymaker departs outside the stipulated departure times he may not receive a refund of the deposit.
- 5.4.6 Roompot Reizen does not accept any responsibility whatsoever for levying and/or refunding that deposit and the costs referred to in this subsection.

5.5 Content of the invoice

- 5.5.1 The invoice will include the following costs: the Holiday Costs; the mandatory fixed costs, including the reservation and charges in the amount of EUR 22.50 per reservation; and the optional costs (for the cancellation insurance).

5.6 Payment

- 5.6.1 Upon receipt of the confirmation invoice a portion of the Holiday Costs, as agreed at the time at which the reservation is made, plus the optional costs (for any cancellation insurance that is taken out) and the fixed costs, including the reservation costs, must be paid within 14 days.
- 5.6.2 The remainder of the Holiday Costs must be paid in the manner agreed at the time at which the reservation is made and laid down in the confirmation invoice, on the understanding that the total amount of the confirmation invoice must be paid within eight weeks before the arrival date.
- 5.6.3 If a reservation is made with an arrival within eight weeks the full amount must be paid within 14 days after receipt of the invoice/confirmation invoice.
- 5.6.4 If a reservation is made with an arrival within four weeks the full amount must be paid within two days after receipt of the invoice/confirmation invoice.
- 5.6.5 The travel documents will be sent to the Holidaymaker as quickly as possible after receipt of the full invoice amount. The Holidaymaker will receive the travel documents no later than two weeks before arrival.
- 5.6.6 Last-minute reservations constitute an exception to provisions contained in this Article.

5.7 Failure to pay within the payment term

- 5.7.1 If the agreed terms for payment are exceeded Roompot Reizen reserves the right to cancel the reservation and to hold the Holidaymaker liable for the costs incurred.
- 5.7.2 In such cases the cancellation conditions will apply in accordance with Article 4.1.2 and any amounts already paid will be set off against the cancellation costs.
- 5.7.3 Roompot Reizen reserves the right to refer the claim to a third party (such as a collection agency) for collection. All the related judicial and extrajudicial costs and any interest (including statutory interest) will be recovered from the Holidaymaker in such cases.

Article 6 Roompot Reizen's obligations

- 6.1.1 Roompot Reizen will make every effort to incorporate any additional information that it receives from the Accommodation Provider in the information that it provides on the Website as quickly as possible after receiving such information, in accordance with the information provided.
- 6.1.2 Roompot Reizen is not liable for any information that is missing on the Website if it did not receive such information from the Accommodation Provider in a timely manner.

Article 7 Holidaymaker's and Co-holidaymaker's obligations

7.1 Compliance with obligations pursuant to the General Terms and Conditions and the Park Rules

- 7.1.1 The Holidaymaker and the Co-holidaymaker and any guests undertake to properly comply with all the obligations contained in these General Terms and Conditions and the Park Rules unless an obligation must clearly be complied with by Roompot Reizen or the Accommodation Provider.
- 7.1.2 Before entering into the Agreement the Holidaymaker and the Co-holidaymaker are obliged to take note of the Park Rules or other further rules relating to the Accommodation chosen within the meaning of Article 8.3.
- 7.1.3 Any failure to comply with such obligations will constitute a breach of the Agreement and will lead to the Holidaymaker

owing Roompot Reizen compensation.

Article 8 Use of the Accommodation

8.1 Condition of the Accommodation

8.1.1 The Accommodation will be made available to the Holidaymaker and/or the Co-holidaymaker in good condition. The Holidaymaker and/or the Co-holidaymaker must give notice immediately if he is of the opinion that that is not the case.

8.1.2 The Accommodation must always be left behind clean and tidy.

8.1.3 If the Accommodation is not left behind clean or if there is any damage, for example to the inventory, all or part of the deposit as referred to in Article 3.5 may be withheld.

8.2 Maximum number of persons/visitors allowed

8.2.1 The reserved Accommodation may not be used by more than the maximum number of persons permitted for the Accommodation (including children and babies) as indicated on the Website (www.roompot.nl). In such cases the Accommodation Provider may refuse to allow the Holidaymaker or the Co-holidaymaker to use the Accommodation. The Holidaymaker or the Co-holidaymaker will not be entitled to any compensation in this respect.

8.2.2 Visitors may not be received or allowed to spend the night without prior permission from the Accommodation Provider.

8.3 Further conditions governing use

8.3.1 The Accommodation is located in a Park, building or other environment that is not managed by Roompot Reizen.

8.3.2 The Accommodation Provider is entitled to stipulate conditions (including rules of conduct and clothing regulations) for the use of the Accommodation and/or the Park or building in which it is located. This provision also applies in respect of the facilities offered. Those conditions are included in the Park Rules and any other rules that govern the Accommodation in question.

8.3.3 The Park Rules and other rules can be found and downloaded on the Website and/or will be sent to the Holidaymaker or the Co-holidaymaker free of charge upon request.

8.3.4 The Holidaymaker and the Co-holidaymaker accept the conditions contained in those Park Rules and other regulations and will comply with all the rules stipulated in them.

8.3.5 If the Holidaymaker or the Co-holidaymaker acts contrary to the provisions contained in the Agreement that has been concluded, the General Terms and Conditions, the Park Rules and/or the general rules of morality and decency, Roompot Reizen will be entitled to terminate the Agreement with the Holidaymaker effective immediately and remove the Holidaymaker and the Co-holidaymaker from the Accommodation and the Park without Roompot Reizen being obliged to refund the amounts paid by the Holidaymaker and without prejudice to Roompot Reizen's right to claim compensation.

8.4 Choice of Accommodation

8.4.1 The Holidaymaker is responsible for choosing an Accommodation that is in accordance with his wishes or requirements or those of his Co-holidaymaker(s).

8.4.2 Roompot Reizen can merely advise the Holidaymaker in this respect and is not liable if an Accommodation and/or the Park is not sufficiently suitable for and/or adapted to the wishes/requirements of the Holidaymaker or the Co-holidaymaker(s).

8.5 Pets

8.5.1 The primary rule is that pets are not permitted in the Accommodation that is offered unless there is an explicit notification that they are.

8.5.2 If pets are permitted in the Accommodation they must be registered at all times.

8.5.3 Registration of pets after the reservation will be deemed to be a change within the meaning of Article 4.3 and the conditions stipulated in that Article must be complied with.

8.5.4 A failure to register a pet that is taken to the Accommodation may give the Accommodation Provider cause to refuse access to the Park and/or the Accommodation, even if the Website indicates that pets are permitted.

8.5.5 Extra costs (including cleaning costs) and conditions may be stipulated in respect of pets taken to the Accommodation.

8.5.6 Pets must always be demonstrably in compliance with the relevant health and vaccination requirements that apply in the country where the Accommodation is located. Any failure to comply with such requirements or an inability to demonstrate that such requirements have been complied with may give cause for the Accommodation Provider to refuse to allow the pet to enter the Accommodation or the Park.

8.5.7 The Holidaymaker will be responsible at all times for any damage that the pet causes for the Accommodation Provider, Roompot Reizen and/or Third Parties, even if such damage was caused by a failure to comply with the requirements stipulated in Article 8.5.6.

Article 9 Facilities (inside or outside the Park)

9.1 Opening hours

9.1.1 The descriptions of the Accommodations on the Website provide information about the facilities that are offered, including any costs of which Roompot Reizen is aware. Roompot Reizen takes great care in processing all the information available to it with respect to the presence, costs and opening hours of all facilities. If Roompot Reizen is made aware of any changes, such changes will be indicated on the website in respect of the Accommodation in question.

9.1.2 If no costs are indicated for the use of facilities that does not mean that the use of such facilities is free of charge.

9.1.3 Roompot Reizen is not liable for any unexpected costs that are charged or changed in respect of the use of facilities or services offered by Third Parties.

9.1.4 Roompot Reizen cannot guarantee that the facilities indicated on the Website will be available at all times. In particular during off-season periods it is possible that certain facilities will be closed. In many cases the facilities at an Accommodation are let to Third Parties and Roompot Reizen and/or the owner of the Accommodation question have no compulsory influence on the opening hours. This applies, for example, in respect of a restaurant, bar, swimming pool, supermarket and entertainment, etc. This also applies with respect to similar facilities in the neighbourhood of the Accommodation.

Article 10 Travel information

10.1 Travelling to and from the Accommodation

10.1.1 The Holidaymaker or the Co-holidaymaker must arrange for travel to and from the reserved Accommodation himself, and such travel is entirely at his own expense and risk.

10.2 Arrival and departure

10.2.1 The arrival and departure times differ for each Park or Accommodation and are indicated in the travel directions or travel voucher.

10.2.2 Early arrival is at the Holidaymaker's own risk.

10.2.3 The Holidaymaker must notify the manager of the reserved Accommodation directly in the event of expected late arrival.

10.2.4 If there is no answer the Holidaymaker must contact Roompot Reizen by telephone.

10.2.5 If the Holidaymaker fails to comply with the provisions contained in Article 10.2.3 and/or 10.2.4 the Accommodation will remain reserved for the Holidaymaker for a maximum term of 24 hours after the end of the arrival time.

10.2.6 If the Holidaymaker fails to arrive or otherwise report to the Accommodation Provider or Roompot Reizen within that 24-hour period, the reservation will be deemed to have been nullified subject to the conditions contained in Article 4.1 of these General Terms and Conditions.

10.2.7 With respect to all reservations, late arrival or early departure will lead to the full costs being due for the entire period reserved.

10.3 Travel documents, other documents and other obligations

10.3.1 The Holidaymaker or the Co-holidaymaker must ensure that he has all the required travel documents and other documents and/or the required vaccinations for persons, animals and pets. Roompot Reizen does not accept any responsibility whatsoever for any failure to have the correct travel documents and or the required vaccinations or health certificates.

Article 11 Complaints

Roompot Reizen differentiates between complaints submitted prior to the holiday and complaints related to stay.

11.1 A complaint prior to your holiday

11.1.1 Complaints about the reservation process, the Website, the provision of information or service provided by Roompot Reizen must be submitted to Roompot Reizen under all circumstances. Roompot Reizen will attempt to resolve the complaints as quickly as possible.

11.2 A complaint about the Accommodation and/or the Park

11.2.1 If the Holidaymaker or the Co-holidaymaker has a complaint about the Accommodation, the Park or the facilities, he must always submit them first to the Accommodation Provider or the reception of the Park in question in order to provide them with an opportunity to resolve the complaint immediately.

11.2.2 If it is not possible to resolve the complaint, the Holidaymaker or the Co-holidaymaker may contact Roompot Reizen so that Roompot Reizen can attempt to resolve the complaint as quickly as possible. Roompot Reizen will attempt to resolve the complaint within 48 hours.

11.2.3 Roompot Reizen may be contacted outside business hours only in the event of an emergency or serious complaint.

11.2.4 If the Holidaymaker or the Co-holidaymaker fails to notify Roompot Reizen of his complaint during his stay, by telephone or In Writing, and as a result Roompot Reizen is not given an opportunity to resolve the complaint, the Holidaymaker or the Co-holidaymaker will not be entitled to invoke the complaint against Roompot Reizen at a later date and any right to compensation will lapse.

11.3 Complaint procedure

11.3.1 A complaint that is submitted to Roompot Reizen by telephone that is not resolved to the satisfaction of the Holidaymaker or the Co-holidaymaker must be submitted to Roompot Reizen In Writing within four weeks after the date of the departure from the Accommodation, together with photos and/or other evidentiary material.

11.3.2 Complaints that are submitted later will not be handled.

11.3.3 On receiving the complaint, Roompot Reizen will send the holiday-maker a written response addressing the complaint within 1 month.

Article 12 Liability

12.1 Limitation of liability by Roompot Reizen

12.1.1 Roompot Reizen is not liable for lost and/or theft (including money), damage to property, other damage or injury to their Holidaymaker or the Co-holidaymaker, regardless of the cause.

12.1.2 The use of all facilities and services at the holiday destination is at the risk of the Holidaymaker or the Co-holidaymaker.

12.1.3 Roompot Reizen is not liable for any damage sustained as a result of the rented Accommodation failing to be in accordance with the Holidaymaker's requirements or wishes.

12.1.4 Roompot Reizen cannot accept any liability whatsoever for unexpected activities (including construction activities) in the neighbourhood of the reserved Accommodation, work on access roads and/or primary roads, noise nuisance caused by, e.g., neighbours, church clocks, cars, trains or agricultural vehicles, nuisance caused by vermin or environmental problems in the vicinity of the Accommodation.

12.1.5 Obvious errors or mistakes on the Website(s) will not be binding on Roompot Reizen.

12.1.6 Roompot Reizen is not responsible for the correctness of materials (including photographic materials) provided and/or compiled by Third Parties.

12.1.7 The Website contains hyperlinks to other websites. Roompot Reizen is not responsible for such websites and does not accept any liability whatsoever with respect to the legality, the availability or in the correctness of the information contained on those websites. Under no circumstances does the content of those websites form part of the Agreement.

12.2 Holidaymaker's liability

12.2.1 Without prejudice to the provisions contained in Article 1.7, the Accommodation Provider is free to provide the Holidaymaker or the Co-holidaymaker with the rules governing the use of the Accommodation and anything related to it.

12.2.2 During the stay the Holidaymaker is liable for any damage caused during the stay to the Accommodation, the furnishings and any and all goods that form part of the reserved Accommodation, regardless of who caused the damage. In the first instance such damage must be resolved by the Accommodation Provider and the Holidaymaker.

12.2.3 If the damage has not been resolved with the Accommodation Provider, Roompot Reizen will be entitled to hold the Holidaymaker liable (on behalf of the Accommodation Provider) for the damage sustained. Any and all related costs must be paid by the Holidaymaker named in the confirmation invoice.

Article 13 Privacy

13.1 Use of personal details and other details

13.1.1 The personal details provided in respect of the reservation will be used to process the reservation. If any change must be made to the details that have been provided the Holidaymaker or the Co-holidaymaker will be obliged to immediately notify Roompot Reizen of the change in writing.

13.1.2 The information that is provided will also be included in the customer database maintained by Roompot Reizen Service B.V. and is intended to be used for communication between Roompot Reizen and the Holidaymaker in respect of the reservation (for example in connection with the invoice, sending the required information with respect to the reservation, etc.) and in order to send offers from and information about Roompot Reizen.

13.1.3 The details that are required and the manner in which they are used are indicated on the Website under the heading 'Privacy'.

Article 14 Applicable law and competent court

14.1.1 The Agreements that are concluded, amended or supplemented on the basis of these General Terms and Conditions are governed by Dutch law, unless some other law applies on the ground of mandatory rules.

14.1.2 Disputes with respect to the Agreement may be submitted only to the competent court of Middelburg, the Netherlands, unless the parties are not entitled to choose a court with respect to the dispute in question, in which case the court that has jurisdiction under the law will have jurisdiction.

Article 15 Other provisions

15.1 Changes

15.1.1 Roompot Reizen reserves the right to make changes to the Website and/or its offer without any prior notice.

15.2 Correspondence

15.2.1 All correspondence to Roompot Reizen in connection with the Agreement must be sent by post or by e-mail to:

Roompot Reizen
PO Box 12
4493 ZG Kamperland
The Netherlands

E-mail: info@roompot.nl

Visiting address:
Mariapolderseweg 1
4493 PH Kamperland

15.2.2 Roompot Reizen is entitled to change the addresses indicated in Article 15.2.1. The Website will always indicate the correct contact details.

15.2.3 The Holidaymaker is responsible for providing the correct contact details and must immediately notify Roompot Reizen of any change to his contact details.

15.2.4 Roompot Reizen will send notifications to the Holidaymaker preferably by e-mail. The Holidaymaker will not be entitled to claim that he did not receive an e-mail from Roompot Reizen because the contact details were incorrect (or are no longer correct) or the e-mail address was incorrect (or is no longer correct), or as a result of technical problems or other problems encountered by the Holidaymaker and/or the Holidaymaker's provider.