



General Conditions

Payment

When booking, you have the choice between full payment or a 15% deposit. Full payment must be made no later than 6 weeks before arrival.

Cancellation

In case of cancellation up to 31 days before the stay, the full amount will be refunded.

Up to 22 days before the stay, a cancellation fee of 50% will be charged.

Up to 15 days before the stay, a cancellation fee of 75% will be charged.

Up to 7 days before the stay, a cancellation fee of 100% will be charged.

Stay

Included in the price of your stay:

Lodge rental

Water and electricity consumption (under normal use)

All bed, bath, and (kitchen) textiles. Beds are always made upon arrival.

WiFi across the entire domain

We handle the final cleaning of each lodge, but we expect minimal tidying and cleaning

Cars are not allowed on the domain. You can park your car in the central, closed parking area.

Check-in is possible from 4 pm – check-out at the latest by 10 am.

The lodges must be left in the same condition as received. If not respected, an additional fee will be charged.

To ensure a peaceful stay, noise disturbance after 10 pm is not allowed.

We also ask you to respect the privacy of other guests.

In case of complaints from other guests, we are obliged to take appropriate measures.

Capacity

Only the persons mentioned in the booking are allowed to stay in the lodge, taking into account the allowed number of persons per lodge.

For safety and insurance purposes, this number must never be exceeded.

Inviting other persons during the stay is not allowed.

Pets

Pets are not allowed on the domain.

Valuables

We recommend not leaving valuables in the lodges. We are not liable for any theft.

Smoking

There is a general smoking ban in the lodges.

Disputes

For disputes, only the courts of Hasselt are competent.

Liability

We do not accept liability for:

Theft, loss, or damage of any kind during the stay in our lodges.

Tenants are primarily liable for all loss or damage arising from the stay, whether caused by their own actions or omissions or by third parties present on the domain through their actions.

Additional charges may apply for improper use or not leaving the lodges correctly.

We are not liable for consequences of extreme weather conditions or other forms of force majeure.

Complaints

All complaints regarding your stay must be sent by registered letter with acknowledgment of receipt within a week after the stay to the following address:

Woodz-Lodges

Kerkstraat 96

3550 Heusden-Zolder

Belgium