



1. Terms and Conditions

1. Payment

For bookings made via our online booking system with secure payment www.warredal.be (-.com, -.de, -.fr), a deposit equal to 30% of the accommodation price will be debited at the time of booking via your chosen payment method. The remaining balance will have to be paid no later than 4 weeks before your arrival.

2. Revocation

Regardless of the method of booking, a period of 7 days after booking is provided. In case of cancellation, we will retain an administration fee.

3. Payment and reservation

Only the prices listed on our website are in force. The following payment methods are accepted: Mastercard, Visa, Carte bleue, Bancontact.

We charge a € 29.50 administration fee for each reservation. The VAT applied depends on the nature of the products booked (accommodation, service, etc.) and is automatically calculated on your invoice, there the amount VAT inclusive is displayed. Tourist tax is included in our listed prices online and amounts to €2,50 per person and per night, from the age of 3 years.

4. Modification or cancellation

In case of change or cancellation, you will be requested to submit a written request, preferably by e-mail. Your booking code should be mentioned in the subject of your e-mail.

- **Cancellation by yourself, prior to your stay**

For any cancellation, the following provisions will apply:

- in case of cancellation **more than 4 weeks before the date of arrival**, 30% of the reservation and the administration fee of €29.50 will be retained.
- in case of cancellation **in the period of 4 weeks up to 2 weeks before the date of arrival**, 50% of the reservation and the administration fee of €29.50 will be retained.
- in case of cancellation **within 14 days before arrival**, interruption or non-completion of the stay, the full price of the booked stay will be due to Warredal, and an administration fee of 29,50€.

In case of cancellation, the administration fee is always retained.

· **Modification, before your stay**

For any modification, the following provisions will apply:

You can still change your reservation up to 4 weeks before arrival:

- When changing to a more expensive rate/period, the price difference will be charged
- If you change to the same rate/period a change fee of 50€ will be charged.
- When changing to a cheaper rate/period, no price difference will be charged. The total amount of your original booking will be charged.

· **Modification or cancellation of the stay by Warredal, prior to your arrival**

The management reserves the right to cancel your stay for safety in case of a weather warning that warns of weather conditions independent of our will, such as severe weather, storms or thunderstorms. In such a case, we will suggest that you postpone your stay to a later date, which falls within the following 12 months, or we may refund the amounts paid to you in full.

· **Change or cancellation of stay by Warredal, AT THE PLACE**

The management reserves the right (only if you are staying in a Tree Top Cabin among the trees) to cancel your overnight stay for safety reasons in case of a weather warning that warns of weather conditions independent of our will, such as severe weather, storms or thunderstorms. An alternative stay will be proposed to you, at no extra cost, subject to availability. You will receive a refund of the difference in price.

· **Modification or cancellation of the stay by yourself, AT THE PLACE**

If you refuse to occupy your stay (anxiety, fear of heights, etc.), you will not be able to claim any compensation.

5. Your stay

Included in the price of your stay:

- The rental of the cosy cabin/cosy house in the forest camp
- Water consumption
- Wood for the stove
- Making the beds before arrival
- Towels

We request that you agree on the time of arrival, in accordance with the proposed timetable, no later than 24 hours before your arrival (by mail or phone only). If you arrive later or are held up at the last minute, please inform us.

Check-in is between 15:00 and 18:45. You are kindly requested not to arrive late. Should you arrive after 22:00, we have the right to refuse you access due to disturbance to other guests.

It is strictly forbidden to camp or light fires on the property. We also ask you to respect the roads. Cars are not allowed on the property, you can park your car in the car park at the entrance.

Because of our back to basics concept, our accommodations have a limited power supply. Therefore, it is forbidden to bring and use electrical appliances (airfryers, fryers, microwave ovens, stone grill,...) that are not specific to the accommodation (except cell phones, tablets, etc).

We ask you to strictly follow all safety instructions during your stay.

On the day of your departure, the cabin must be vacated by 10:30 am. We request that you leave the cabin as tidy as possible and return the equipment entrusted to you at reception. If check-out is later than 10:30, we reserve the right to charge you an extra €60.

We do ask you to leave your cabin/house in the same condition as you received it and according to the guidelines mentioned in the welcome booklet. Should this not be respected, we reserve the right to withhold the deposit.

Guests choose to stay at Warredal with an eye on peace and slowliving. For this reason, noise pollution after 22:00 is not acceptable. In case of complaints from other guests, we are therefore forced to withhold the deposit.

By accepting these general terms and conditions of sale, you declare that you are aware that your stay will take place in the open air, with all the less pleasant surprises that may ensue: changeable weather conditions, presence of insects (mosquitoes, ants), birds, frogs and mammals (deer, mice) in the vicinity of the Cabins/Houses and possibly even in the Cabin/House.

6. Special terms

To stay in the Cabins near the water, one must be able to swim.

Access to the "Tree Top" Cabins & Houses is prohibited to persons with vertigo, somnambulism, heart problems or uncorrected vision loss.

7. Capacity

The number of persons per stay, mentioned in our price lists, corresponds to the maximum occupancy, taking into account the available facilities. For safety and insurance reasons, this number must not be exceeded.

8. Children

An official document showing the age of the children may be requested at the start of the stay.

The "Sweet", "Classic", "Tree Trunk" and "Water House" stays are suitable for all children, regardless of their age. The "Tree Top" and "Tree House" stays are at height, requiring parents to be attentive with small children.

9. Animals

Dogs and pets are our friends and are allowed in our lodgings and throughout the grounds. Please note that dogs are not allowed in all cabins, but they are allowed in the Classic Cabin and the Treetrunk (with/without hot tub). Two dogs are allowed per stay (one dog per exception in the Treetrunk with hot tub), weighing up to 20 kg, and we charge a small supplement for this. It must have received the required vaccinations and if it leaves the Cabin, it must be kept on a leash. If your pet causes a nuisance, the Schelfhout family reserves the right to ask you to take it to a local animal shelter.

10. Valuable objects

We recommend not leaving valuables in the lodgings. The management cannot be held responsible for thefts committed there.

11. Consumption of alcohol and smoking

It is strictly forbidden to be in a state of intoxication in the lodgings or in the entrances (the stairs, ladders, bridges and pontoons).

Smoking is prohibited in the Cabins/Houses. All our Cabins/Houses are equipped with a terrace where you can smoke, provided you do not leave cigarette butts in the countryside. An ashtray will be provided in each Cabin/House. Smoking is prohibited when a code red or orange has been issued by the fire service.

12. Gift voucher

If you wish to use a gift voucher, you can add it yourself or send the code by e-mail. Our gift vouchers are valid for 1 year from the date of issue. A gift voucher can only be used once and is not renewable.

13. Disputes

The courts in Hasselt have exclusive jurisdiction for disputes.

14. Liability

We accept no liability for:

- Theft, loss or damage of any kind during or as a result of a stay in a Cabin.
- The disabling or rendering inoperative of technical equipment and the failure or closure of facilities on the property.
- The tenant and those accompanying him or her are jointly and severally liable for all loss and/or damage that may arise for the Warredal and/or any third party as a direct or indirect result of their stay, regardless of whether this was caused by their own actions or omissions or by third parties who are on the domain through their fault, as well as for all damage caused by any animal and/or property in their possession.
- Additional (cleaning) costs may be charged in the event of improper use or failure to leave the Cabin.

15. Complaints

All complaints relating to your stay must be sent by registered letter with acknowledgement of receipt within 30 days of your stay to the following address:

Warredal bvba
Ketelstraat 77
3680 Neeroeteren
BELGIË