



Tendi het ándere kamperen

GENERAL CONDITIONS

These General Travel Sales Conditions apply to all agreements relating to the rental of accommodations concluded with Lodge Concepts Nederland BV. And are an unbreakable part of the travel agreement. Please take a good look at the content of these conditions beforehand. Both Lodge Concepts Nederland BV and you will find the mutual rights and obligations.

An agreement is concluded between you and Lodge Concepts Nederland BV regarding an accommodation offered on the website if:

- a) you agree with the General Travel Sales Conditions of Lodge Concepts Nederland BV (hereinafter referred to as: Tendi).
- b) fill in your personal details to make the reservation and then finalize the reservation by means of the button "Confirm your booking" (Complete reservation).

Lodge Concepts Nederland BV has its sales carried out by sales agents, including Tendi, in various European countries. These agents have been pre-assessed and screened and comply with local regulations with their general booking conditions. Our agent is Tendi in the Netherlands.

1. Book your holiday

1.1 Booking your holiday

You can book your holiday online or by telephone. These two ways of booking are binding for you and Tendi. Every reservation made on the website from Tendi will be confirmed by Tendi with a confirmation of receipt by e-mail. After processing your reservation you will receive the confirmation invoice from Tendi by e-mail (or possibly by post). If you do not have these within a few days after booking, you should contact Tendi.

1.2 Right of withdrawal

Tendi points out that reservations you make are legally definitive. A right of withdrawal (the so-called cooling-off period) applies for a period of 2 days to services related to travel contracts as supplied by Tendi. This right of withdrawal is excluded on bookings made within 10 weeks before arrival.

1.3 Main Booker

The main booker of the trip must be at least 18 years old at the time of booking. He / she is jointly and severally liable for all fellow travelers who are registered. All correspondence is conducted through the address of the lead booker. Some property managers do not accept reservations from a travel group consisting of young people. We therefore reserve the right to refuse those reservations.

1.4 Maximum authorized persons

Occupancy of the accommodation reserved by you with more than the maximum number of persons allowed (2 adults including children and babies) as stated on our website (www.Tendi) is not permitted. In this case, the accommodation manager can refuse you access to the accommodation. You are not entitled to compensation. It is not allowed to receive or let visitors stay without the prior approval of the accommodation manager.



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1.5 Option

Requesting an option is temporarily not possible. You can only ask by phone to take an option. This is only possible in consultation and with the approval of one of our employees.

1.6 Rental period

The minimum rental period is 7 nights, unless stated otherwise.

1.7 Preferences

Preferences with regard to the accommodations, such as location, etc., must be communicated immediately upon booking. Tendi communicates these preferences to the accommodation manager. The execution of this cannot be guaranteed by Tendi.

1.8 Pre-bookings

You can make a pre-booking for the next holiday year. This booking is subject to price and program changes until receipt of final confirmation in mid-October / November of the current holiday year. The prices of the next holiday year are based on the prices of the current year to be taken into account, in addition to the mentioned price and program changes, with shifting holiday periods and national holidays in the next holiday year. With a pre-booking you make a deposit. After the prices for the new season have been processed, you will receive a final confirmation invoice.

Your deposit (of € 180) will be deducted from the total rent. From the moment you have made the pre-booking for the next holiday year, you can cancel or change the booking free of charge up to and including 14 days after receipt of the final confirmation.

2. Cancel or change

You may have to cancel your holiday due to unforeseen circumstances. In this case, you must notify Tendi in writing or by telephone (during office hours). In many cases, a cancellation or change will incur costs.

2.1.1 Cancellation with cancellation insurance taken out via Tendi

If the reason for cancellation falls under the conditions of the cancellation insurance, you must notify us of your cancellation in writing by post or email. After receipt of your letter, including mandatory proof of the cause, your cancellation will be processed by the insurance company Allianz.

2.1.2 Cancellation in accordance with general sales conditions

If you have not taken out cancellation insurance or the reason for cancellation is not covered by the Allianz insurance conditions, the reservation will be cancelled in accordance with our General travel sales conditions.

In addition to the reservation costs owed and any insurance premium, you owe the following amounts:

- A. If cancelled up to 50 days before the day of arrival: 30% of the travel sum.
- B. cancellation from the 50th day (inclusive) to the 28th day before the day of arrival:
60% of the travel sum.
- C. cancellation from the 28th day (inclusive) until the day of arrival: 90% of the travel sum.
- D. in case of cancellation on the day of arrival or later: the full travel sum.



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2.2 Change

After drawing up the invoice, you can make certain changes such as the number of persons or the reservation of bed and hand linen and / or a cot in your reservation up to 28 days before departure. Changing the accommodation or dates is possible up to 50 days before departure. Of course, insofar as the desired change is still possible. We charge a change of € 28.00 per reservation plus any resulting from the change extra cost. We point out that in case of changing the accommodation or dates after 50 days before departure, the cancellation conditions as stated in article 2.1.2 apply. Changing the accommodation (rebooking) to a cheaper accommodation is allowed up to a difference of up to 10% of the travel sum. If you want to make a change, the main booker must notify Tendi in writing or by telephone.

2.2.1 Change fellow traveler

When one of the fellow travellers is prevented, the vacated place can be taken by another person. If an extra fellow traveler is added, it may be that additional costs are involved. The description on our website at the property lists prices per person, if applicable.

2.2.2 Change main booker

When the main booker is unable to attend, the vacant place can be taken by someone else. In this case, the booking is accepted. We can then change the reservation for you. For the conditions, we refer you to take over reservation in article 2.2.

2.2.3 Taking over reservation

If the reservation is entirely taken over by another family, we can change the reservation, if the relevant accommodation permits this change. There are accommodations that rate this change as a cancellation. In this case, we are bound to charge the cancellation costs in accordance with article 2.1.2. When taking over a reservation we charge a change fee of € 28.00. If you want to have your reservation taken over, the main booker must notify Tendi in writing or by telephone.

2.3 Cancellation by Tendi

In case of unforeseen circumstances, Tendi can cancel the reservation. Unforeseen circumstances means, among other things, that the accommodation is in such a condition that it is no longer suitable for rental (for example: flooding, forest fire). This also applies if the reservation cannot be made due to, for example, a sudden sale of the accommodation by the accommodation manager or a double booking, etc. Tendi will inform you immediately, stating the reason, by telephone or in writing. In this case, Tendi offers you equivalent or superior accommodation for the same travel sum. Tendi assesses the equivalence or added value of the alternative accommodation on the basis of the location, the category of the accommodation, the facilities and any preferences indicated, when the reservation is made. If Tendi does not make a suitable alternative offer or if you do not agree with the alternative offered, Tendi will refund the already or partially paid travel sum. Tendi cannot be held liable for any services reserved by yourself (for example: airline tickets, car rental, boat crossing, bus trips, etc.)

2.4 Changes or withdrawal in case of force majeure

If the execution of the reservation cannot take place due to force majeure that was not foreseeable when the agreement was concluded, Tendi is not liable and the customer is not entitled to compensation from Tendi. Force majeure means events such as war, unrest, riots, revolution, terrorism, strikes, nuclear reactor accidents, fire or natural disasters and the like.



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3. Prices

3.1 Travel sum and costs

The prices stated are per residential unit per week, unless stated otherwise. Tendi reserves the right to change the travel sum if adjustments give reason to do so.

3.2 Other costs

These are the mandatory reservation costs. These must be paid when booking to Tendi.

3.3 Optional costs

These are costs for cancellation insurance. You pay these costs to Tendi when you make your reservation. If you have arranged your insurance via Tendi, you are insured with Allianz Insurance. For the exact conditions of the cancellation insurance, Tendi refers you to the insurer's website, which can be accessed via the Tendi website. If you decide not to take out insurance, Tendi cannot be held liable for the damage that can be recovered from the cancellation insurance.

3.4 Costs to be paid locally

The costs to be paid locally are the mandatory cleaning costs of € 40 for the safari tent or € 50 for tents with bathroom per booking, which you must pay in cash to the accommodation manager. It is possible that at some Tendi locations you may need to. local tourist tax must be paid for your stay.

3.5 Deposit

You must pay a cash deposit of € 150, - for the tent and inventory on the spot to the management of the accommodation of the location (€ 250, - at Domaine du Moulin des Sandaux). You will receive this deposit back, after any deduction of damage, at the end of the holiday.

4. Invoice and payment

4.1 Invoice

The invoice includes the following costs: the travel sum, the reservation costs of € 24.50 per reservation and any insurance premiums.

4.2 Payment

Upon receipt of the confirmation invoice, you must pay 30% of the travel sum, any cancellation insurance taken out and the reservation costs. The remainder of the travel sum and the premium of any insurance taken out must be paid no later than 10 weeks before the arrival date.

- If you book with departure within 10 weeks, you must pay the full amount within 14 days.
- If you book with departure within 4 weeks, you must pay the full amount within two days of receipt of pay the invoice.

After receipt of the full invoice amount, the travel documents will be sent to you as soon as possible. You will receive the travel documents at least 1 week before departure. Exceptions to this are last minute bookings.

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4.3. Not paying within the payment term

We would like to point out that if the agreed payment terms are exceeded, Tendi reserves the right to cancel the reservation and to hold you liable for the costs incurred. In this case, our cancellation conditions apply in accordance with article number 2.1.2. and the money already paid will be deducted from the cancellation costs. It is not possible to offset payment terms with any other payments outstanding at Tendi. Tendi reserves the right to hand over the claim to the bailiff. All judicial and extrajudicial costs, as well as the interest, will then be recovered from the main booker.

5. Facilities

5.1 Opening hours and costs

In the descriptions of the accommodations on our website you will find information about the facilities that are offered, including any costs known to us. If no costs are stated, this does not mean that these facilities are for free use. Tendi is not liable for unexpectedly calculated or changing costs for the use of facilities or services. Tendi cannot guarantee that the facilities are always open.

Certain facilities may be closed, especially outside the high season.

6. Travel information

6.1 Arrival and departure

We do everything we can to have your tent ready on the day of arrival. You can usually start using your Tendi safari lodge tent from 4 pm on the first day. On the day of departure, you must vacate the tent by 10:00 at the latest. You must leave the tent clean (clean up waste, leave dishes clean and take personal belongings), whole and complete. If the tent is not left complete / clean, as mentioned above, the campsite can charge you extra costs. In case of an expected late arrival, you must report this directly to the reserved accommodation by telephone. If there is no answer, you should contact Tendi by telephone. If this is not met, the accommodation will be reserved for a maximum of 24 hours. For all reservations, in the event of late arrival or early departure, you are due the entire reserved period.

6.2 Travel documents

You must take care of all necessary travel documents yourself. Tendi does not take any responsibility for the incorrect travel documents being in order.

6.3 Pets

Pets in our tents are not allowed.

7. Complaints

We distinguish between complaints prior to your holiday and complaints related to your stay.

7.1 A complaint prior to your holiday

This includes complaints about the booking process, the website, the provision of information or the service of Tendi.

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7.2 A complaint during your stay

If you have a complaint about the accommodation, you must first submit it to the accommodation manager or reception in order to enable them to resolve the complaint immediately. If you cannot find a solution together, please contact

Tendi, so that we can find a solution as soon as possible. Tendi tries to resolve the complaint within 48 hours. We would like to point out that contacting Tendi outside office hours is only intended for urgent matters and serious complaints.

7.2.1 If you fail to report your complaint to Tendi by telephone or in writing during your stay, your entitlement to compensation will lapse.

7.2.2 Your complaint must be submitted to Tendi in writing and with reasons, within one month after the end of the rental period, with photos and / or other evidence. Complaints submitted later will not be processed.

7.2.3 If you leave the accommodation early on your own initiative and without consultation with Tendi, your right to compensation will lapse.

7.2.4 Tendi cannot be held liable for the costs of transport and / or accommodation costs to and from your holiday accommodation.

7.3 Procedure

Your complaint must be submitted in writing. Our address: Oosteinde 137, 2271 BR, Voorburg. When we have received your complaint, you will receive a confirmation of receipt within 5 working days. This confirmation explains how the further procedure of your complaint will proceed.

8. Liability

8.1 Tendi is not liable for loss and or theft (including money), damage to property, damage or injury caused to you or your fellow travelers for whatever reason.

8.2 The use of all facilities and services at the holiday destination is at your own risk.

8.3 The accommodation manager is free to provide you and your fellow travelers with regulations regarding the use of the accommodation and everything that goes with it. During your stay you are liable for any damage caused by you or your fellow travelers to the accommodation, the furnishings and all matters that belong to the booked accommodation. Settlement must be between the property manager and you. If the damage has not been settled with the accommodation manager, Tendi is entitled to hold you liable for the (suffered) damage. All associated costs are for the account of the main booker, which is stated on the confirmation invoice. The main booker is also liable for fellow travelers.

8.4 Tendi cannot accept any responsibility for unexpected construction activities in the vicinity of your reserved accommodation, work on access roads and main roads, noise nuisance from neighbours, church bells or agricultural equipment, nuisance caused by vermin and environmental problems in the vicinity of your holiday accommodation.



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8.5 Evident errors or mistakes on our website (s) do not bind Tendi. Tendi is not responsible for the correctness of (photo) material provided and / or composed by third parties.

8.6 Tendi reserves the right to make changes to the website and / or its offer without prior notification.

8.7 Dutch law applies to agreements concluded, amended or supplemented on the basis of these terms and conditions of sale, unless other law applies under mandatory rules.

9. Privacy

Tendi - Tendi - Lodge Concepts Nederland BV (hereinafter Tendi) is careful with the privacy of its visitors. The way in which we pursue this is described in the information below.

9.1 Registration

When visiting our website, it is not necessary to provide the personal data. However, in order to process the booking or to meet your request for information, we need all personal information such as: name, address, place of residence and telephone number.

9.2 Use of data

Tendi uses your personal information to provide you with the best possible service. Your personal details, such as: name, address, place of residence and telephone number, can be used by us to realize the booking. These can also be used by us for internal administration and for analysis and marketing purposes. We will only pass on the personal data to third parties if this is necessary for recording and / or executing the reservation, insurance or information request.

We never sell your data! By submitting your personal data to us through our site (s), you consent to Tendi collecting, storing and using this information in accordance with the Personal Registration Act (WPR).

9.3. Quality of the information

We protect the quality and integrity of your personal information and will do our utmost to comply with your request to correct inaccuracies in your personal information as soon as possible.

9.4. Technical details

The technical details of the visit to our site (domain analysis) are registered by us. We use this data for statistical purposes.

9.5 Hyperlinks

Our site contains links to other websites and we are not responsible for how these sites handle privacy sensitive information. You are leaving our site at that time.

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