

## CANCELLATION FEES

1. If you cancel a reservation with us, a cancellation fee will be charged. In the event of cancellation, a fee must be paid to Duinrell in accordance with the conditions below:
  - In the event of cancellation more than 90 days prior to the arrival date, 25% of the agreed price;
  - In the event of cancellation within 90 to 61 days prior to the arrival date, 50% of the agreed price;
  - In the event of cancellation within 60 to 31 days before the arrival date, 75% of the agreed price;
  - In the event of cancellation between 30 and 1 day(s) before the arrival date, 100% of the agreed price.

If the arrival date has changed, the first arrival date booked will be taken into account in case of cancellation. We don't grant a refund of your paid travel costs.

2. You can avoid this risk by making use of the Duinrell cancellation policy. For this, you will pay a one-off sum of 5% of the total sum and €5.50 administration costs. Participation in this cancellation policy safeguards you against the costs of a cancellation caused by one of the following events, provided that this is supported by an official statement, which must be submitted within 14 days of cancellation, on penalty of forfeiture of any indemnity for the cancellation costs. If an official statement cannot be submitted, Duinrell reserves the right to investigate. It is at Duinrell's discretion whether a cancellation falls under the circumstances stated below or not. Circumstances covered by the Duinrell cancellation policy:

1. Death, sudden illness\* or accident of the person making the reservation, his partner or one of his family members (\*hospitalisation, serious illness, pregnancy complications, etc. for which a doctor's certificate must be submitted).
2. Early termination of your stay due to the death of a first-degree relative of the person who made the reservation, his/her partner or one of his/her family members.
3. Early termination of your stay due to fire, storm damage or lightning strike at or in the house or contents of the person who made the reservation, his partner or one of his family members.

In the event of early termination of your stay for one of the above reasons, a percentage of the reservation value will not be charged/refunded in proportion to the number of days of your stay. In the unlikely event that you have to cancel your stay and you do not participate in the cancellation policy, you will be obliged to pay the cancellation costs in accordance with these General Terms and Conditions.

3. If you have not arrived within 24 hours after the agreed date without further notice, this will be regarded as a cancellation.
4. Our cancellation policy does not apply to cancellations due to the Corona virus.

