



General Terms & Conditions & *Park Regulations*

Recreatiepark Westerbergen B.V. & Recreatio B.V.

Version 21-4-2026

Oshaarseweg 24 · 7932 PX Echten · westerbergen.nl

By entering into the agreement, you automatically agree to the
general terms and conditions and park regulations below.

This version supersedes all previous versions. The latest version is available on our website.

These general terms and conditions and park regulations of Westerbergen apply to both the rental by Recreatio B.V. and the stay at Recreatiepark Westerbergen B.V., hereinafter referred to as "Westerbergen". By entering into the agreement, you automatically agree to the general terms and conditions and park regulations set out below.

1. Applicability

1.1 These General Terms and Conditions and park regulations apply to all offers, reservations and agreements regarding all accommodations, camping pitches and other facilities rented by Westerbergen.

1.2 "Tenant" refers to the person who enters into an agreement with Westerbergen for the rental/use of an accommodation and/or camping pitch. "User" (also referred to as "guest") refers to the tenant and the persons registered by the tenant who will use the rented accommodation and/or camping pitch and/or other facilities.

1.3 These terms and conditions apply regardless of any reference you make to your own or other general terms and conditions. Westerbergen rejects all general terms and conditions referred to or used by you.

1.4 Deviating arrangements are only valid if agreed in writing.

2. Reservations

2.1 Westerbergen only accepts reservations from persons aged 21 or older. Reservations made by younger persons are invalid.

2.2 Westerbergen reserves the right to refuse reservations without giving reasons.

2.3 Upon acceptance of your reservation, you will receive a written confirmation and invoice within 14 days. Please check this immediately for accuracy and report any errors without delay.

2.4 If you have not received a written confirmation/invoice within 14 days, please contact the reservations department immediately; failure to do so means no claim can be made based on the reservation.

2.5 The agreement is concluded at the moment Westerbergen sends you the written confirmation and invoice.

2.6 The agreement concerns the rental of accommodation and/or camping pitch and/or other facilities for recreational use, which is short-term in nature. The agreement ends automatically upon expiry of the agreed period.

2.7 The stay is intended exclusively for recreational use; permanent residence is not permitted.

3. Changes to the Agreement

3.1 Westerbergen is not obliged to accept changes requested after the agreement has been concluded. If Westerbergen does accept changes, an amendment fee may be charged.

4. Substitution and Sub-letting

4.1 It is not permitted to allow persons other than those named in the agreement to use the accommodation and/or camping pitch, unless otherwise agreed in writing with Westerbergen. This also applies to sub-letting or re-letting.

4.2 If it has been agreed that you and/or one or more users are replaced, you remain jointly and severally liable alongside the new tenant(s) for the remaining rental amount, amendment fees (art. 3.1) and any additional costs.

4.3 The sale of a camping unit including the agreement requires prior written consent from Westerbergen before transfer. Any pre-booking rights for a pre- or post-season lapse automatically.

5. Prices

5.1 You owe Westerbergen the agreed rental price as stated on the confirmation/invoice. If costs rise demonstrably and unforeseeably after the agreement is concluded, Westerbergen may increase the price. If such an increase occurs within 3 months of concluding the agreement, it shall not exceed 5% of the agreed price, and you have the right to dissolve the agreement.

5.2 Discounts and special offers can no longer be applied after the confirmation/invoice has been sent.

5.3 All prices include VAT where applicable, unless stated otherwise.

6. Additional Costs

6.1 In addition to the rental price, administration costs and park charges including contributions to other levies are due. For rental accommodations, mandatory bed linen and cleaning costs also apply.

7. Payments

7.1 Please adhere to the payment deadlines stated on the reservation confirmation to finalise your reservation.

7.2 If the amount has not been credited upon arrival, you must pay the (remaining) amount on the spot. Westerbergen may deny access to the accommodation if payment is not made. If it later transpires that a payment was made on time but not yet credited, a refund will be issued afterwards.

7.3 Late payment results in immediate default. After a payment request with a 7-day deadline, Westerbergen may dissolve the agreement; you are liable for all resulting damages. The cancellation provisions of art. 13 apply.

7.4 Westerbergen is always entitled to offset claims against amounts paid by you.

7.5 Westerbergen gift and credit vouchers are valid for two years from the date of issue and may be used as payment for accommodations, camping pitches and other facilities at the park. Gift and credit vouchers cannot be exchanged for cash and are non-transferable. Any remaining value lapses upon expiry of the validity period.

7.6 Westerbergen uses three types of coins. The golden consumption coin is issued and redeemed exclusively at parties and events and entitles the holder to one item from the Dutch assortment. The green value coin has a value of € 1,- and can be redeemed at all catering establishments and facilities throughout the park. The purple value coin has a value of € 0.20 and can only be redeemed on Westerbergen merchandise products. Coins cannot be exchanged for cash.

8. Arrival and Departure

8.1 The rented accommodation/camping pitch may be occupied on the agreed day and time of arrival and must be vacated by the agreed day and time of departure.

8.2 Extension of the stay is only possible with Westerbergen's consent; Westerbergen may in that case assign a different accommodation/camping pitch.

8.3 In the event of early departure, no refund of the rental price will be given, unless you have taken out a cancellation fund and meet the conditions (see art. 13).

9. Park Regulations

9.1 All guests/tenants/owners must comply with the rules established by Westerbergen.

9.2 In accordance with local regulations, guests are required to provide valid identification at check-in upon request. Without valid ID, Westerbergen may refuse entry.

9.3 Each accommodation may only be occupied by the maximum number of persons stated in the brochure/on the website. Adding additional camping units is not permitted.

9.4 The Uniform Catering Terms and Conditions apply to catering services provided by the park's restaurants, cafes and event venues. A copy is available on request at reception.

9.5 Westerbergen reserves the right to change the layout and opening hours of park facilities. You permit maintenance work to be carried out on the accommodation or other facilities during your stay without entitlement to compensation.

9.6 Movable items such as awnings, party tents and chairs must not be left unattended when you are absent; store them safely. The overall appearance must be neat and tidy.

9.7 The tenant must leave the accommodation broom-clean: no dirty dishes, strip and place bed linen in a pillowcase in the hallway, dispose of rubbish in the containers.

9.8 The camping pitch/plot must be left clean.

9.9 Only household waste in the container; paper and glass must be deposited separately. Bulky waste and other waste must be disposed of by yourself.

9.10 Tenants and users are required to rent bed linen from Westerbergen.

9.11 The maximum speed on the entire grounds is walking pace for all vehicles. Mopeds, scooters, quads and similar vehicles are only permitted with the engine switched off.

9.12 A maximum of two vehicles are permitted per bungalow; one vehicle per all other accommodations/camping pitches. Parking is only permitted in the places indicated upon arrival. Camping fields are car-free (brief loading/unloading is permitted). Visitors must always park on the central car parks. Trailers are not permitted for longer than a brief recreational stay.

9.13 Use of a barbecue is permitted, except during prolonged drought. Always keep a fire extinguisher within reach. Open fire (e.g. fire baskets, stoves) is not permitted.

9.14 The grounds are closed to motorised traffic from 23:30 to 07:00; use the car parks at the main building during these hours. Quiet hours must be respected after 23:00.

9.15 In the event of violation of these rules or failure to follow instructions from staff, Westerbergen has the right to remove the tenant and any other user from the park immediately, without refund of the rental amount.

9.16 Possession, use or dealing of soft and/or hard drugs is strictly prohibited. If park management has serious grounds to suspect illegal activity, disturbance of public order or public intoxication, they are authorised to gain access to the accommodation and deny guests entry to the park without refund.

9.17 One main camping unit plus one additional tent of max. 6 m² is permitted per camping pitch; charges apply for larger or extra tents. The camping unit may be fitted with an awning and a canopy, whereby the depth of each individually may not exceed the width of the camping unit. The canopy may have closed side walls; the front must always remain open.

9.18 Position your camping unit between the numbered posts, with the long rear side parallel to the green border and a maximum of 1 metre from the green border. If in doubt, ask at reception.

9.19 Placing fences or enclosures of any kind and digging holes on the plot are not permitted.

9.20 Utility connections outside the numbered posts are used at your own risk in the event of mowing damage. Mowing yourself is permitted up to a maximum of 3 metres around your camping unit (minimum grass length 4 cm). Mowed grass may only be deposited at the official green waste sites on the park.

9.21 Guests with a pre-, mid- or post-season pitch must provide their own ground cover. Ground sheets are only permitted under the awning and canopy (max. 20 cm overhang). When dismantling, remove everything including ground sheets in one go. The rented pitch and camping unit must always have a neat appearance.

9.22 Use of the fishing pond is entirely at your own risk. Prohibited: fishing with electronic devices, feeding, placing tents, leaving litter, using chalet garden furniture, boating, swimming and use between 23:00 and 07:00. The green strip in front of the chalets is exclusively for chalet guests.

9.23 A children's paddling pool (max. 20 cm high, 150 cm diameter) may be placed on your own rented plot. An adult must always be present to supervise. When absent, the pool must be emptied and stored out of sight.

9.24 Placing your own play equipment and accessories (including trampolines, playhouses) is not permitted.

9.25 Storage of pallets and other items behind and around the camping unit/accommodation is not permitted.

9.26 Selling goods, offering services or trading is not permitted. Items may only be offered on the noticeboard at reception.

9.27 No parties or other gatherings that extend beyond your own pitch or plot are permitted on camping fields or near accommodations. Sports activities are permitted from 10:00 to 18:00 upon request at reception. Party tents and refrigerated vehicles/trailers are not permitted.

9.28 The use of drones and other remotely controlled (flying) objects is not permitted anywhere on the grounds.

9.29 Creating your own passages through hedges and green borders is not permitted.

9.30 Satellite dishes or other antenna installations are only permitted on or directly next to a camping unit, within the width of the rented pitch and not extending beyond the camping unit. This is not permitted for any other type of accommodation.

9.31 Festive lighting of any kind on/at the awning/canopy/pitch is not permitted.

9.32 Any display of affiliation with a religion, (sports) club, country, province or city through flags, colours or symbols is not permitted. Placing signs with text – other than a name sign for the accommodation – is not permitted.

9.33 All rental accommodations have been 100% smoke-free since 2020.

From season 2025, all indoor areas and shared outdoor areas (terraces, play, sports and swimming areas) are smoke-free, including e-cigarettes/vapes. Smoking is only permitted in designated smoking zones (see map). When smoking outside near accommodation/camping pitches, please be considerate of other guests and use an ashtray.

9.34 Charging electric vehicles via sockets in or near the accommodations is not permitted due to the risk of overloading the electricity network and safety hazards. Please use the dedicated charging points at the central car parks. Non-compliance may result in additional costs and/or measures.

9.35 Entering the forest between sunset and sunrise is prohibited. Organising activities in the forest independently is not permitted without prior consent from reception.

9.36 In the interest of everyone's privacy, placing cameras, photo devices, wildlife cameras, audio equipment or other recording devices – with or without recording capability – anywhere on the rented or owned plot is not permitted.

9.37 The owner of a holiday home must also comply with the provisions of the House Rules of the Cooperative Association of Owners.

10. Pets

10.1 Depending on the accommodation, a maximum of one or two pets are permitted. Please register pets at the time of reservation; a surcharge will be charged. Westerbergen reserves the right to refuse pets without giving reasons. Pets are not permitted in certain accommodation types.

10.2 Pets may not be left alone in the accommodation – not even in a crate – due to the risk of damage and noise nuisance.

10.3 Pets do not have access to ponds, the swimming pool area, the supermarket, sanitary buildings, playgrounds and other public areas. Pets on a lead are permitted in the reception, snack bar, restaurant and halls. Pets must always be kept on a lead outside; the lead must not extend beyond the boundary of the rented area. A pet enclosure net may not extend beyond the outer dimensions of the awning/canopy or the terrace.

10.4 Please bring a dog basket; the animal must be treated against fleas/ticks. Caged animals are not permitted. Visitors' pets are not permitted. Pets in bedrooms and sanitary facilities are not permitted.

11. Breakage and Loss

11.1 The tenant named on the confirmation is responsible for maintaining order in and around the rented accommodation and/or camping pitch.

11.2 The tenant is liable for damage caused by breakage, loss or damage to inventory/accommodation. Damage must be reported immediately and compensated on the spot, unless the tenant can demonstrate that they and their party are not at fault.

12. Security Deposit

12.1 At the start of the stay, Westerbergen may require a security deposit of up to € 500,- per accommodation, payable by one-time direct debit authorisation or in cash. If the deposit is not provided, Westerbergen is entitled to deny access to the accommodation and dissolve the agreement.

12.2 The authorisation will be cancelled or the payment refunded if the accommodation is left in good condition in accordance with art. 9. Any damage claims will be recovered from the deposit up to the stated maximum amount.

13. Cancellation Fund and Cancellation

13.1 The cancellation fund protects you against cancellation costs in the event of: a) illness, accident or death of a travel participant; b) illness, accident or death of a first-degree family member; c) involuntary unemployment of the main tenant – subject to proof by official documentation.

13.2 Participation is only possible at the time of reservation and is valid until the day of departure. In the event of early departure for one of the above reasons, a pro-rata refund will be issued for unused holiday days. The cancellation fund premium and administration costs are retained upon cancellation.

13.3 You can protect yourself against this risk by taking out a cancellation fund at the time of your reservation.

13.4 If you have not arrived within 24 hours of the agreed date without prior notice, this will be considered a no-show.

13.5 Cancellation charges: a) more than 3 months before arrival: 15%; b) between 3 and 2 months: 50%; c) between 2 and 1 month: 75%; d) within

1 month: 90%; e) on the day of arrival or later: 100%.

14. Force Majeure and Changes

14.1 If Westerbergen is unable to fulfil the agreement (in full) due to force majeure, Westerbergen will immediately present a proposal for change (alternative accommodation, alternative period, etc.).

14.2 Force majeure includes circumstances beyond Westerbergen's control, including threat of war, strikes, blockades, fire, floods and other disruptions or events.

14.3 You are entitled to reject the proposal and must notify Westerbergen within 14 days of receipt. Westerbergen may then dissolve the agreement with immediate effect; you will receive a refund of the (already paid portion of the) rental amount. Westerbergen shall not be liable for any further compensation.

15. Termination and Denial of Access

15.1 Westerbergen has the right to terminate the agreement at any time with immediate effect, including when: a) the guest or co-guests seriously breach these terms or the park regulations; b) nuisance is caused or the atmosphere on or near the park is seriously disrupted; c) there is improper use or structural non-payment. Also in cases of incorrect personal details upon reservation or a camping unit that does not meet standards, termination without refund may apply.

15.2 The guest remains liable for the full agreed price. Any additional costs will be charged accordingly.

15.3 In the event of serious or repeated violations, Westerbergen may suspend or refuse to renew the agreement.

16. Liability

16.1 Westerbergen accepts no liability for theft (including from bungalows and swimming pool lockers), loss or damage to property or persons of any kind during or as a result of a stay at the park.

16.2 Liability for loss of holiday enjoyment or business and other consequential damages is excluded under all circumstances.

Westerbergen is also not liable for damage that is or can be covered by a travel/cancellation insurance or any other insurance.

16.3 Westerbergen is not liable for disruptions in services or defects in services provided by third parties.

16.4 Liability for personal accidents is limited to a maximum of € 75,000,- per guest per stay; liability for material damage is limited to a maximum of € 1,500,- per tenant/user per stay.

16.5 You and the user(s) are jointly and severally liable for all loss and/or damage to the rented accommodation/camping pitch and/or other property of Westerbergen, arising during use by you and/or others with your permission.

16.6 You indemnify Westerbergen against all third-party claims resulting from acts or omissions by yourself, other users, travel companions or third parties present on the park with your permission.

16.7 In the event of improper use or improper return of the accommodation – including excessive soiling – additional costs will be charged, which you are required to pay immediately.

16.8 Westerbergen accepts no liability for theft, loss, destruction or any other damage to the camping unit or accessories on the grounds. The tenant indemnifies the landlord against any damage and liability towards third parties.

17. Complaints

17.1 Complaints must first be reported on-site and directly to park management. If the complaint is not resolved to your satisfaction, you may submit it in writing no later than 14 days after departure to: Westerbergen, Customer Service, Oshaarseweg 24, 7932 PX Echten, quoting your agreement number, contact details, date of stay, park name and accommodation number.

18. Applicable Law

18.1 The agreement between you and Westerbergen is governed exclusively by Dutch law.

19. General

19.1 Obvious printing and typesetting errors are not binding on Westerbergen. These general terms and conditions supersede all previous publications.

19.2 All data you provide will be stored in a file for guest administration purposes. This data may also be used to send targeted information and offers about our products and services, both by ourselves and by third parties.

20. Final Provision

20.1 In cases not covered by these terms and conditions, Recreatiepark Westerbergen will decide at its reasonable discretion and in accordance with the recreational nature of the stay.