

# House rules

March 23rd 2022



## **Check-in and check-out / opening hours reception**

Please Check-in between 15.00 – 17.00 and Check-out between 09.00 – 10.30, unless agreed otherwise. Please report to reception upon arrival and departure.

The reception can be reached during opening hours 026-2020365 (option 2).

The current opening hours of the reception can be found on our website: [www.buitenplaatsbeekhuizen.nl](http://www.buitenplaatsbeekhuizen.nl).

## **Emergencies**

Ambulance, Fire department or police? Call 112 first and then inform reception by calling 026-2020365 (option 2). When the reception is closed choose option 3 to reach the emergency line. The park gate opens automatically for ambulances.

## **Medical emergencies**

In case of medical emergencies from Monday – Friday, you can contact GP office van Hasselt in Velp during business hours (08.00 – 17.00) on phone number 026-3646330.

Voor medical emergencies outside of business hours you can contact the GP service in Arnhem on phone number 0900-1598.

The closest hospital for first aid is Hospital Rijnstate. Phone number: 088-005 8888. Address: Wagnerlaan 55, 6815 AD Arnhem.

## **Serious malfunctions or calamities**

After 17.00 you can call 026-2020365 (option 3) for serious malfunctions or calamities only. Please report other malfunctions and/or non-urgent matters to the reception during opening hours.



## **How to leave accommodation on departure?**

On departure, the accommodation must be left tidy and clean. The following applies:

- Please remove bed linen and put it in a pillowcase (with the exception of the terry cloth bottom cover)
- Leave kitchen and bath linen in the bathroom of the accommodation
- Do the washing up and put back in designated place. In case the accommodation had a dishwasher; please clean it out and put everything back in its designated place.
- Empty the refrigerator
- Dispose garbage in the garbage containers on field 1 (behind WOODZ) or on field 2 next to the parking lot.
- Switch off heating or set it to frost mode
- Doors and windows can be left open. Only close the Forest Cabins.
- Hand in the guidelight, keys and remote control for the entrance gate at the reception. If these are not returned complete or damaged, we are forced to charge costs for this.

*Please note: in case of non-execution (correctly) we are forced to charge an amount of €25.*

## **Smoking**

All accommodations are smoke-free. Smoking is only permitted on your own terrace (please use the ashtray). We kindly but urgently request you to throw your cigarette butts in the waste bin (to minimize the risk of a fire).

*Please note: if you ignore this instruction, we will charge an amount of €25.*



## **Cars and parking**

Please drive at walking pace on our park. Parking is only allowed on P1, P2 of P3. Per accommodation there is one assigned parking space available. It is not permitted to park your car or motorcycle next to your accommodation. More than one car? Please park in the municipal parking lot outside of our park.

## **Dogs**

Dogs are welcome on Buitenplaats Beekhuizen. There is a surcharge per dog per night. Other pets are not allowed on our park.

Only dogs on a leash are allowed, with a maximum of 1 small to medium sized dog per Pod and a maximum of 2 dogs per Lodge Tent or Forest Cabin. Deviation from this is only permitted after prior written confirmation from our reception. Dogs must not cause any nuisance. Exhausts only outside our premises. An off-leash area for dogs is at the Rozendaalse Veld, Kluizenaarsweg parking lot.

## **Fire / barbecue / fire bowls / Flamtastique oil lamp**

Outdoor cooking, barbecuing or using the fire bowl is permitted (with the exception of Phase 2 Wildfire risk and on field 3, where no open fires are permitted). Please make sure the fire is supervised at all times and that fires are extinguished properly.

See also the detailed rules about the use of the fire bowl in the information booklet and the enclosed instruction in the wood bag. These rules must be strictly observed. The fire must be extinguished by 11 p.m. at the latest.

Clean up everything after use in respect for the Wild animals and the preservation of our ground and nature.

Open fire is not allowed at the Forest Cabins. These accommodations have a Flamtastique oil lamp. Follow the instructions in the property for proper use of the lamp.

*Please note: in case of incorrect use or non-compliance with the rules, we are forced to charge an amount of €250.*



### **Fire risk**

In the event of a wildfire risk (phase 2), it is not allowed to start a fire. Not sure if there is a phase 1 or phase 2? Check [www.natuurbrandrisk.nl](http://www.natuurbrandrisk.nl) or ask at the reception. We make additional use of fire alert to limit smoke nuisance for the neighborhood, neighbors at the park and wild animals. Instructions from personnel regarding fires must be followed at all times.

### **Number of people**

Per accommodation the maximum number of people that are allowed to stay overnight:

- Lodgetent 4 people
- Lodgetent XL 7 people
- Forest Cabin 4 people
- Luxe Pod 2 people
- Bush/Superior Pod 4 personen

It is allowed – with the exception of Superior Pods – to add a maximum of one cot.

### **Visitors**

If you have visitors or guests, please report this to reception in advance. The maximum number of visitors is equal to the maximum number of people allowed in the accommodation (e.g. maximum of 7 visitors in a Lodge tent XL). Does one of your visitors want to stay overnight, and you have a bed available? No problem; please consult reception (before 17:00). There is an additional charge for bed-and bath linen and tourist tax.



## **Household waste**

You can dispose of household waste in between, but at the latest on departure. You will find an underground container for residual waste and glass on field 1 (next to the restaurant) and on field 2 (at the end of the parking lot). It is not allowed to leave food or waste outside the accommodation due to the wild animals.

## **Furniture**

Outdoor furniture is available on the terrace of the accommodations and on the grounds. It is not allowed to use the indoor furniture outside.

## **Own tents / decoration**

It is not allowed to place your own (party) tents or, for example, to place hammocks in trees. Temporary decoration of the accommodation is allowed (except confetti) if it is completely removed afterwards.

## **Peace**

We kindly ask you to respect the peace on our park, both during the day and in the evening. Soft music is allowed in your accommodation but may not be heard outside. At 22:00 it must be quiet and at 23:00 it must be completely silent. These rules are set in order for all guests to enjoy their stay and the presence of wildlife at night. Noise in the accommodations can be heard from a far. We request complete silence until 08:00 and kindly ask to be quiet until 09:00.

## **Nuisance**

We would like to point out that causing noise nuisance, nuisance by fire (bowls), or nuisance due to incorrect parking, is not allowed at all and can lead to (considerable) costs being charged.



## **Nature / surrounding forests**

You are in the middle of nature and we ask for your cooperation for the conservation of nature. Do not leave any food or waste outside the accommodation. Feeding animals is not allowed.

It is not allowed to enter the woods after sunset and before sunrise without official permission. When entering the surrounding forests, you should only stay on roads and paths and do not damage any trees or plants.

## **Play facilities**

The use of our play facilities is entirely at your own risk. You are responsible for supervising any children. It may occasionally happen that a field is reserved exclusively and that certain play facilities are not available during your stay.

## **Hot Tub**

The Hot Tub on field 2 is only accessible after reservation. You cannot use this Hot Tub without a reservation. In case of extreme weather conditions we are forced to cancel the Hot Tub. For more information, see our website or ask at our reception.

*Attention: The heating system and pipes of the Hot Tub get hot, so do not let children play unsupervised near the Hot Tub!*

## **General terms and conditions**

In addition to these house rules, our general terms and conditions also apply. In all cases where the house rules or the general terms and conditions do not provide information, the management decides. Directions from staff and management must be followed at all times.

## **Liability**

We are in no way liable for personal injury and/or loss of personal property and/or material damage occurring during the stay.