General Conditions of Sale d.d. 29-04-2025

1. Reservations

Sunparks only accepts reservations made by persons older than 18 years of age and a lessee must also be present during the stay. Sunparks reserves the right to refuse a reservation at any time – without giving reasons. After making a reservation, you will receive confirmation by email or post. If you would like to receive confirmation immediately after making your reservation, you must provide an email address when making the reservation. Payment into our bank account, the number of which is stated on the confirmation document, can be made by way of telephone banking or bank transfer. It is also possible to receive confirmation by post within 10 days of making the reservation. However, this is only possible when making a reservation more than 1 week before the start of your stay. You will be charged an additional €5 to have your confirmation sent to you by post. Possible or alleged inaccuracies should always be notified in writing within 10 days after the confirmation date and before the start of your stay. If you have not received confirmation within 10 days after making your reservation, you must contact the office where you made the reservation as soon as possible. In the case of an Internet reservation, you must contact our Customer Contact Centre on 0845 - 3510 109 (4p/min). When using our 0900 telephone numbers in the Netherlands, the General Terms and Conditions for the provision of paid information services, set out by the Dutch Association of Information Providers 'Betaalde Content', will apply. They can be downloaded from: http://animation.sunparks.com/voorwaarden/SPbetaaldediensten.pdf

2. Reservations for groups

It is possible to make reservations for societies, schools, clubs and associations, but these must not affect the family-oriented nature of Sunparks, which may mean that in certain cases, a reservation for a group may not be accepted. Special conditions apply to group reservations. A full set of conditions applicable to group reservations can be found at https://business.groupepvcp.com/gb-en. For Holiday houses that can accommodate up to 10 persons, a deposit is required.

3. Rental price

The rental prices stated on www. sunparks.com are not binding. Sunparks reserves the right to amend the rental prices and/or to apply a surcharge, including for example, but not limited to, as a result of a change in the energy prices. Sunparks reserves the right to amend the discount schemes. When making a reservation, you will be notified of the applicable rental price. The rental price stated on the confirmation is binding. It is not possible to make use of a discount and/or special offer after Sunparks has sent you a confirmation of your reservation. General conditions of sale Sunparks d.d. 01-05-2020

4. Villa* rental

Rental prices are in Euros and include for each Holiday house*:

- VAT, in accordance with the regulations of the VAT regime of the country of your destination;
- cleaning up after you have left (“final cleaning”);
- the use of a television;
- Aquafun tickets, valid for the duration of your stay;
- service charges for water and electricity.

Not included are, for instance:

- tourist taxes and environmental levies (tariff per person and per night).

Both “regular” cleaning and “final” cleaning services do not include:

- washing up and clearing away the crockery and cutlery;
- emptying the refrigerator and dishwashing machine;
- emptying and cleaning the fireplace and barbecue;
- removing the sheets and placing them in the pink bag in the hallway of your Holiday house*;
- putting household waste in rubbish bags and placing them at the Holiday houses waste islands.

5. Sheets and towels

Sheets and towels are considered additional amenities and must be reserved if you require them. When making a reservation for an Exclusive or a hotel room, such services are included.

6. Tourist taxes and surcharges

The rental prices of Holiday houses* do not include tourist taxes and environmental surcharges, the rates of which are dependent on the municipality in which the Holiday house is situated. When determining the number of persons for a reservation period, the maximum number of persons spending at least one night in the Holiday house* applies. Leaving the Holiday house prematurely will not result in the reimbursement of any tourist taxes or surcharges.

7. Animals

A limited number of Holiday houses* allow you to take pets with you (a maximum of 2 pets per Holiday house*). This must be specified when making your reservation. If you fail to do so, we will only be able to allow you to stay when we have a Holiday house suitable for a stay with pets available. You will also be charged €12.50 for amendment costs. Pets are not permitted in the central facilities, Park Centre, Aquafun, and in hotels and hotel apartments. Your pet must be free of any pests and wear a flea collar, while you must provide a dog basket and present a recent rabies vaccination certificate. When outside your Holiday house*, you are obliged to keep your dog on a lead and to ensure your dog uses the dog toilet areas. Failure to adhere to the above rules may result in your being asked to leave the Holiday house, without any reimbursement of the rental price any part there of spending at least one night in the Holiday house* applies. Leaving the Holiday house prematurely will not result in the reimbursement of any tourist taxes or surcharges.

8. Payments

Before starting your holiday, you are required to pay the total sum: the agreed rental price, tourist taxes and environmental levies, service charges and any possible additional charges. When making a reservation:

a) more than 6 weeks before the start of your stay, you are required to pay a deposit of 50% of the agreed total sum within 10 working days following the receipt of confirmation. The remainder must be paid 6 weeks before the start of your stay, at the latest.

b) between 1 and 6 weeks before the start of your stay, you are required to pay the total sum within 7 days following the receipt of General conditions of sale Sunparks d.d. 10-01-2025 confirmation.

c) 1 week or less before the start of your stay, you are required to pay the total sum while making your reservation. Your reservation becomes final upon receipt of the total sum.

When the amounts invoiced to you are not paid in time or not paid completely within the above-mentioned payment terms, you will be in default, and Sunparks will be entitled to unilaterally terminate the agreement by way of a written notification. You will be liable for any loss incurred or to be incurred by Sunparks as a result of such, including any costs made by Sunparks in connection with your reservation and its termination. There is, in any case, a termination charge of 50% of the rental price owed by you when the agreement is terminated more than 6 weeks before the planned start date of your stay, and an amount equal to the total rental sum when terminating within 6 weeks of the start of your stay. Any payments made prior will be offset against the termination charge due and any possible compensation for other losses which are due. If no previous payment has been made, the abovementioned amounts will be due.

9. Payment with digital Sunparks Gift Voucher (hereinafter: Voucher)

- The Voucher can be used to book a stay via the Sunparks website or the Customer Care Center, which are mediated by Center Parcs Europe (Belgium) B.V., the purchase of day tickets and purchases at the park are excluded;
- The Voucher is valid for two years and must be used to pay for a reservation or part of a reservation within this period. At the end of the non-extendable validity period, it can no longer be used for the (partial) payment of a reservation;

- The Voucher is freely transferable and can be used by any rightful holder. It is the responsibility of the purchaser of the Voucher to keep the corresponding code for future reference. Refunds are not possible in the event of loss, fraud or abuse;
- The Voucher cannot be exchanged in any other form, including cash with the exception of the right of withdrawal described below;
- If the amount of the reservation exceeds the amount of the value of Voucher, the remaining balance must be paid via another payment method mentioned above;
- A maximum of three digital Vouchers with corresponding code can be used per individual reservation;
- A Voucher can be used in several instalments, if the value of the voucher exceeds the value of the reservation. The holder is responsible for the number of stays booked and the remaining balance;
- The Voucher can only be used for the payment of individual reservations. It cannot be used to pay for group or business stays or to make a reservation through a partner.

a. Right of withdrawal: exercise and consequences

You have the right to withdraw from the purchase of the Voucher within fourteen days without giving any reason. The withdrawal period is fourteen days from receipt of the Gift Voucher.

To exercise your right of withdrawal, you must inform us (Center Parcs Europe (Belgium) BV, Customer Care Center, Erperheidestraat 2, 3990 Peer, Belgium, 0845 351 0109 (4p/min)) by means of a clear statement (for example a letter sent by post or e-mail) of your decision to withdraw from this purchase.

You may use this model withdrawal form, but this is not obligatory.

To comply with the withdrawal period, it is sufficient that the notification of the exercise of the right of withdrawal was sent before the withdrawal period had expired.

Consequences of withdrawal

If you withdraw from the purchase of one or more Vouchers, we must refund all payments we have received from you immediately and no later than fourteen days from the day on which we received notification of your withdrawal from this purchase.

For this refund, we will use the same means of payment that you used for the original transaction, unless expressly agreed otherwise with you; in no case will you be charged for this refund.

If the Voucher is used in whole or in part within these 14 days, the right of withdrawal no longer applies. After 14 days, the Gift Voucher can no longer be exchanged for cash.

If you wish to object in writing, you can do so here.

10.Amendment charges

When, after making your reservation, you wish to make any amendments to the reservation, Sunparks will not be obliged to comply with these amendments. It is at the sole discretion of Sunparks whether, and to what extent, those amendments will be accepted. Amendments can be communicated to the Customer Contact Center by telephone. For any amendment of an earlier made reservation up to 1 week before your arrival, we will charge €12.50 per Holiday house* for amendment costs. These charges will not be applicable when you make an additional reservation or change the rental period of your Holiday house* to a more expensive period. In principle, amendments within 1 week of your arrival are not permitted. When changing to a less expensive rental period or Holiday house*, or in the case of a (partial) cancellation within 1 week of the start of your stay, you must pay the original rental sum. When, after making a reservation for more than one Holiday house*, you wish to reduce the number of Holiday houses*, the cancellation provision as mentioned under Article 10 will apply.

11.Cancellations

We recommend that you take out cancellation insurance when you make a reservation. See https://www.sunparks.com/in-en for further details, prices and conditions, or contact our Customer Contact Centre. You may also take out travel insurance. We recommend you carefully read the Insurance Terms and Conditions to ensure the contract fulfils your requirements and needs. Without cancellation insurance, or with cancellation insurance but an invalid reason, the following conditions apply: a) Upon the receipt of confirmation by email or post, you may decide not to proceed with your reservation at Sunparks within 7 working days from the postage date. b) When cancelling more than 6 weeks before the start of your stay, 50% of the rental price is due. c) When cancelling 6 or fewer weeks before the start of your stay, the full rental price is due. d) When leaving before the departure date of your stay, the full rental price is due. Payment of the amounts determined under b, c and d must be received by Sunparks at the latest within 14 days of the invoice date.

12.Arrival and departure

Upon arrival at the Holiday house, you must present your confirmation document, at which time you will receive an entry card and welcome package. You may enter your Holiday house* after 3 pm. On the day General conditions of sale Sunparks d.d. 01-05-2020 of your departure, you must vacate the Holiday house* before 10 am, so as to facilitate the cleaning of your Holiday house*.

13.Village rules

In order to ensure that the stay of all of our Holiday houses guests is as pleasant as possible, all guests must observe both the general rules, as well as the behavioural rules for the Holiday house, as set out in the Holiday house Rules. The Holiday house Rules may be requested at the reception desk upon your arrival or, if you wish, they can be sent to you free of charge upon request. Breaching the Holiday house Rules may result in removal from the Holiday house, without any reimbursement of the rental price or any part thereof. Sunparks reserves the right to change the setup and opening times of the facilities in the Holiday houses. In special circumstances, we reserve the right to close the Holiday house temporarily, or to rent the entire Holiday house to one party. When you are unable to make use of your reservation due to such a closure or aforementioned rental, we will give you the opportunity to change your reservation to another Holiday house, or to cancel your reservation, free of charge. You will not be entitled to compensation. We would also like to inform you that maintenance work

may be carried out in the Holiday house during your stay without this leading to any right to compensation.

14.Swimming

Children under 12 years of age are not permitted to be in Aquafun without being accompanied by an adult. Parents or persons accompanying children must ensure that children who are unable to swim are wearing armbands and/or a flotation jacket in Aquafun, and that an adult is within reach at all times. Swimming in the lakes is prohibited.

15.Force majeure

Force majeure on the part of Sunparks exists when the execution of the agreement is fully or partially, whether temporarily or not, prevented by circumstances outside the control of Sunparks, including the threat of war, personnel strikes, blockades, fire, floods and other disruptions or events.

16.Liability

a) Sunparks and the Holiday house involved do not accept liability for:
   • theft, loss or damage, of any nature, during, or as result of your stay in one of our Holiday house. When you have broken or damaged something, you must report this to the reception desk and pay your debt. In this way, you will avoid having the amount invoiced to you at a later date, in addition to any further administrative charges;
   • defective or inoperative technical equipment and the failure or closure of facilities in the Holiday house;
   • any printing errors in the Sunparks brochure 2011.
b) The lessee and those accompanying him/her are jointly and severally liable for any loss and/or damage caused to Sunparks and/ or any third parties as a direct or indirect result of their stay, irrespective of whether this was caused by any action or negligence by them or any third party staying in the Holiday house, as a result of the lessee's invitation, as well as any damage caused by an animal and/or object in their possession.
c) In the case of any incorrect use of the Holiday house* and/or not leaving the Holiday house* behind in the correct condition, additional costs, as well as additional cleaning costs will be charged.

17.Complaints

Despite Sunparks' best efforts, it may be possible that you have a justified complaint. This complaint must be discussed there and then with the management of the Holiday house, in order to give the management an opportunity to solve any problems immediately. If your complaint is not solved to your satisfaction, you must submit your complaint in writing within 1 month from your date of departure from the Holiday house to https://sunparks.com/complaints or by post to Sunparks B.V., Department of Guest Relations, PO Box 5199, 2900 ED Capelle aan den IJssel, The Netherlands.

18.Day visitors

If you would like to visit one of our Holiday houses without making a reservation for a Holiday house*, we request that you contact the reception desk of the Holiday house concerned beforehand by telephone to ask whether this is possible. We charge a daily tariff for such visits. The telephone numbers of all our Holiday houses can be found in the Sunparks brochure 2011 and at www.sunparks.com/in-en.

19.Photographs and videos

When a guest and/or a person accompanying him/her or is present in the Holiday house by his/her doing, or a day visitor, accidentally appears in a photograph and/or video taken or recorded for inclusion in a Sunparks publication and/or a Sunparks Internet site, it is presumed that he/she approves of the use of the photograph and/or video in the publication and/or on the Internet site, even when he/she is recognizable in the photograph and/or video.

20.General

- If you have made a reservation for Sunparks Kempense Meren, the contracting party is CPSP België N.V.
- If you have made a reservation for Sunparks Oostduinkerke aan zee the contracting party is Sunparks Leisure N.V.

Correspondence may be sent to: Sunparks Vakantieparken, Customer Contact Centre, Erperheidestraat 2, 3990 Peer, Belgium. These Conditions are applicable to all reservations made directly or indirectly at Sunparks. The content of all our publications is subject to change. The digital version of the Sunparks Conditions, available from www.sunparks.co.uk, take precedence. In the event of a discrepancy between the digital version of the Conditions and the printed version, the digital version will prevail. Obvious printing errors are not binding. This replaces any previous publications. * When 'Holiday houses' are mentioned, this also refers to hotel apartments and hotel rooms, or any other accommodation at Sunparks