



# General Conditions

English version for Danish website

## 1. Reservations

Center Parcs can only accept reservations from people aged 18 or older. The renter should be aged 18 or older and should be present during the entire stay. Center Parcs reserves the right to refuse a reservation at any time without having to furnish reasons. Reservations will be confirmed and invoiced in digital format within a period of 10 days of confirmation. The confirmation or invoice will be sent out by post if you don't have an e-mail address. The confirmation or invoice must be checked for accuracy immediately upon receipt. Any errors must be communicated in writing within 10 days of the date of confirmation or invoice and before the commencement of the stay. If a confirmation or invoice has not been received within 10 days of the reservation being made, the office where the reservation was made must be contacted as soon as possible. If the reservation was made through the Internet, contact our Customer Contact Centre by telephone at +45 (0)70 710 133.

## 2. Reservations made well in advance

Should a reservation be made for a villa\* for a period for which the rental amount has not yet been announced, a pre-booking will be made. Confirmation of this pre-booking will be sent out within a few days. Pre-bookings are completely without obligation and are confirmed as definite reservations as soon as an invoice has been sent out. Cancellations of reservations made well in advance can be made within 14 working days after receipt of the invoice at no charge (right to withdrawal). This cancellation needs to be made by contacting our Customer Contact Center by telephone at +45 (0)70 710 133 before the end of the cancellation period.

## 3. Group reservations / Company bookings

Groups (bookings for 5 or more villas\* or for more than 15 people; school classes or clubs) can only be booked via Center Parcs Cologne. Please contact us by e-mail at [gruppenreisen@groupepvc.com](mailto:gruppenreisen@groupepvc.com).

Center Parcs reserves the right not to accept booking requests from groups. Special conditions apply to group bookings. Center Parcs has the right to terminate the contract with immediate effect if the customer or their guests breach the park rules. Center Parcs has the right to demand a deposit. A deposit is required in all cases for Eden villas for 8 people and all 10, 12, 16 and 20-person villas\*. Special conditions apply for company bookings, please contact the Center Parcs Meetings & Events department, Kaltenbornweg 1-3, 50679 Köln, by e-mail: [business.de@centerparcs.com](mailto:business.de@centerparcs.com) or telephone: +49 (0)221 97303060.

## 4. Rates

Rates shown on [www.centerparcs.dk](http://www.centerparcs.dk) are not binding. Center Parcs maintains the right to change prices and/or to include a surcharge as a result of factors such as a change in the cost of energy consumption, but not limited to such. Center Parcs also maintains the right to change special promotions. Current prices will be disclosed upon reservation. The price given on the confirmation and invoice is binding. No discounts and/or special promotions can be included after Center Parcs has sent out a confirmation or invoice. Different conditions can apply to All-Inclusive reservations.

## 5. Villa\* rent

The following items are included in the advertised rental price of each villa\*:

- ▶ Water consumption
- ▶ Gas and electricity
- ▶ Access to Aqua Mundo (for Terhills Resort Aqua Garden) (excluding the sauna and Turkish steam bath, hydro jet, quick tanning facility, sun bed and Flow Rider)
- ▶ VAT is charged in accordance with the guidelines and VAT administration requirements of the destination country
- ▶ Final cleaning
- ▶ Use of television & Wi-Fi
- ▶ Bed linen

Within the rental price of a villa\* with Premium, VIP or Exclusive classification additional items are included (see [www.centerparcs.dk/feriehus](http://www.centerparcs.dk/feriehus) for more information). Center Parcs maintains the right to exclude certain additional items from special promotions. For Villages Nature Paris and Terhills Resort ready-made beds and towels are included.

The following items are not included:

- ▶ Tourist taxes and levies (article 6);
- ▶ The following is not included with (final) cleaning:
  - ▶ Washing dishes
  - ▶ Removing bedding and rented linen, if applicable, and collecting towels
  - ▶ Placing rubbish in bags and depositing them in container.

Different conditions apply to All-Inclusive reservations. Accommodation might differ with regard to furnishings and layout.

## 6. Tourist tax and levies

Villa\* rental prices are exclusive of tourist tax and levies. The level of these charges depends on the location of the park in question. When determining the number of people included per reservation period, the maximum number of people staying at least one night in the villa\* is used. Later arrival of persons will result in refund of tourist tax and charges only if already declared at the reception upon arrival of the main booker. Those arriving later will report to reception upon their arrival. Earlier departure of persons will only result in a refund of tourist taxes and charges if they report to reception upon departure and after handing in swimming pool tickets and/or the keys to your cottage.

## 7. Pre-authorization (Only for Villages Nature Paris)

For any booking in Villages Nature Paris, a preauthorised transaction on your bank card will be requested as a guarantee. This preauthorisation will not debit your bank account but will temporarily hold an amount approved by your bank for a deferred transaction. In certain cases, depending on conditions set by your bank that remain outside our control, the preauthorisation may appear as an amount being debited to your bank account. This amount may not exceed 7,50 DKK and will not be withdrawn.

This guarantee will be requested by telephone before your stay or upon your arrival at the resort. It will enable Center Parcs to charge you for compensation for any damage that you may cause during your stay [i.e. any damage and/or disturbance of any kind whatsoever in the accommodation made available to you (theft, damage to furniture and/or the interior of the property, property left unclean)]. This compensation fee may not exceed 15000 DKK. More information is available on the [centerparcs.fr](http://centerparcs.fr) website under "*Preparing for my stay*" and directly from Villages Nature Paris. This guarantee may be used by Center Parcs up to 10 working days after the end date of your stay. The deadline for payment of compensation fee may vary according to bank processing times. Please contact your bank for more information.

## 8. Domestic animals

A maximum of two domestic animals is permitted per villa\*. As this requires additional cleaning work, an additional charge of 55 DKK per animal per night is charged. There is no extra charge for domestic animals kept in cages.

Animals must be reported to the village upon reservation and upon arrival. Animals are not permitted in central facilities, hotels, hotel apartments and certain types of villas. Ensure that your animals are free of vermin. It is required that dogs be kept on leashes outside of villas.

## 9. Payments

- a) Reservations made online need to be paid at once.
- b) Reservations made by telephone via our Customer Contact Center can be paid (at request) in 2 installments. With booking amounts totaling more than DKK 1750, a deposit of 20% is required, with a minimum amount of DKK 1750. The remainder of the booking amount is due at least 4 weeks prior to the start of the stay at Center Parcs. Booking amounts up to DKK 1750 must be paid immediately and in full. For reservations within a period of 4 weeks prior to the stay, the entire booking amount must be paid by means of telephone authorization or by credit card.
- c) Late or incomplete payment of an invoiced amount constitutes a default and Center Parcs is entitled to cancel the agreement by informing the main booker in writing.

The main booker remains liable for any loss Center Parcs may have suffered as a result or will suffer at a later date, including all costs Center Parcs incurred as a result of the reservation and the cancellation. In any event, the main booker is liable to pay 50% of the rental amount as compensation for cancellation if this is done at least 4 weeks prior to the planned start of the stay and equal to the entire rental amount for cancellations made within 4 weeks prior to the planned stay. Amounts already paid will be included in payments due for cancellations and in any other amounts that may be due for damage incurred. If no amount has yet been paid, the above costs will be charged. Payment for that stipulated under a, b and c should be in the possession of Center Parcs no later than 14 days after the date of invoice. Center Parcs has the right to examine the credit card used and corresponding proof of identity for credit card payments.

## 10. Amendment costs

Should any changes be made to a reservation after confirmation Center Parcs is not required to adhere to such requests and is free to select if, and to what extent, such requests are accommodated. For changes to the booking up to 45 days before arrival, if these are possible, Center Parcs charges a fee of 115 DKK. Any changes made up within 45 days before arrival for confirmed bookings will result in an additional charge of 370 DKK. A change of dates within 45 days prior to arrival is only possible after separate consultation with the Customer Care Center (via telephone number +45 (0)70 710 133).

These costs will not be charged if an additional reservation is made or if a change is requested to a more expensive rental period for a villa\*. In principle, changes cannot be permitted within 4 weeks prior to arrival. With changes to a cheaper villa\* rental period, or with total or partial cancellation within a period of 4 weeks prior to commencement of the stay, the entire rental amount is due. If a reservation is made for more than one villa\* and a reduction in the number of villas is requested, the cancellation conditions described under point 11 apply.

## 11. Cancellation

Definitive reservations are legally binding. A right of withdrawal (the so called reflection period of 14 days) is not applicable on the agreements entered into with Center Parcs, with the exception of reservations made well in advance as described in article 2.

For a cancellation, the following conditions apply:

- a) For a cancellation more than 30 days prior to the commencement of the stay, 20% of the rental amount is due, with a minimum amount of DKK 1750.
- b) For cancellations within 30 to 7 days prior to commencement of the stay, 75% of the rental amount is due, with a minimum amount of DKK 1750.
- c) For cancellations within 6 days prior to commencement of the stay, the day of arrival and in the event of non-arrival, 95% of the rental amount and 75% of any booked arrangements amount is due.
- d) The full booking amount is due in the event of early departure.

Payment of the amounts stipulated under a, b, c and d are due within a period of 14 days after the date of the invoice.

## 12. Insurances (currently not yet available via Danish website)

It is advised to subscribe a cancellation and/or travel insurance for a booking. When offered, Center Parcs acts as an intermediar/agent for Europ Assistance for the sell of the cancellation and the so-called "multirisk-insurance" (travel- and cancellation insurance). The insurances will then be concluded between you and Europ Assistance. The insurances can only be concluded during the actual booking. For more details and conditions please see [www.centerparcs.eu](http://www.centerparcs.eu) under "insurance conditions Europ Assistance".

## 13. Arrival and departure

- a) Procedure before arrival: You will receive an entry permit (e-tickets) through My Center Parcs ([www.centerparcs.dk/mycenterparcs](http://www.centerparcs.dk/mycenterparcs)). This (printed) e-ticket must be shown upon arrival. If you do not have an e-ticket you will be able to check in under your reservation number. For Villages Nature Paris prior to arrival, online check-in is mandatory to gain access to the park.
- b) Procedure upon arrival: You will be given a key to the villa\* in exchange for the printed e-ticket. You may enter the villa\* from 16h00 (with the exception of the Belgian parks, here you can enter the villa\* from 15h00). All facilities in the village may be used from 10h00, unless the village is temporarily closed prior to the commencement of your stay.
- c) Villas\* must be vacated before 10h00 on the day of departure for cleaning. All facilities at the village may still be enjoyed for the remainder of that day, unless the village is temporarily closed after the conclusion of your stay.

Different conditions apply to All-Inclusive reservations.

## 14. Household rules

In order to make a stay at the village as pleasant as possible for all guests, it is required that guests adhere to the rules of conduct as stated in the household rules, which may be requested from reception upon arrival. Should you so request, the Household Rules can be sent in advance, free of charge.

Transgressions of the household rules could result in summary removal from the village, without necessitating a partial or complete refund of the rental amount. Center Parcs maintains the right to change the offer and opening hours of facilities or central facilities in the villages. In exceptional circumstances, we reserve the right to temporarily close the village or rent it out entirely to a third party. In cases such as these, we will offer you the opportunity to change your booking to another village or to cancel your booking free of charge. This does not, however, entitle you to a refund of any other expenses incurred. We would also like to point out that maintenance activities may be performed in the village during your stay, without constituting the right to a refund.

## 15. Swimming

Children under 13 years of age may only enter Aqua Mundo (or Aqua Garden) under the supervision of an adult. Parents and/or guardians must ensure that children who cannot swim are wearing water wings and/or lifejackets in Aqua Mundo (or Aqua Garden). In addition, an adult should always remain in close proximity to the child. Swimming in the lakes is not permitted.

## 16. Force majeure

If the execution of the agreement is completely or partially hindered through circumstances beyond Center Parcs control, this will be considered a force majeure. This includes the threat of war, strikes by personnel, blockades, fire, floods and other disruptions or events.

## 17. Liability

- a) Center Parcs and the relevant villages do not accept any responsibility for the following:
  - ▶ theft, loss or damage incurred of any nature whatsoever during or as a result of staying at one of our parks;
  - ▶ failure or suspension of any of our technical equipment and the failure or suspension of facilities at the village.
- b) Main bookers and their accompanying guests are jointly and severally liable for any losses and/or damage suffered by Center Parcs and/ or any third party as a direct or indirect result of their stay, irrespective of whether such is caused through action or neglect by the person in question or a third party on the premises as a result of their actions, as well as any damage caused by any animal and/or matter under their supervision.
- c) In the event of incorrect usage of a villa\*, or when leaving such behind in an improper fashion, the costs of additional expenses, including cleaning costs, will be payable by the main booker.

## 18. Complaints

Despite all precautions taken by Center Parcs, it is still possible that there may be complaints. Such complaints should be taken up on location and directly with village management (contact via reception), in order to inform them of the situation and to find an immediate solution. If the complaint cannot be solved in a satisfactory manner, you can, within one (1) month after departing from the park, submit the complaint via the contact form on [https://www.centerparcs.dk/dk-da/kontakt\\_ms](https://www.centerparcs.dk/dk-da/kontakt_ms) or by regular mail to Center Parcs, Guest Relations Department, Kaltenbornweg 1-3, 50679 Köln, Germany.

Should this too not lead to a satisfactory solution, you have the right, for a stay in all our parks up to 3 months after departure from the park, to have the complaint handled by de Geschillencommissie Recreatie, Postbus 90600, 2509 LP Den Haag, Netherlands, [www.degeschillencommissie.nl/overons/commissies/recreatie](http://www.degeschillencommissie.nl/overons/commissies/recreatie) (telefoon +31(0)70 310 53 10).

The EU Commission's online complaints portal can also be used when submitting a complaint. Complaints can be submitted via: <http://ec.europa.eu/odr>. The decision of this committee has the force of binding advice.

### 19. Day visitors

Should you wish to visit one of our villages without reserving a villa\*, we request that you confirm with the reception of the relevant village in advance to ensure this is possible. Daily tariffs are charged. For telephone numbers of all the villages, see our Company Info on [www.centerparcs.dk](http://www.centerparcs.dk).

### 20. Photos and videos recording

If a guest or their companion, or someone invited to the park by a guest or a day visitor, is accidentally photographed or videoed in connection with a Center Parcs publication, or for use on the Center Parcs website, that person's permission will be sought to use the photo/video in the publication/website, whether the person is identifiable or not. No rights may be derived from the images on [www.centerparcs.dk](http://www.centerparcs.dk).

### 21. General

- If you have reserved with Nordborg Resort in Denmark, your contracting party will be Nordborg Resort A/S
- If you have reserved with a park in the Netherlands, your contracting party will be Center Parcs Netherlands B.V.
- If you have reserved with Erperheide or De Vossemere in Belgium, your contracting party will be CPSP België N.V.
- If you have reserved with Ardennen in Belgium, your contracting party will be Center Parcs Ardennen N.V.
- If you have reserved with Park De Haan in Belgium, your contracting party will be Sunparks Leisure N.V.
- If you have reserved with Terhills Resort in Belgium, your contracting party will be Terhills Vakantiepark N.V.
- If you have reserved with a park in the German Bispinger Heide, Park Hochsauerland, Park Bostalsee, Park Allgäu respectively Park Nordseeküste, your contracting party will be Center Parcs Bungalowpark Bispinger GmbH, Center Parcs Bungalowpark Hochsauerland GmbH, Center Parcs Bungalowpark Bostalsee GmbH, Center Parcs Bungalowpark Allgäu GmbH respectively Center Parcs Bungalowpark Nordseeküste GmbH.
- If you have reserved with the German Park Eifel, your contracting party will be Center Parcs Leisure Deutschland GmbH for the rental of the accommodation and Center Parcs Bungalowpark Eifel GmbH for any other elements of your booking.
- If you have reserved with the French parks Les Bois-Francis, Les Hauts de Bruyères, Les Trois Forêts, Le Bois aux Daims or Les Landes de Gascogne, your contracting party will be CP Resorts Exploitation France.

- If you have reserved with the French park Le Lac d'Ailette, your contracting party will be SNC Domaine du Lac de L'Ailette.
- If you have reserved with the French park Villages Nature Paris, your contracting party will be Villages Nature Tourisme SAS.
- If, to conclude, you have reserved with Parc Sandur, your contracting party will be Sunparks B.V.

If you have reserved certain services or arrangements during your stay, your contracting party can be a third party. Which of our services are operated by third parties can be found [here](#).

Correspondence may be directed to: Center Parcs, PO Box 5199, 2900 ED Capelle a/d IJssel, the Netherlands.

Your reservation is governed by the laws of the Netherlands and mandatory Danish consumer law.

These General Terms and Conditions apply to all reservations that have been made with Center Parcs, directly or indirectly. Center Parcs reserves the right to make changes with regard to the contents of (digital) publications. The digital version of Center Parcs' General Terms and Conditions (available on [www.centerparcs.dk](http://www.centerparcs.dk)) is decisive. If the digital version of the General Terms and Conditions differs from the printed version, the digital version will take precedence. Center Parcs is not bound by obvious (digital) misprints.

This General Terms and Conditions are published in the Danish and the English language. In case of any contradictions, the English version shall prevail over the Danish version. The previous (digital) publications are superseded by the current version.

\* Wherever 'villa' is mentioned, cottages, apartments, hotel apartments, hotel rooms and/or hotel suites are also included.