



# General Conditions

## 1. Reservations

Center Parcs can only accept reservations from people aged 21 or older. The renter should be aged 21 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 mail 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 Care Centre at +31 (0)10 498 97 54.

## 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 can be made within 14 working days after receipt of the invoice at no charge.

## 3. Group reservations

Reservations made for societies, schools, establishments, etc. can be made through the Customer Care Centre at +31 (0)10 498 97 54. Special conditions may apply in terms of supervision of the group and the location of the villa\* with regard to proximity to each other. The purpose and size of the group can in certain cases lead to a group not being accepted.

Groups of young people, which is understood to mean a group of at least four (4) people, mainly younger than 21 years and without the accompaniment of a parent or guardian, are not accepted and / or admitted to the Center Parcs parks. Center Parcs therefore reserves the right not to accept bookings consisting of groups that meet the above description and / or to refuse these groups upon arrival at the park. Center Parcs expressly reserves the right to request a deposit for groups that Center Parcs does accept on the basis of this article.

## 4. Rates

Rates shown on [www.centerparcs.eu](http://www.centerparcs.eu) 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.

## 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

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

The following items are not included:

- ▶ Tourist taxes and/or 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/or levies

Villa\* rental prices are exclusive of tourist tax and/or 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 Center Parcs 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 €1 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 €2,000. More information is available on the [centerparcs.fr](http://centerparcs.fr) website under "*Preparing for my stay*" and directly from Domaine Center Parcs 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 € 7.00 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) With reservation amounts totaling more than € 250.00, a deposit of 40% is required, with a minimum amount of € 250.00. The remainder of the reservation amount is due at least 8 weeks prior to the start of the stay at Center Parcs.
- b) Reserve amounts up to € 250.00 must be paid immediately and in full.
- c) For reservations within a period of 8 weeks prior to the stay, the entire amount must be paid by means of telephone authorization or by credit card.
- d) Late or incomplete payment of an invoiced amount constitutes a default and Center Parcs is entitled to cancel the agreement by informing the party in question in writing.

The party in question 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 person who made the reservation 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, c and d 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.

When using the Klarna-payment facilities in order to pay your booking, the general conditions from Klarna Bank AB apply. You can consult them [here](#). In case of any problem, or complaint regarding the services provided by Klarna Bank AB, you can contact them via [this link](#).

## 10. Payment with digital Center Parcs Gift Voucher (hereinafter: Voucher)

- The voucher can be used to book a stay via the Center Parcs website or the Customer Care Center, which are mediated by Center Parcs Europe 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.

### 10a. 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, Guest Relations Department, PO Box 5199, 2900 ED Capelle a/d IJssel, the Netherlands, +31 10 498 97 54) 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 the attached 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](#).  
[Download withdrawal form](#).

## 11. 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. If, after the booking has been made, you wish to make changes with regard to the park, arrival date and/or cottage type, you can do this once free of charge up to 21 days before arrival. It is always at Center Parcs' discretion whether, and to what extent, these changes are accepted. For any subsequent changes up to a maximum of 21 days before arrival in a booking that has already been made, will result in an additional charge of € 49.50. Each booking can be changed up to three times. The period of 21 days is always calculated on the basis of the arrival date of the initial booking.

In principle, changes less than 21 days before arrival cannot be permitted. In the event of a change to a cheaper period or cottage\* or (a partial) cancellation within this period, you will owe the entire rental amount. If, after the booking of more than one cottage\*, you wish to reduce the number of cottage(s)\* booked, the cancellation provisions as stated under article 11 apply.

## 12. Cancellation

For a cancellation, the following conditions apply:

- a) For a cancellation more than 4 weeks prior to the commencement of the stay, 30% of the rental amount is due, with a minimum amount of € 150.00.
- b) For cancellations within 4 weeks prior to commencement of the stay, the full rental amount is due.
- c) The full booking amount is due in the event of early departure.

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

## 13. Insurances

It is advised to subscribe a cancellation and/or travel insurance for a booking. Center Parcs acts as an intermediary/agent for Europ Assistance for the sell of the cancellation and the so-called "multirisk-insurance" (travel- and cancellation insurance). The insurances will 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".

#### 14. Arrival and departure

- a) Procedure before arrival: You will receive an entry permit (e-tickets) through My Center Parcs ([www.centerparcs.eu/mycenterparcs](http://www.centerparcs.eu/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 Center Parcs 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.

#### 15. 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 setup 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.

#### 16. 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 swim vests in the 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.

#### 17. 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.

#### 18. 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) Renters 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 renter.

#### 19. 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, 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.eu/in-en/contact\\_ms](https://www.centerparcs.eu/in-en/contact_ms) or by regular mail to Center Parcs, Guest Relations Department, PO Box 5199, 2900 ED Capelle a/d IJssel, the Netherlands.

#### 20. Day visitors

Should you wish to visit one of our villages without reserving a villa\*, we request that you subscribe in advance on [www.dagjecenterparcs.nl](http://www.dagjecenterparcs.nl) or 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 [www.centerparcs.eu](http://www.centerparcs.eu).

#### 21. 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.eu](http://www.centerparcs.eu).

#### 22. General

- ▶ 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 Bispingen 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 Center Parcs Villages Nature Paris, your contracting party will be Villages Nature Tourisme SAS.
- ▶ If you have reserved with the Danish park Nordborg Resort, your contracting party will be Nordborg Resort A/S.
- ▶ 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 exclusively by the laws of the Netherlands.

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 from [www.centerparcs.eu](http://www.centerparcs.eu)) 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.

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.