

Booking Terms and Conditions 2015

Booking and payment

- Prices for 2015 can be found on our website www.buitenzorg.scouting.nl.
- In order to book a site or accommodation go to our website www.buitenzorg.scouting.nl or send an e-mail. Within two weeks after booking you'll receive a confirmation of your booking. If you choose not to make use of the booking, you should cancel it. For this, see the cancellation policy.
- Having received the booking confirmation you should make a down payment (25% of the total cost of the booking) within 14 days. If you don't, your booking is no longer valid. No later than four weeks before your arrival you should have paid the remainder of your bill.
- In making the down payment you agree with the terms and conditions and your booking is permanent.
- If you book within four weeks before your arrival, you should pay the total cost of the booking at immediately, after receiving the bill.
- Payments not received on time give us the right to cancel the booking of a site or accommodation. The cancellation policy as mentioned in these booking terms and conditions apply.

Changes in your booking

- Up to a month before your arrival you can change the number of participants in your booking without cost.
- After a change in your booking you'll receive a new confirmation.

Final account

- Changes in the number of participants will be taken into account, in which the actual number of participants, with a minimum of 80% of the booked number, will have to be paid for.
- If you are not on the site one or more nights (e.g. when doing an overnight hike), you'll still have to pay us for these nights (but with no tourist tax).
- Before departure the final invoice will be calculated.

Deposit

When you book an accommodation, we charge a deposit:

- Blue Bird House (Blauwe Vogelhuis): € 200.-
- Brownie House (Kabouterhuis): € 100.-
- Owl's Nest (Uilennest): € 60.-

This deposit will be paid back to your bank account after your stay. The deposit may be reduced in case of extra costs like: a postponed departure, leaving

your site and/or accommodation behind untidy and not clean, vandalism and defects.

Cancellation

If the booking is cancelled by yourself the following cancellation policy applies:

- Cancellations should always be made in writing or by e-mail. The date of acceptance of the cancellation stands for the cancellation date. By cancelling all rights are forfeited.
- When cancelling the following charges apply:
 1. in the period of five months to one month before arrival you only owe us the deposit (25% of the total cost of the booking).
 2. in the period of one month up to and including the date of departure you owe us the full cost of booking as agreed to in the booking (tourist tax excluded).

You can avoid the risk by taking a cancellation insurance.

When we cancel your booking the already paid sum will be reimbursed minus administration costs.

In the case of interim departure within the booked period of time no reimbursement will take place for the nights not spent.

Special circumstances

In circumstances beyond control caused by natural disasters, political conflicts, extreme weather, etc., changes in your booking may be necessary. You will be notified of any changes made before your arrival.

Abnormalities in the standard times of arrival and departure

- You rent your accommodation and/or site from 13.00 o'clock on the day of arrival till 12.00 o'clock on the day of departure. Leaving later or arriving earlier is, always in consultation, possible in which case a half day extra will be charged.
- During the summer term you rent an accommodation or site from Saturday till the next Saturday. For different times you should consult with the manager.

Complaints

The managers /camp staff are there to make your stay as pleasant as possible. If there's something you dislike, discuss this at once with the manager / camp staff personally. This way they can help you as soon as possible. If this isn't done satisfactorily, then you can make a complaint. An official complaint should be submitted to Buitenzorg Scout Centre, written or by e-mail and no later than four weeks after your departure.