

General Terms and Conditions of De Pelikaan Holiday Homes

Reservations

The confirmation of your reservation will be sent via email within a few days. Your reservation for one of the Holiday Homes of De Pelikaan is final once you have received confirmation from the holiday park. The confirmation also functions as proof of your reservation.

Rebook or change

Have you already booked your holiday, but do you still want to stay in a different period or with more people?

If you want to rebook the agreement, this is possible up to 1 month before arrival.

The booking may not be cheaper than the original booking after rebooking. With us you can rebook your stay once free of charge* to one of our other homes on Texel. We will look at the possibilities together with you. Please contact us via tel.nr: 0222-560100 or email: info@depelikaanwoningen.nl

* Free rebooking is possible up to 1 month before arrival and based on availability. The new arrival date must be within 9 months of the cancellation date. Rebooking is free, with the exception of any additional costs due to price difference. No refund will be given. If you want to rebook more than once, the cancellation conditions of the original booking apply.

Small changes such as the number of people, pets and extras are possible up to 1 day before arrival

Payment

Within two weeks after receiving the confirmation, you must pay 50% of the amount owed. The remainder can be transferred to our bank account no later than one month before your arrival. You can also log in to [my reservation](#) and pay the second instalment via i-Deal.

If you make a reservation within six weeks before your arrival, the full amount must be paid at once. If you pay after the indicated payment terms, you will receive a reminder. If you do not respond to this, you will run the risk of having your reservation cancelled. In that case, however, costs will remain due as indicated in the HISWA-RECRON conditions.

Arrival and departure

You can enter the rented accommodation after 15:00 on the agreed arrival day. On the day of departure, we would like to receive the key back from you before or at 10:00.

Additional accommodation costs

When renting an accommodation, the final cleaning, the bed linen and the tourist tax are mandatory. The costs of the final cleaning depend on the home you are renting.

Groups and Young People

Naturally, groups can also rent accommodations from us, after consulting with us. Please indicate this when you make your reservation. Groups may be asked to pay a deposit upon arrival at the park. This deposit will be refunded at the end of the rental period, after inspection of the accommodation and after deduction of any costs incurred.

Reservations for young people travelling alone can only be made upon request. Here, too, a deposit may apply.

Maximum permitted number of persons

The use of the reserved accommodation with more than the maximum permitted number of persons applicable for that accommodation (including children and babies) as stated on the website is not permitted. In addition to the maximum permitted number of persons, one baby is permitted. The entrepreneur may in such a case deny the use of the accommodation to the (co)tenant, who will not be entitled to any refund. It is not permitted to receive visitors or to have them stay the night without the entrepreneur's prior permission.

Dogs

Dogs are permitted at De Pelikaan Holiday Homes against payment.

A maximum of 1 dog per home applies.

Other pets are not permitted.

Agreements for a pleasant stay

All guests must comply with the rules set by us. The rules can be found in our guest app or the information brochure under the house rules of your home.

(Use of) the accommodation

State of the accommodation and nature of the use:

- The accommodation is provided to the (co)tenant in a good state of repair. If the (co)tenant feels that this is not the case, this must be reported at the reception desk at the Leakesville immediately.
- The tenant is obliged to treat the accommodation and its corresponding inventory with due care. The tenant will leave the rented accommodation in a clean state upon departure. All damage caused by the tenant or co-tenant to the accommodation must be reported by the tenant at the park's reception desk prior to departure and must be paid immediately.
- If the accommodation is left unclean or damaged, the entrepreneur will be authorised to deduct the damage from the deposit.
- The accommodation may be used by the tenant for recreational purposes only, unless explicitly agreed otherwise in writing. Recreational purposes do, in any case, not include the tenant's use of the accommodation for a period during which one or more of the users of the accommodation(s) perform paid or unpaid activities, irrespective of whether these activities are performed in paid employment or without an employment contract. Permanent residency is not permitted.

Cancellation by the tenant

If you are unable to use the accommodation you reserved, you will owe the following amounts based on the HISWA-RECRON conditions:

- For cancellation up to 3 months before the arrival date: 15% of the agreed price.
- up to 2 months before the arrival date: 50%,
- up to 1 month before the arrival date: 75%,
- within 1 month before the arrival date: 90%,
- on the day of arrival: 100% of the agreed price.

We therefore recommend taking out cancellation insurance. It is not possible to take out such insurance with us. When cancelling for a valid reason, you will then be refunded the full travel sum.

Cancellation by the entrepreneur

In the event of force majeure or unforeseen circumstances, the entrepreneur will be authorised to cancel the reservation. Unforeseen circumstances and force majeure include, among other things, situations in which:

- The Accommodation is no longer suitable for rental (e.g. due to flooding, fire, or breach of contract on the part of the Accommodation Provider).
- The Accommodation is no longer available (e.g. due to sudden sale of the Accommodation by the Accommodation Provider, double reservations, or bankruptcy of the Accommodation Provider). The entrepreneur immediately informs the tenant of this by telephone or in writing, with statement of reason. In such a case, the entrepreneur will attempt to offer a similar accommodation at the same price. If no suitable alternative offer can be made, or if the tenant does not agree with the offered alternative, the entrepreneur will refund the fully paid or partially paid travel sum without owing the tenant any form of compensation.

Liability

De Pelikaan Holiday Homes is not liable for: damage or injury as a result of staying at one of the accommodations of De Pelikaan Holiday Homes or as a result of using the facilities on the grounds; facilities and/or amenities becoming and/or being out of order unless there is demonstrable negligence on the part of De Pelikaan Holiday Homes.

Legislation and regulations

During your stay, Dutch law and regulations apply.

HISWA-RECRON conditions

The standard terms and conditions of HISWA-RECRON (the Dutch association of entrepreneurs in the recreational sector) apply to all agreements; these conditions have been drawn up in joint consultation with ANWB and the Dutch Consumer Association and have been filed with the Chamber of Commerce. View the conditions online here:

[HISWA-RECRON conditions for rental accommodations](#)

Arbitration Committee

In the unhoped-for event of a dispute between you and De Pelikaan Holiday Homes that we cannot resolve together, you can contact the Recreation Arbitration Committee. This has been formed at the initiative of HISWA-RECRON. Apart from HISWA-RECRON, ANWB and the Dutch Consumer Association also have seats on this committee. It has an independent chair, who is appointed by the Consumer Complaints Foundation. The address of the Recreation Arbitration Committee is: Postbus 90600, 2509 LP The Hague.

VAT rates

All stated rates are inclusive of 9% VAT.

Printing errors expressly reserved

Despite the constant care and attention that we pay to the composition of this website, certain information may be incomplete or inaccurate. The website of De Pelikaan Holiday Homes is composed and kept up-to-date with the utmost care. De Pelikaan Holiday Homes cannot be held liable for any damage due to erroneous information. Changes and printing errors in dates, rates and offers are expressly reserved.

Our Chamber of Commerce number: 7115 3942

Our VAT number: NL 8586 005 35 B01