



At VAN HEUSDEN VAKANTIEPARK , we do everything we can to help our guests across all of Europe with the consequences of the global COVID-19 pandemic.

We hope that you will be able to attend your current booking. However, as we understand the uncertainty of the current situation, we want to make sure you are aware of your options in relation to your stay.

You have the option to change your booking up until 40 days before scheduled arrival for only a € 75 fee. You may re-book your vacation to the same holiday home in a different period or re-book to another holiday home offered by Van Heusden Vakantiepark .

If you wish to use this option, please contact us as soon as possible. Before getting in touch with us, we encourage you to consider which alternative arrival date and/or holiday home you would like to re-book. This will allow us to help you and other guests even more efficiently. You can see all available holiday homes on [www.vanheusdenvakantiepark.com](http://www.vanheusdenvakantiepark.com).

Would you like to cancel your booking, such can be done against a fee, which increases the closer the cancellation is to the scheduled arrival date.

## **CANCELLATION/CHANGES**

Cancellation can only be made in writing or e-mail and shall only apply from the day on which VAN HEUSDEN VAKANTIEPARK receives it.

For our holiday homes, the following amounts shall be charged:

- a. From the day of the booking and until 70 days before the commencement of the rental period 10% of the total rental amount (however, no less than € 75).
- b. From 69 to 40 days before the commencement of the rental period 25% of the total rental amount (however, no less than €65).
- c. From 39 days before the commencement of the rental period 100% of the total rental amount. If VAN HEUSDEN VAKANTIEPARK does not receive a written cancellation, the full rental amount shall be due even if the rented holiday home is not used. The fee will be rounded up to whole amounts in Euro's.

To the greatest extent possible, VAN HEUSDEN VAKANTIEPARK shall allow a tenant to amend their booking to an alternative holiday home until the 40th day before the commencement of the rental period for a fee of € 75 and any difference in price between the original holiday home and the new holiday home. Any amendment of the original booking on and after the 40th day before the commencement of the rental period shall be regarded as a cancellation (see the above conditions).

Our call center can be contacted either by phone +31 346 261708 or email [info@vanheusdenvakantiepark.com](mailto:info@vanheusdenvakantiepark.com).

We wish a fantastic holiday.