



Park rules Ardoer Camping Westhove

Thank you for your reservation at Ardoer Camping Westhove. Ardoer Camping Westhove is a member of HISWA-RECRON. Therefore, the HISWA-RECRON conditions apply to all our agreements. In addition, by means of this information sheet, we would like to inform you of the regulations at our park..

Your reservation:

If you expect to arrive outside reception opening hours, please let us know so that we can keep the pitch reserved for you free. Without notification from you, we reserve the right to rent your pitch/accommodation to someone else and your reservation will be cancelled. In this case, you will not be entitled to a refund of the reservation money you paid in advance. Late arrival and/or early departure will not be charged to the campsite. You are therefore obliged to pay for all nights booked in advance. All packages offered are family-based for a maximum of 5 people. Use by third parties and non-resident family members will pay the then current rates for additional persons on arrival. If there are adjustments to the booking between the time of booking and arrival, these adjustments will be notified before the start date of the stay. Subletting of your pitch/accommodation is not allowed.

Pitches

- Arrival from 14.00h;
- Departure before 11 am;
- Your caravan must be positioned on our camping pitches as indicated on the map;
- A maximum of 1 small tent of 6 m² per pitch is allowed;
- Waste water must be collected and disposed of in the designated drains or chemical toilet;
- A maximum of 6 persons are allowed per pitch. Exceptions are only allowed with written permission from the management;
- Digging is not allowed on the pitch;
- On departure, the pitch must be left clean.

Rental chalets

- Arrival from 14.00h;
- Departure before 10.30am;
- All accommodation is non-smoking;
- On departure you must leave your accommodation completely clean. A park employee will check before departure;
- Dogs are not allowed, not even for visitors;
- Digging around the chalet is not permitted.

Liability:

The management of Ardoer Camping Westhove accepts no liability for:

- theft, injury, loss or damage of any kind during or as a result of a stay at our park;
- the failure or rendering inoperative of technical equipment and the breakdown or closure of facilities in our park. This does not entitle you to a refund;
- damage claims resulting from noise nuisance caused by third parties;
- information provided verbally or by telephone.

General reserves:

Prices include VAT, government taxes and exclude tourist tax. Should these change, we reserve the right to adjust prices accordingly. All prices in our brochure and website are subject to change. Errors or mistakes do not bind us.

Family campsite:

Ardoer Camping Westhove is a family campsite. Unmarried young people under the age of 23 are therefore not admitted to the park without their parents or legal guardians. Young people under 23 may only stay on our park if at least one of his/her parents or legal guardian is staying on the pitch. Young people aged 23 or over and/or groups travelling together are only accepted after written permission from the park.

Payment method:

Two weeks after the reservation date, 50% of the rent should be in our possession. The remaining amount must be received by us no later than 3 weeks before the start of your reservation. If you do not keep to the set payment terms, we reserve the right to cancel your reservation. There will be no refund if you arrive later or leave earlier than previously agreed. Annuleren:

Door het deelnemen aan een annuleringskostenverzekering kunt u zich vrijwaren van de kosten van een eventuele annulering. Heeft u via Westhove geen verzekering afgesloten en u annuleert het gehuurde object, dan worden de annuleringsregels volgens de HISWA-RECRON Voorwaarden toegepast.

Complaints:

Despite all the organisation and care, it is possible that you may have a complaint. In this case, you should immediately report your comment or complaint to reception in order to have it resolved. If the complaint is not resolved to your satisfaction, you have until 14 days after departure from the holiday park to submit your complaint in writing to Ardoer Camping Westhove, where it will be thoroughly investigated.

Other provisions:

- Your car may only be parked in the designated parking spaces. Car parking is not permitted on the camping fields.
- Electric and plugin hybrid cars may not be charged via your camping pitch / rental accommodation.
- Pets are allowed on our park only in the early and late season. The exact dates can be found on our website. Exceptions are zones N and R where dogs are allowed all season. Dogs must be kept on a lead at all times in the park and may only be walked outside the park. Dog excrement must be cleaned up immediately. Dogs are not allowed in our rental accommodations. Not even for day visitors.
- The speed limit for cars and motorbikes in the park is 5 km/h. Mopeds and motorbikes; engine off. Pedestrians and playing children always have priority.
- Night rest starts at 23.00 and lasts until 07.00 the next morning. During these hours, everyone is expected to make no noise and radios and TVs should not disturb others.
- Our waste disposal site is located at the exit of the park. We offer the possibility of depositing the following types of waste; household waste, glass and paper. You can hand in chemical waste at the supermarket. You are not allowed to place large, bulky waste (tables, chairs, mattresses, etc.) in the waste disposal area. You must dispose of this yourself. Park regulations Ardoer Camping Westhove
- It is not permitted to fly kites on the park and in the surrounding grounds.
- Instructions from the Ardoer Camping Westhove staff must be followed at all times.
- Visitors are welcome between 09.00 and 22.00 and must report to reception and pay the applicable visitors' rate. Only registered visitors have access to the park and its facilities!

- The consumption of alcoholic beverages is only permitted in and near the camping pitch/accommodation or in one of the available catering establishments with accompanying terraces.
- The park management reserves the right to permanently deny access to the park to persons who behave disorderly and ignore the set rules. In this case, there is no right to a refund of the deposit paid.
- It is forbidden to be in possession of drugs, including soft drugs.
- The indoor leisure pool is 1.40 metres deep. As a result, there is no qualified lifeguard on duty and only occasional supervision. Children without a swimming certificate may only use the pool when accompanied by an adult. You are obliged to respect the swimming pool's internal regulations, which can be found at the entrance to our swimming pool.
- There is a special disposal area for waste water tanks for campers. It is forbidden to wash your car or bikes there.
- Playgrounds are spread throughout the park and may be used between 08:00 and 22:00. These times also apply to the beach volleyball court and sports field.
- To ensure the privacy of our guests on the park, the use of drones is not allowed on our park.
- Open fires (campfires, braziers, torches, etc.) are strictly prohibited. Barbecues are allowed but at a safe distance from camping equipment. Fire-fighting equipment (bucket of water/sand) must be within reach at all times.
- After the reception is closed, in case of emergency you can use the intercom at the entrance to the reception. If an ambulance is on its way to you, please inform the reception. Always give your seat number clearly.
- Cases not covered by these regulations will be decided by the management/administration.
- Exceptions/deviations are only possible after written approval from the direction/management of Ardoer Camping Westhove.

We wish you a pleasant stay at Ardoer Camping Westhove!

Possible changes reserved.