

## General Terms and Conditions governing Landal Business Line

### Article 1: General

In these General Terms and Conditions, the terms below shall have the following meanings:

- Lessee: a natural person, consortium and/or legal entity with which Landal enters or has entered into any agreement in relation to the tasks referred to in Article 2, paragraph 1.
- User(s): the Lessee and the persons who, if applicable on behalf of the Lessee, (will) make use of the accommodation rented by the Lessee and/or of other facilities;
- Landal: Landal GreenParks B.V. and/or its affiliated companies. The term "affiliated companies" is understood to refer to all (current and future) parent, subsidiary and sister companies of Landal GreenParks B.V.

### Article 2: Applicability of General Terms and

#### Conditions

1. These General Terms and Conditions shall apply to all legal relationships between Landal and the Lessee, including all offers, orders, instructions, quotations, agreements and non-contractual and pre-contractual relationships, however these may be termed, in which Landal undertakes or subsequently undertakes to make available (or to arrange the availability of) one or more units of accommodation and/or facilities for use via its Business Line department. For the purpose of these General Terms and Conditions, this shall include, but shall not be restricted to: agreements for group stays, temporary rental agreements for recreational accommodation and agreements for short or long stays. If there is any doubt as to which Terms and Conditions apply, the decision shall rest with Landal.
2. Any derogations from these General Terms and Conditions shall only be valid if expressly agreed in writing. In the event that the provisions that form part of these General Terms and Conditions contradict the stipulations of a specific (rental) agreement, such as a group stay agreement, a temporary rental agreement for recreational accommodation or a short stay agreement, the stipulations in the relevant agreement shall prevail.
3. The applicability of any purchasing or other terms and conditions of the other party is expressly excluded.
4. A Lessee who has entered into a contract based on these General Terms and Conditions before shall be deemed to have tacitly agreed that any subsequent legal relationships with Landal shall also be governed by these same General Term and Conditions.
5. In the event that any stipulation contained in these General Terms and Conditions is null and void or is otherwise unenforceable, the validity of the remaining stipulations contained in these General Terms and Conditions and/or of any other legal relationships shall be unaffected. The stipulations that are legally invalid or that cannot be applied for legal reasons shall be replaced by stipulations that correspond as closely as possible with the intention of the stipulations being replaced.
6. These General Terms and Conditions must be stipulated in the case that any third party, whether as an employee or otherwise, is engaged for the performance of the Agreement or is, or may be, liable in that connection.
7. In the event that multiple parties and/or individuals can be regarded as Lessee, each party or person shall be jointly and severally liable to Landal.

### Article 3: Options and formation of an

#### agreement

1. An agreement between the Lessee and Landal shall come into being at such time as the Agreement has been signed by the Lessee and has been received by Landal.

2. Landal shall, however, not be bound by any omissions or errors that are found to exist in the quotation.
3. Landal only accepts bookings from individuals aged 18 years or over. Bookings made by individuals younger than that shall therefore not be valid. Landal reserves the right to refuse non-standard bookings, such as those made by groups, without stating reasons. Landal also reserves the right to impose special conditions in such cases.
4. An agreement shall relate to the rental of accommodation units, camping sites and/or other facilities for recreational use, which by its nature shall be of short duration. Concluding a conventional rental agreement is explicitly not intended.
5. During an agreed period, Landal may also grant an option. This shall take the form of a no obligation offer from Landal, in which the Lessee in principle enjoys the right to conclude an agreement in relation to the accommodation (units) for the agreed price. In order to take up that offer, the relevant agreement must be signed by the Lessee and must have been received by Landal before the Option date concerned has expired. If Landal has not received any signed agreement (by 11:59 pm) on the relevant Option date, the offer shall lapse. In the event that the offer from Landal does not include an expiry date for the option, the applicable option deadline that applies shall be 7 days from the date on which the option was sent by Landal. Landal shall be entitled to withdraw any outstanding option at any time. In such cases, Landal shall inform the Lessee of this in writing and invite the Lessee to ensure that the signed agreement is still submitted within 7 days. In the event that Landal has not received the signed agreement within 7 days of making that notification, the option shall be deemed to have lapsed.
6. Landal wishes to draw attention to the fact that once concluded, agreements are legally valid and final; a right of revocation lasting 14 days (known as the "cooling-off" period) shall not apply in the case of agreements concluded with Landal.
7. Landal is entitled to commission a creditworthiness check upon the Lessee. If the outcome of that check is negative (revealing, for example, an above-average likelihood that the Lessee will fail to effect payment), Landal shall be entitled to withdraw any outstanding option with immediate effect and to terminate any agreement already entered into with immediate effect simply by issuing a written notification to that effect. Landal shall dispatch that notification within ten days of receiving the outcome of the creditworthiness check. In that context, Landal shall not be liable to pay any damages or compensation.
8. In the event that once the Agreement has been concluded, the Lessee wishes to make any amendments to the Agreement, Landal shall not be obliged to accept them. It shall be at Landal's discretion to stipulate the extent to which it will accept any amendments. In the event that Landal accepts the changes, it shall be entitled to apply amendment fees. Any amendments desired by the Lessee may also give rise to a price revision. In such cases, Landal must notify the Lessee of this in good time.
9. In the event that once an agreement involving more than one accommodation unit has come into being, the number of accommodation units is reduced, the cancellation terms and conditions shall apply.

### Article 4: Prices and payment

1. The Lessee must pay the agreed price to Landal in good time by bank transfer to the account number to be provided by Landal, stating the details indicated by Landal, such as the invoice number, the name of the park and the booking number.
2. In addition to the rental charge, the Lessee shall, in all cases, be required to pay booking fees and the costs for the compulsory use of bed linen. In the Agreement, it may be agreed that these costs shall be included in the rental charge.
3. Unless otherwise agreed in writing, the following payment deadlines shall apply: i) 30% of the total amount of the booking must be paid

immediately after the agreement is concluded; ii) the remainder of the total amount of the booking (70%) must be paid no later than four weeks before the (first) stay commences.

4. Payment of all agreed instalments must have been made in full before arrival. This shall also apply in cases involving multiple arrivals (of different users) within a single agreement.
5. If, on arrival at the park, it turns out that the amount has not yet been credited to Landal's bank account (or has not been credited in full), the (outstanding) amount will need to be paid there and then. If it is subsequently established that payment had, in fact, been made, but that the amount had not been credited to Landal's bank account by the time of arrival, any surplus payment shall be refunded afterwards.
6. In the absence of payment effected correctly and/or on time, the Lessee shall legally be deemed to be in default and Landal shall be entitled to suspend its obligations and/or to deny access to the accommodation and/or other facilities. Landal shall also be entitled not to issue the key(s) to the accommodation or accommodation units involved (or to make arrangements to that end).
7. If Landal is of the opinion that the financial position and/or payment record of the Lessee form sufficient justification, Landal shall be entitled to require the Lessee to provide (additional) security without delay in a form to be specified by Landal. In the event that the Lessee fails to provide the required security and notwithstanding Landal's other rights, Landal shall be entitled to suspend the further performance of the Agreement with immediate effect or to terminate the Agreement. All amounts owned by the Lessee to Landal shall then fall due immediately.
8. In the event of the liquidation or insolvency of the Lessee or of a moratorium on payments or debt restructuring, all amounts owned by the Lessee to Landal shall fall due immediately and Landal shall be entitled to terminate the Agreement with immediate effect.
9. In so far as is applicable, all prices shall include VAT, unless otherwise stated. As a result of interim amendments to the statutory regulations or stipulations (including an increase in the applicable turnover tax or tourist tax and/or in the event that second-home tax is charged), Landal shall be entitled to implement price increases and to pass on any (additional) costs incurred.
10. In the event that excess quantities of gas, water and/or electricity are consumed, Landal reserves the right to require the Lessee to effect retrospective payment of the additional cost thereof.
11. The Agreement shall be terminated automatically without any action being required in the event that and at such time as the Lessee has been in arrears for the (full) amount of the payment for at least 120 days, on condition that Landal has sent at least two demands for payment by registered mail.

### Article 5: Cancellation terms and conditions

1. In the event that an agreement is cancelled, cancellation charges shall be payable. If cancellation takes place 28 days or more before the date of arrival, the charge shall be equivalent to 30% of the total amount. If cancellation takes place on the 28th day before arrival or later, it shall be equivalent to the full amount. If no users have arrived within 24 hours of the agreed arrival date, this shall be regarded as a cancellation.
2. A cancellation shall only be processed if received by Landal in writing (including by e-mail) and Landal has confirmed receipt thereof.
3. In the case of a long-term agreement, Landal may allow a partial cancellation, if that was specifically agreed in the Rental Agreement. In such cases, the cancellation date applied shall be the date of the subsequent arrival day (Monday or Friday) following the day on which the cancellation is received by Landal.

### Article 6: Use of accommodation and facilities

1. Each accommodation unit may only be occupied by the maximum number of people stated on the website of Landal GreenParks for the particular type of accommodation concerned and may never be occupied by a

- larger number of people than agreed in the Agreement concluded with Landal.
2. Occupation of the accommodation rented can commence from 16:00 pm on the date of arrival stated in the Agreement. On the agreed date of departure, the accommodation must be vacated by 10:30 am.
  3. The Agreement shall come to an end once the agreed (rental) period has elapsed. Termination is not required.
  4. In the event that the use of the accommodation and/or facilities ends sooner than the agreed date, there shall be no entitlement to a refund of (part of) the rental charge and Landal shall not provide reimbursement for any costs or damage.
  5. In the event that there is any change in the persons occupying the accommodation with or on behalf of the Lessee, the keys must be returned to Reception at the park concerned at the end of each stay.
  6. In the event that the users are below the age of 21, the group of people staying in each accommodation unit must be accompanied by one person over the age of 21.
  7. The Lessee and any of the users shall be responsible and jointly and severally liable for ensuring orderly conduct in and around the rented accommodation unit and elsewhere in the park. They shall also be responsible and jointly and severally liable for the use that is made of the accommodation, facilities and the equipment contained therein. The Lessee and all users shall, at all times, be jointly and severally liable for losses caused as a result of broken and/or missing items and/or for any damage caused to the inventory, the accommodation and/or the facilities. The Lessee must report any damage to Landal immediately and pay for it straight away while on site.
  8. Smoking is not permitted in a large number of accommodation units in the parks belonging to Landal GreenParks. This is made known by means of "No Smoking" information signs next to the entrance to the accommodation. Smoking is not permitted in accommodations that are designated smoke-free. In the event that anyone breaches this "No Smoking" policy, Landal shall be entitled to charge the Lessee the costs of additional cleaning of the accommodation concerned. Landal's other rights in such matters, including the right to receive additional compensation, the right to require compliance and/or the right to terminate the Agreement, shall remain unaffected.
  9. The accommodation is made available to the Lessee including a full inventory. Immediately after arrival, the Lessee must inform Landal in writing of any damage or of items missing. In the absence of any such notification, the accommodation shall be deemed to be in good condition and fault-free and as such shall be deemed to have been taken into use by or on behalf of the Lessee. The Lessee shall be expected to leave the accommodation in the same condition.
  10. The Lessee must leave the accommodation swept clean (that means no dirty dishes must be left unwashed, bed linen must be removed and folded, the kitchen and fridge must be cleaned and the rubbish sack must be placed in the container). If cleaning costs are included, this relates to a one-off cleaning once the accommodation is vacated in the condition described above.
  11. In cases involving the improper use of the accommodation and/or a failure to leave it in the correct condition, including, but not restricted to leaving it in an excessively dirty condition, the Lessee shall be responsible for any damaged incurred and Landal shall be entitled to impose additional charges.
  12. Bed linen must be changed for washing at intervals to be determined by Landal. The Lessee shall ensure that bed linen is made available to Landal for that purpose. Landal may apply a charge, at its standard rates, for the changing of bed linen.
  13. In so far as the capacity of the accommodation so permits, the receiving of visitors is permitted, on condition that any visitors first report to Reception. The term "visitors" is understood to refer to day visitors, not visitors staying the night.
  14. Keeping pets in the accommodation and/or on the park is only permitted if approval has been granted by Landal and the applicable supplements have been paid. Pets shall not be permitted to access any bodies of water, swimming pools, restaurants, indoor facilities at the centre or any other public events on the park, unless otherwise indicated elsewhere). Pets must be kept on a leash whenever they are taken outside of the accommodation. Any instructions given on site must be adhered to. Pets must not cause any nuisance to other guests.
  15. Without written permission from Landal, guests are not permitted to make any changes to the (furnishing of the) accommodation. This also includes installing additional dishes, additional refrigerators, air conditioning devices, etc.
  16. The Lessee and the other users are not permitted to make the accommodation available for use by any other persons under any pretext or for whatever reasons, unless otherwise agreed with Landal. In the event that the Lessee makes the accommodation available to other users, the Lessee shall ensure and be liable for ensuring that all users undertake to abide by the stipulations contained in this Agreement, especially those stipulating that each user must be aware of and comply with the obligations that apply to the Lessee and other users by virtue of the General Terms and Conditions. Amongst other things, this means that the Lessee shall ensure that users comply with the obligations regarding Night Registration, the Smoking Policy and that they shall follow the commands and instructions given to them by staff. Any instances in which a user fails to comply shall be deemed to be a failure to comply by the Lessee. The Lessee shall also ensure and shall be liable for ensuring that Landal is able to have direct recourse to users in connection with the stipulations contained in the General Terms and Conditions. The Lessee shall also ensure that each user receives a copy of the General Terms and Conditions in good time.
  17. Landal reserves the right to make changes to the setup and opening hours of the facilities in the parks. For the purpose of carrying out essential maintenance, it must be possible for work to be carried out to the accommodation or other facilities during the stay. No compensation shall be payable in that regard. Any persons designated by Landal, such as the park management or cleaning staff must be permitted to enter the accommodation at any time.
  18. The Lessee and the users must adhere to the rules established for the parks, which are contained within the Park Regulations and the Swimming Pool Regulations, amongst other documents. Lessees and users must also adhere to instructions given by staff members. The erection of tents next to the accommodation is not permitted. The Lessee must ensure that a copy of these rules, or a translation thereof, is handed out to the users who will be staying in the accommodation.
  19. In the event that a breach of the obligations that form part of these General Terms and Conditions, of established rules, of the Park Regulations and/or Swimming Pool Regulations, or that any instructions given by members of staff are not adhered to, Landal shall be entitled to remove, or instruct the removal of, the Lessee and any other user from the park with immediate effect, without any refund of the rental charge or part thereof, being payable.
  20. In the event that the park management has serious grounds for believing that a user is acting in contravention of the law, of public order and/or public decency, the park management shall be entitled to provide access to the accommodation.
  21. In the event that a government authority establishes that the accommodation (units) are being used in a manner that contravenes the valid zoning plan and an obligation is imposed or announced to proceed to terminate the use that is in contravention with the zoning plan, Landal shall be entitled to terminate the relevant rental agreement prematurely with immediate effect and to deny all further access to the accommodation. The Lessee's right to receive compensation (in the form of redress) is hereby explicitly excluded.
  22. In the event that in the opinion of park management, a user or users cause(s) significant nuisance, this shall constitute a breach of this Agreement, on grounds whereof Landal shall be entitled to proceed to vacate the accommodation (units) concerned, without any further notice or without any demand being issued. In such cases, the Lessee shall not have any right to a refund of the rental charge or part thereof.
  23. The Lessee and the users shall not be entitled to exercise any entitlement for a specific accommodation number. Landal is entitled at all times to require users to relocate to different accommodation with immediate effect during the course of their stay.
- Article 7: Facilities**
1. The Lessee shall also be entitled to rent specific facilities, such as conference accommodation, including or not including additional packages, such as food and drink, presentation equipment and use of the internet. In the event that it is agreed in that regard that the Lessee shall effect payment directly to the site concerned, the Lessee will have entered into an agreement with the relevant (park) location in connection with the rental of those facilities.
  2. Unless otherwise agreed, the relevant stipulations from these terms and conditions shall apply to any such agreement as appropriate. In that connection, the park location shall be entitled to a direct right of recourse to the stipulations contained in these terms and conditions, such as those relating to payment, cancellation, use of the internet and the obligation to fulfil established rules.
  3. Unless explicitly agreed otherwise in writing, the agreement relating to the use of facilities is not irrevocably connected with the Rental Agreement with Landal, such that termination of the relevant agreement or the inability to proceed with it for any other reason shall not automatically have any effects on the Rental Agreement.
  4. In the event that an individual price is agreed for the rental of the facilities and on condition that this has been agreed with the location, the rental thereof may be cancelled separately in accordance with the stipulations regarding cancellation. If a price per person has been agreed, it shall also be possible for the number of people to be cancelled in accordance with the current cancellation terms and conditions.
  5. In the event that a turnover guarantee has been issued by the Lessee, namely a minimum amount of turnover that will be achieved, the Lessee shall be obliged, in connection with the agreement(s) concerned, to pay at least the guaranteed turnover amount. The same shall apply in the event of cancellation.
  6. In the event that while occupying areas of spaces in a park, the Lessee and/or the users consume drink that has not been provided by that park, the Lessee shall owe a corkage fee in respect of each bottle of drink consumed. In the event that while occupying areas of spaces in a park, the Lessee and/or the users consume foodstuffs that have not been provided by that park, the Lessee shall owe a kitchen fee in respect thereof. The amounts concerned shall be agreed in advance or, in the absence of any prior agreement, shall be established in a reasonable manner by the park.
- Article 8: Security deposit**
1. Landal shall be entitled to require a security deposit at the beginning of the stay. The security deposit shall be €500 per accommodation unit, but Landal may decide to increase it if the circumstances give cause to do so (e.g. groups). The security deposit must be paid on the spot in euros.
  2. The security deposit serves as a safeguard against damage and/or against costs, in the broadest sense of the word, that Landal may incur in the event that a user fails to fulfil

his/her obligations or inflicts damage in some other manner.

3. In the event that the security deposit is not paid immediately, Landal shall be entitled to deny the Lessee and/or other users access to and use of the accommodation and/or other facilities.
4. In the event that the Lessee is in default in respect of the payment of the security deposit, Landal shall furthermore be entitled to terminate the Agreement with immediate effect (cancellation).
5. Landal shall refund the security deposit or any residual amount thereof to the users, once any claims (damage to inventory/accommodation and/or other costs) have been deducted. Any (additional) entitlements to compensation shall not be cancelled out as a result of that refund being made.

#### **Article 9: Night registration**

1. On behalf of government authorities, the names of guests staying in a Landal park must be recorded in what are known as night registers. On arrival, a fully completed night registration form must be submitted. The Lessee shall ensure that the user(s) of the accommodation (units) complete the form accurately and in full and take it with them to Reception at the park. In the event that during the term of the Agreement, a change or substitution of users takes place, each new user must register on arrival at the park. In accordance with the stipulations contained in these terms and conditions, this shall only be possible if Landal has given permission in advance for others to make use of the accommodation.
2. In accordance with the applicable legislation, users may be required to provide proof of identity at the time of "check-in". If a user is unable to provide proof of identity, Landal may decide not to provide accommodation to the user.

#### **Article 10: Registration in the Municipal**

##### **Personal Records Database prohibited**

1. Neither the Lessee nor the users are permitted to register or to arrange to be registered with the Municipality (or in the Municipal Personal Records Database operated by the municipality) at the address of the park or of the accommodation. A single breach of this prohibition shall lead to the Rental Agreement being terminated with immediate effect, without any further written notification or notice of default. In such cases, the Lessee shall be responsible for any costs incurred, including legal fees and bailiffs' fees (both judicial and extrajudicial). The Lessee shall also be obliged to reimburse Landal for any damage suffered by Landal subsequently or at the time, as a result of this prohibition.

#### **Article 11: Use of internet**

1. Depending on the accommodation and the facilities, users will have access to the internet via a WiFi network or via the cable network.
2. The Lessee shall be responsible for ensuring that internet is used appropriately, for the provision of the necessary hardware and software, configuration, peripherals and connections in support thereof and for implementing measures to secure computers and operating systems.
3. Landal shall not be held liable for damage arising from the use of the internet or resulting from faults in the network.
4. When making use of the internet, each user must behave in a manner that can be expected of a responsible and careful internet user and must act in accordance with the rules laid down by law. He/she shall refrain from behaviour that may cause nuisance to other internet users or that may be harmful to Landal in the broadest sense of the word. Each user must refrain from visiting internet websites that are of an unlawful nature or are incompatible with Landal's reputation as a provider of accommodation.
5. Having identified or if it believes that a user and/or those persons accompanying the Lessee are causing nuisance to third parties and/or are misusing the internet (in any other way), Landal shall be entitled to deny the relevant persons access to the internet, either

partially or completely, without any further notice.

6. The Lessee shall indemnify Landal against any claims brought by third parties for the payment of damages that those third parties would be in a position to recover, or to attempt to recover, from Landal, in so far as that claim is justified on the basis of the use made of the internet by a particular user.

#### **Article 12: Force majeure**

1. In the event of force majeure on its side, each party shall not be obliged to fulfil any obligation.
2. In these terms and conditions and alongside the stipulations laid down in the relevant legislation and case law, force majeure on the part of Landal shall be understood to include: terrorism, riot, acts of war or wilful damage, fire, water damage, flood, industrial strikes, factory sit-ins, government measures, interruptions to the energy supply, the sickness of a person or persons deployed by Landal for the performance of the Agreement or of any third parties deployed by Landal, the temporary or permanent unavailability of an accommodation and/or park location or parts thereof, or any causes originating externally, whether foreseen or unforeseen, over which Landal is unable to exercise any influence, but which prevent Landal from fulfilling its obligations.
3. Landal shall inform the Lessee as quickly as possible in the event that Landal is unable to supply or to perform the Agreement or is unable to do so in a timely manner.
4. In the event that as a result of force majeure, fulfilment by Landal is permanently impossible, Landal shall be entitled to terminate the Agreement at that point in time, without being obliged to pay any refund or compensation.

#### **Article 13: Liability**

1. The Lessee shall be jointly and severally liable for all losses or damage, however these may be termed and whatever the manner of their causation by, as a result of, or in association with use by persons, to whom the Lessee made available the accommodation.
2. Landal shall, in all cases, solely bear liability towards the Lessee and the users in the case of direct losses or damage that form a direct consequence of a culpable shortcoming (or a series of connected culpable shortcomings) in the performance of the Agreement. Such liability shall furthermore be restricted to the amount paid by the Lessee for the relevant Rental Agreement during the twelve months prior to the onset of the loss or the damage. Under no circumstances shall the total compensation for the damage exceed the amount of €30,000 (in words: thirty thousand euros) per event or connected series of events and per calendar year.
3. Landal shall not bear liability for indirect losses or damage, including consequential losses, lost profits, unrealised savings, the loss of or damage to data, or a stagnation in business operations.
4. Landal shall not bear liability for theft (including theft from safes and swimming pool lockers), the loss or damage to items or persons, whatever the type of damage, during or as a result of a stay in one of the parks.
5. Landal shall not bear liability for service interruptions or for shortcomings in services provided by third parties.
6. The restrictions of liability that form part of this article shall not apply if and in so far as the events involved are the result of intentional acts or of wilful recklessness on the part of Landal or its management personnel.
7. In cases of force majeure, Landal shall be under no obligation to provide any compensation.
8. Rights of action and other rights against Landal, on any basis whatsoever, shall cease to apply if legal proceedings have not been initiated before the competent court within one year of the point in time at which the Lessee became aware, or could reasonably have been expected to become aware, of the existence of those rights.
9. The Lessee shall indemnify Landal – and hold Landal harmless – in respect of all claims by third parties, whether known or unknown and

however these may be termed, in the event that such third parties suffer damage or losses in connection with the (performance of) the Agreement that cannot be attributed to Landal.

10. The Lessee shall be liable for and shall fully indemnify Landal in respect of claims from users and other third parties if such claims are attributable to the Lessee.
11. The restrictions of liability laid down in this provision shall also be stipulated in connection with third parties that are deployed, as a result of which they shall therefore have a right of direct recourse to these restrictions of liability.

#### **Article 14: Miscellaneous**

1. Landal is entitled to deduct any amounts receivable from the Lessee (for whatever reason and whether or not due and payable) from any amounts owed by Landal to the Lessee.
2. Landal is fully entitled to assign this Agreement or all rights and obligations arising therefrom in full or in part to an affiliated company or to arrange their performance by an affiliated company. The Client shall grant its prior consent to this and shall lend assistance in that regard.

#### **Article 15: Personal data**

1. If a reservation is made for a stay at one of the Landal parks, Landal will need to collect certain items of information. To that end, Landal also makes use of third parties, which receive certain items of personal data and process them on behalf of Landal. This is the case, for example, when sending out brochures and mailings and when processing Landal guest surveys. When a reservation is made, details are naturally shared with the park at which the stay will take place. For a more detailed description of the way in which Landal handles personal data, please visit [www.landal.nl](http://www.landal.nl) (under the heading "Privacy").
2. Upon request, Landal shall also provide information about which items of personal data relating to the person concerned are actually processed. In certain circumstances, those data may be requested and, where necessary, corrected, supplemented, deleted or protected, for example if they are factually inaccurate.

#### **Article 16: Complaints, dispute resolution and applicable law**

1. Despite our efforts and the degree of care we take, you may feel that you have a justifiable complaint in relation to your stay. In the first instance, you should report your complaint there and then to the management of the park in which you are staying. Should you feel that your complaint has not been dealt with to your satisfaction, you may submit your complaint in writing within one month of your departure from the park in which you stayed, by writing to: Landal GreenParks B.V., Guest Services department, P.O.Box 95991, 2509 CZ The Hague, The Netherlands or by sending an e-mail to [gastenservice@landal.com](mailto:gastenservice@landal.com), stating your booking number, your name and address, the dates of your stay, the name of the park and your accommodation number. Your complaint shall then be handled with the utmost care. If this also does not lead to a satisfactory solution, the complaint may be brought before the competent court.
2. Alternatively, consumers are entitled to submit the complaint to the Recreation Complaints Board [Geschillencommissie Recreatie] in The Hague, within three months of their departure from the park. The decision reached by the Complaints Board has the power of a binding recommendation.
3. All legal relationships between Landal and the Lessee and any disputes arising therefrom shall be subject to the laws of the Netherlands.
4. Unless any other court is deemed competent under the rules of mandatory law, any disputes shall exclusively be heard by the competent civil court of first instance in The Hague.
5. The Dutch text of these terms and conditions shall always prevail when interpreting their meaning.

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