



Dear Guest

Beekse Bergen commits itself to make sure you spend a great holiday with us. Obviously, the quality of your accommodation is key in that respect. It goes without saying that we try our utmost to ensure that our accommodations live up to the expectations of our guests.

However, if you discover a defect in the accommodation or if the cleaning is not up to your standards - in spite of our efforts - please inform the reception desk of your concerns asap, but ultimately on your arrival date.

You can contact the reception desk on tel. 0031 (0)88-9000323, and we will try to solve this asap for you.

Please note the following formal matters that apply during and after your stay.

**We kindly request you to take care of the following before you leave:**

- Leave your waste in the recycling centre at the holiday park near the bridge;
- Strip your beds and put the bed linen in a pillow cover in the hallway;
- Clean the kitchen utensils and empty the dishwasher;
- Leave the key at the reception desk, with the porter or in the key depot at the exit barrier;
- Switch of the TV;
- Make sure the refrigerator is clean;
- Set the thermostat at 17°C;
- Sweep the floors clean.

**Deposit**

As principal booker, you paid a deposit upon booking. In case of damage caused by you or your party, Beekse Bergen may withhold the damages from the deposit. If no damage was discovered or if a sum remains after damage deduction, the full or remaining deposit will be returned by bank transfer into the principal booker's account.

**What does 'damage' mean?**

Our procedure pertains to 'damage' in the broadest sense that is caused by or attributable to our guests. This does at least include: damage to, in and around the accommodation, damage to the inventory of the accommodation, damage to other property in the park and/or extra cleaning costs.

**What to do in case of damage**

If you discover damage or other defects in, on or around your accommodation upon arrival, we kindly ask you to report this asap, but at least on your arrival date at the reception desk of Beekse Bergen (tel. 0031 (0)88-9000323).

In case damage is caused during your stay, please inform the reception desk of Beekse Bergen immediately (tel. 0031 (0)88-9000323). The damage that was caused by you or your party must be compensated immediately and on the spot, unless you and your co-travellers are able to demonstrate that the damage cannot be blamed on you or any third party that was present with consent from Beekse Bergen. If the full or partial scope of the damage cannot be assessed immediately, Beekse Bergen will draw up an invoice. This invoice must be paid within 21 days of its receipt. If you omit to report damage caused during your stay, we will assume that any damage that was discovered within 48 hours after your departure was caused by your party. If you do not agree to this rule, you must report this upon arrival at the reception desk of Beekse Bergen, so we can plan a joint final inspection before you leave.

**Additional information**

If the damage exceeds the deposit sum, Beekse Bergen reserves the right to claim the excess. You must pay the sum due to us within 21 days.



We are entitled to deviate from the above procedure. If our staff members establish that no damage was caused upon your departure, the deposit you paid will be returned to you within 21 days.

We wish you a pleasant stay in our park!

Kind regards  
Beekse Bergen Board of Directors