

Terms and Conditions Campo Agave B&B Glamping

1. Introduction

These terms and conditions apply to rent of furnished guest rooms and tents from Campo Agave.

2. Reservation procedure

You can book your accommodation at Campo Agave online, by email and by telephone.¹ The procedure is as follows:

2.1. Request for information and request for reservation

Via the Campo Agave website, you can request further information about availability and price or request a reservation through the online form.

2.2. Option

It is possible to take an option on Campo Agave accommodation before making a reservation, but only after consultation and after approval by the manager. The option will be confirmed in writing to you. With an option you do not have the obligations that apply to a reservation. An option does not allow you to derive rights.

2.3. Reservation confirmation

From the manager you will receive a confirmation of the reservation with the attached booking information and the amount of the travel fee you have to pay.

2.4. Deposit

Campo Agave reserves the right to claim a deposit of 25% of the total travel amount. The exact amount can be found in the invoice / confirmation. The date on which the deposit must be paid is stated on the booking confirmation.

If the required deposit is not (timely) paid, Campo Agave is free to offer the accommodation to third parties.

2.5. Remaining travel sum

The remainder of the booking fee must be paid on site upon arrival unless otherwise agreed with the manager.

¹ When booking through Booking.com, Airbnb.com or Glampinghub.com websites, the booking and payment process will be as described as on the respective website.

3. Booker

The main booker of the trip must be at least 18 years at the time of booking. He / she is jointly and severally liable for all registered passengers. All correspondence is sent via the (email) address of the main booker.

4. Rental period

The rental period will be agreed upon at your booking and will run from 14:00 on the day of arrival until 11:00 on the day of departure.

5. Visitors

It is not allowed to receive visitors overnight without the prior approval of Campo Agave.

6. Pets

Pets in the property are not allowed.

7. Change your booking

Up to 1 month before departure, you can make changes to your reservation without charge, of course only as far as possible. If you wish to make a change, the main booker must pass this in writing to Campo Agave.

In case of (partial) cancellation, the cancellation terms apply (Article 8).

8. Cancellation

You may wish to cancel your reservation.

Cancellation must be done in writing, by letter and / or email and dated. Oral cancellation cannot entitle the client to any rights.

The cost of cancellation is determined as follows:

- If canceled more than 1 month before the date of entry, the guest is not required to pay any amount to Campo Agave.
- If canceled more than 24 hours before the date of entry, the guest is required to pay 25% of the booking value to Campo Agave.
- If canceled 24 hours or less before the start date or in case of no show, the guest is required to pay 100% of the booking value to Campo Agave.

9. Change / cancellation by Campo Agave

9.1. If Campo Agave cannot offer the reserved accommodation, the renter will be notified immediately. The tenant is also offered a suitable alternative, without raising the travel fee. If the tenant does not want to use this, Campo Agave will pay the deposit back within 2 weeks after the cancellation date

9.2. Campo Agave is entitled at any time to cancel an agreement without being obliged to pay any compensation if there are sufficient indications that the agreement under Campo Agave's residence has such a character as expected to be based on announcement by the customer or on the basis of customer or guest status that Campo Agave would not have closed the agreement if it had been aware of the actual nature of the stay.

10. Force majeure

Campo Agave is not required to refund the rent to the tenant in case of force majeure and / or unforeseen circumstances.

Under force majeure must - without being exhaustive - in any case be understood as: animal nuisance and nuisance due to extreme weather conditions (forest fires, flood damage, storm damage).

Under unforeseen circumstances, inter alia understand that the accommodation is in such a condition that it is no longer suitable for rental.

In these cases, Campo Agave informs you immediately (by telephone or in writing and by reason) and has the duty to provide you with equivalent or multi-purpose accommodation at the same price. If you do not agree with the offered alternative, Campo Agave will refund the total or partially paid travel fee.

11. House rules

11.1. Guests should respect Campo Agave's house rules. The house rules are mentioned in the information maps in the guest rooms and safari tents.

11.2. Campo Agave is entitled to offer a different guest room or safari tent, which should be made available at the time of booking.

11.3. The owner of the accommodation offered by Campo Agave which may or may not cause a nuisance or disruption may be removed from the accommodation after a previous warning by Campo Agave and excluded from further stay at the accommodation, without refund

12. Liability

12.1. Campo Agave is not liable for loss or theft (including money), property damage, damage or injury caused to you as a principal and / or your fellow travelers for any reason whatsoever.

12.2. The use of all facilities and services on site is at your own risk (i.e. the use of the swimming pool, the outdoor kitchen and the on-site games available (darts, jeu de boules))

12.3. During your stay, you are liable for damage or damage caused by you or your fellow travelers to the accommodation, furnishings and all matters related to the accommodation booked. The head teacher is also liable for fellow travelers.

12.4. Campo Agave cannot be held liable for any services reserved by you, even when Campo Agave has mediated for this purpose (for example: car rental or bicycle rental with third parties).

12.5. Campo Agave cannot accept responsibility for unexpected inconvenience from the Campo Agave environment (think of building activities, access and main roads or noise pollution).

12.6. Evident errors or mistakes on our website (s) do not bind Campo Agave. For the accuracy of third-party and / or compiled (photo) material, Campo Agave is not responsible.