



Vakantiepark Luttenberg

Heuvelweg 9

8105 SZ LUTTENBERG

T- 0572-301405

## **Park and house rules for an enjoyable vacation**

### **Welcome to Vakantiepark de Luttenberg!**

Proper compliance with these park regulations ensures the safety of our guests and our employees. We therefore hope for your cooperation and understanding. Should you still have questions after reading this information, you can always contact the reception. Applicable are the RECRON conditions for tourist pitches, seasonal pitches or vacation accommodations and the own general conditions of Vakantiepark De Luttenberg. These can be requested or downloaded at [www.RECRON.nl](http://www.RECRON.nl) (see holidaymakers, RECRON conditions).

**We wish you a pleasant stay!**



## Campsite

- A. We welcome campers between 2:00 p.m. and the closing time of the reception desk. If you are likely to arrive after reception closing time, please notify our reception staff in a timely manner. Please check our website or app for current opening hours. Departure is before noon.
- B. Has the payment of your reservation not been made in full? Then you must arrive within the opening hours of the reception. Do you not arrive within these opening hours? Then arrival is unfortunately not possible.
- C. The pitch is for 1 camping vehicle, (if allowed) 1 car, 1 additional tent (maximum 2 by 2 meters in size ) and max. 9 people.
- D. The campground manager is entitled to exact placement of camping equipment. It's not allowed to store a 2<sup>nd</sup> car on the pitches. In the camping areas, the car (if allowed) must be parked on its own pitch.
- E. You are not permitted to place fences and/or other partitions on your pitch.
- F. Please note that the place belongs to us. Please do not make any holes in the ground because of underground pipes and cables. Remember that even after you, other guests will want to use the place.
- G. Pruning of vegetation is not permitted. If the vegetation is causing a nuisance, please alert the reception staff.
- H. It is not permitted to attach clotheslines and other wiring to plantings.
- I. Dirty water must at all times be collected in a designated tank. If a drainage facility is available, it must be used. The disposal of dirty water outside the designated drainage area is strictly prohibited.
- J. For a camping vehicle, both an awning or a canopy are allowed. However, it is not permitted to place a deck or ground cloth underneath them.  
Under the canopy, root cloths or plastic ground sheets are not allowed; only permeable tent tiles or growth fabrics are permitted. This is to preserve the grass (for potential future campers) as much as possible.  
For all camping pitches, the camping unit and any additional small tents, including guy lines and similar items, must not extend beyond the rented pitch. The boundaries are defined by the water taps, hedges, or posts. Place your camping unit as close to the back as possible, against the hedge.
- K. At least one of the campers must be 21 years of age or older.



- L. Group bookings (more than 4 camping pitches) must always be approved by park management.  
If approval is not granted, the holiday park reserves the right to deny access and cancel the reservations.
- M. Charging your electric/hybrid car at the camping pitch is not allowed.  
We have car charging stations located opposite the reception.

## Accommodations

- A. Arrival for accommodations is between 3 p.m. and the closing time of the reception desk. If you are likely to arrive after reception closing time, please notify our reception staff in a timely manner. Please check our website or app for current opening hours. You must leave the accommodation clean upon departure before 10:00 am. In case of late departure from the accommodation before 10:00 am, € 50.00 will be charged extra for each additional hour of delay. Failure to leave your accommodation clean will result in an additional charge of €250.00.
- B. Leaving the accommodation clean means the following: Remove beds, throw away trash, empty dishwasher, leave the accommodation broom clean and place the inventory as how you found it. Please turn down the thermostat temperature.
- C. Has the payment of your reservation not been made in full? Then you must arrive within the opening hours of the reception. Do you not arrive within these opening hours? Then arrival is unfortunately not possible.
- D. The accommodations each have personal furnishings. It is not allowed to take outside furniture that belongs in the accommodation. (Garden) furniture may not be moved to other accommodations.
- E. You must maintain the accommodation in neat condition and use the furniture and inventory with care. Defects should be reported to the reception desk. Destruction of inventory and furniture will be charged to the user.
- F. Gourmets are not allowed in the accommodations.
- G. At least one guest within the travel party must be 21+ years old.
- H. Group bookings (more than 4 accommodations), must be approved by park management at all times. Is there no approval? Then the vacation park has the right to refuse entry and cancel the reservations.



## Visitors and overnight guests

- A. Visitors are welcome and must report to the reception desk in advance. They must also observe our RECRON and rules of conduct. Your visitor may stay on the park until 23.00 hours maximum.
- B. Night rest on our grounds from 11 p.m. to 7 a.m. must be observed.
- C. Guests must report to reception in advance, in connection with registration and payment of the overnight rate and tourist tax. This is allowed only if the maximum number of persons per accommodation/camping site is not exceeded. The vacation park has the right to refuse visitors and overnight guests.
- D. You are personally responsible and accountable at all times for the behavior of visitors and overnight guests.
- E. Visitors and overnight guests must park their cars outside the campsite, along the roadside verge of Heuvelweg on the park side.

## Parking

- A. The camping field, safari tents, and bungalows numbered 329 to 345 are car-free zones. You must park your car in the general parking area opposite the reception. The boslodges are also car-free, but you can park your car nearby at the designated parking spot. Each parking spot has its own number corresponding to your boslodge number.
- B. A potential second car can be parked in the general parking area opposite the reception.
- C. Night rest on our property from 11:00 PM to 7:00 AM must be observed. The use of motorized vehicles on the premises during the night rest is not permitted. If you arrive at the campsite after 11:00 PM or plan to leave early in the morning, ensure your car is parked in the general parking area opposite the reception. If parking rules are violated, park management reserves the right to remove the vehicle. The costs for this will be charged to the guest concerned.
- D. Park management reserves the right to amend the parking policy.



## (Night)rest and nuisance

- A. Night rest on our property from 11:00 p.m. to 7:00 a.m. must be observed. This includes no loud conversations, music or any other noise. Also, no motorized vehicles may be used during this period. From 01.00 A.M. it is no longer allowed to wander around the park. Should you still cause nuisance, the staff of Vakantiepark de Luttenberg has the mandate to order you to be quiet or to remove you from our property.
- B. Also during the day it is not allowed to use music carriers, musical instruments and other objects that (can) cause noise nuisance in such a way that nuisance is caused. With the receipt of a complaint from a fellow guest, the nuisance is in principle established.
- C. Public intoxication is prohibited. Being in possession of opened bottles and/or cans of alcohol is considered public intoxication. Alcohol consumption is permitted only at the accommodation, camping equipment and catering facilities. Alcohol consumption in our horeca under the age of 18 is prohibited.
- D. It is forbidden to use or possess (soft) drugs on, around and in the accommodation or camping means.
- E. The holiday park has the right to start work and maintenance before 10:00 am.



## Swimming pools and sauna

- A. The pools are only allowed for park guests.
- B. Swimwear is mandatory, also in our sauna.
- C. The sauna area is only accessible to guests who have reserved and paid for it.
- D. Swimming is only permitted in clothing made of swimwear fabric. Wearing underwear beneath swimwear is not allowed for hygiene reasons (swim diapers are mandatory for very young children).
- E. Shoes must be removed at the entrance and placed in the shoe cabinet. Only bathing slippers are permitted.
- F. A visit to the shower is mandatory before swimming.
- G. You are not allowed to bring your own food and drink into the inside swimming pool.
- H. You are not allowed to bring bags into the inside swimming pool.
- I. No inflatable items are allowed in the pool. Balls are allowed only during recreational activities.
- J. Baby carriages and baby carriages may not be taken inside: please park outside.
- K. No diving from the shore is allowed in the pool (water depth is 140 cm maximum).
- L. For storage of valuables and clothing, use the lockable coat lockers (for a fee). For this you use €0.50 which you get back after opening.
- M. There is camera surveillance in the pool. There is no permanent supervision available. Please supervise your children yourself.
- N. Children without a swimming certificate may enter the pool only when accompanied. In addition, swimming straps are mandatory for children/people without swimming certificates.
- O. You are not allowed to use the towels taken from the vacation park at the swimming pool.



## Additional facilities

- A. Children under 6 years of age must be accompanied by a parent to park facilities. The children's washroom in the washroom building is for children up to age 6 only.
- B. Some entertainment activities require children to sign up in advance and/or have a fee. Is there no reservation or payment has not been made? Then these activities cannot be participated in.

## Pets

- A. Dogs are welcome at our park, provided they are leashed. We have several accommodations where a maximum of 1 dog is allowed. If you bring your dog to your accommodation, it must be reserved in advance. Please ask the reception staff in advance. A maximum of 2 dogs are allowed per pitch, with the exception of the pet-free field and at the applicable rate. Your dog must also be leashed on your own pitch!
- B. Please take your dog outside the campground to the special dog walking areas. Should your dog relieve itself in the park, please clean up immediately so that other guests are not inconvenienced.
- C. Dogs are not allowed in the communal areas, such as: the indoor swimming pool, the sauna, the sanitary facilities
- D. Dogs are allowed in the hospitality areas
- E. If a dog bites someone for any reason, the dog must leave the park immediately.
- F. Cats and other animals are not permitted in our holiday park. On the campsite, this is only permitted after consultation with our park manager.

## Roken

- A. At our park, smoking is not permitted inside the accommodations and facilities. When smoking on the porch, the door must be closed!
- B. In case of a smoking ban violation, a fee of €250.00 will be charged per violation.
- C. If you smoke, please ensure that you dispose of cigarettes in the designated ashtrays.



## Garbage

- A. No waste may be left in, around, or on the accommodation and/or campsite.
- B. Waste must be (sorted and) deposited in the recycling area (to the right of the barrier when leaving the park). Placing garbage bags (or loose waste) outside is not allowed due to hygiene and the risk of attracting pests.
- C. Opposite the reception, household waste must only be deposited in the general waste container, glass in the glass container, and paper in the paper container. You must dispose of bulky or chemical waste yourself.

## Deposit

- A. If a deposit is charged for facilities, the facility must be returned in the same condition as when it was issued and at the agreed time. If the facility is not returned in the same condition, the resort may retain the deposit. Is the facility returned later than the agreed time? The deposit will be retained and a fine of €10.00 per 15 minutes will be charged.
- B. A deposit of € 50.00 is required for a hardened barrier pass. If the hardened barrier pass is not returned, the deposit will be withheld.

## Gas bottles

- A. Only official, approved gas cylinders should be used. Have equipment checked regularly.
- B. Always transport and place gas cylinders upright and place them outside the caravan or tent.
- C. It is not allowed to have more than 2 gas cylinders at the tent or caravan.
- D. Do not use LPG gas at the campsite! This gas is absolutely not suitable and leads to life-threatening situations!
- E. During opening hours, you can exchange your gas bottles at the reception.





## Lost and found items

- A. Lost and found items can be handed in at the reception. At the request of a guest who has already departed, the found item can be sent to them at their own expense and risk (cash on delivery). The entrepreneur is never liable for any damage to the found item.
- B. If the owner of a found item does not come forward within one month after the item is handed in, it will be assumed that they have relinquished ownership of it.

## Cancellation

- A. We apply the RECRON terms and conditions if you wish to cancel
- B. We recommend that you purchase cancellation insurance. The premium for cancellation insurance is 5.5% of the travel sum, the policy fee in the amount of € 3.50 and 21% insurance tax.

## Safety requirements

- A. You are required to immediately comply with all traffic and safety regulations and the instructions of the staff on the matter.
- B. In view of emergencies and supply and removal (of emergency services), paths, access roads and barriers must always remain free of cars and other obstacles.
- C. Limit the use of motor vehicles and/or cars on the premises as much as possible. Driving faster than 5 km/h is not permitted (5 km/h = walking pace). Pedestrians and (playing) children always have the right of way.
- D. It is prohibited to use scooters, mopeds, electric scooters and/or other electrically propelled means of transportation (excluding car and/or mobility scooters) in the park. In special cases, at the discretion of the park manager, an exemption from this prohibition may be granted. This exemption is only valid if it is in writing.
- E. Open fire is strictly prohibited. Because of fire hazards, leaving candles or a fire pit burning without someone present, throwing away burning cigars, cigarettes and matches is prohibited. Likewise, the presence of flammable and/or explosive substances is prohibited
- F. The use of a barbecue in the park is permitted provided it is at least 3 meters from trees, shrubs, fences, buildings and the accommodation. Also, within easy reach of the barbecue there must be a bucket with about 10 liters of water ready for emergencies. As fuel for the barbecue, only electricity, gas, charcoal and briquettes may be used. The entrepreneur



reserves the right to prohibit the use of barbecue in special circumstances (e.g. extreme drought).

- G. Due to fire hazard, discarded barbecues may not be deposited in designated containers until extinguished and cooled.

## Removal from the premises/denial of access

- A. All guests must strictly comply with the rules and regulations contained in the General Terms and Conditions, the RECRON Terms and Conditions and the Park Regulations, and follow instructions given by the entrepreneur's staff and/or any security service present in any form or context. This also applies to the rules governing the use of the facilities.
- B. Violation of these conditions and rules as well as failure to follow the instructions of the staff may result in removal from the park whereby access to the park will be denied, without entitling you to a full or partial refund of the amounts paid or still to be paid (rent), without prejudice to the right of the entrepreneur to claim compensation for the damage caused by the violation.
- C. As a general rule, a warning will be given first. In urgent cases, at the discretion of the entrepreneur, this may be waived and you will be immediately removed and denied access to the park. The entrepreneur reserves the right to charge an extra deposit in the event of a (first) warning.

## Other park rules

- A. Incoming mail will be kept at the reception for a certain period. Collecting mail is the guest's own responsibility. The operator is not liable for lost or damaged mail items.
- B. If you have packages delivered to our address, they will be placed in the designated green package box located at the reception. Having packages delivered is always the guest's own responsibility. The operator is not liable for lost or damaged packages. Additionally, packages requiring a signature cannot be accepted.
- C. It is prohibited to distribute door-to-door advertisements, sell goods (door-to-door) within the park, offer services, hold private or public sales, consume alcohol outside the accommodation and/or hospitality areas, use or possess (soft) drugs on, around, or in the accommodation, possess draft beer systems with pressure cylinders, or possess (fire)arms.
- D. Your stay at Vakantiepark de Luttbergen is at your own risk. The park management is not liable for injuries or accidents involving individuals, or for damage to or theft of campers' or visitors' property. Damage caused by you, your children, guests, visitors, or dogs must be compensated.



- E. Party tents are only allowed if used as a replacement for an awning or canopy, are no larger than 3 by 3 meters, and do not disturb your neighbors. Party tents are not permitted next to your camping accommodation without the permission of the park manager.
- F. When you are not present at or near your camping spot or accommodation, all loose items, such as bicycles and toys, must be tidied up, stored as much as possible, and kept out of sight.
- G. The use of electric heaters is not allowed.
- H. It is not allowed to charge an electric car at the campsite or accommodation. There are six charging stations available in the holiday park. Please inquire at reception for more information.
- I. The main booker must be at least 21 years old.
- J. Placing a kiddie pool on a public field, is not allowed.
- K. The placement of a children's pool on the pitch you have rented is permitted, provided that an adult is present to supervise anyone who goes in or around the pool and for what happens in his/her presence or absence. In the evening, at night and when leaving the pitch, please remove the pool.
- L. Swimming pools (inflatable or with a hard or flexible wall) whose rim is higher than 30 cm are prohibited.
- M. Flying a drone over the resort is prohibited unless prior written permission is obtained from the park management.
- N. Electric steps are not allowed throughout the park

**We wish you a happy holiday**

**Team Vakantiepark de Luttbergen**