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## General terms for rental of tent lodges

Version 2017

Source: the "besloten vennootschap America's Travel Lodges B.V." situated in Zevenaar, The Netherlands.  
Legally registered at the chamber of commerce Arnhem, number 60187476.

America's Tent Lodges is a trademark of America's Travel Lodges BV.

### The agreement

1. The guest needs to accept the General terms upon making the reservation.
2. America's Tent Lodges reserves the right to refuse any request.
3. A reservation is only confirmed after the payment is successfully received. Otherwise we reserve the right to cancel your reservation.
4. After online payment the confirmation / voucher will automatically be send.
5. Vouchers to allow access to the accommodations will only be send after the payment for the rental is received in full.
6. Payment is due upon making the reservation. The total amount is composed of the rental rate, surcharges and applicable taxes.

### Arrival and departure time

1. The guest can access the accommodation starting from the check in time on the voucher.
2. In case a guest arrives late, the reception desk might be closed. The reservation details can be found on the "late arrival" board, next to the entrance of the reception.
3. If a guest arrives late and uses the information on the Late Arrival board, the guest has to come in first thing next morning to register.
4. Guest has to vacant the accommodation before the check out time on the voucher.

### Usage of the accommodation

1. All guests have to comply to local rules and regulations.
2. Guests can be asked to show a valid photo-ID when entering the premises.
3. Access to the accommodations is only granted if a valid voucher from America's Tent Lodges can be shown.
4. Each accommodation can only be used by the number of people indicated on the voucher.
5. The number of people sleeping in a tent lodge can only exceed 6 after written consent of America's Tent Lodges and the campground management.

6. In case the local manager finds the tent lodge above average dirty or wornout after guest have left, America's Tent Lodges reserves the right to charge the credit card of the guest for the extra costs of cleaning.
7. The campground owner/ manager has to right to evict people from his campground. In case the campground owner does evict guests from the campground, America's Tent Lodges will have no obligation to pay any refund.

#### **Damage to tent lodge**

1. The guest is accountable for damage that he causes to the tent or its inventory.
2. Guest can not be held accountable for damage caused beyond his control.
3. Guest must notify the local America's Tent Lodges manager or campground manager in case of a damage.
4. America's Tent Lodges reserves the right to settle the damage with the guest by charging its credit card.

#### **Cancellation, no-show and early departure**

1. If one needs to cancel the reservation an email must be send to the email account on the voucher.
2. Cancellation can be done free of charge until 14 days before arrival. Cancellations made after this deadline will result in forfeiture of all deposits.
3. Reservations made after this 14 days deadline require a nonrefundable prepayment of the full amount.
4. If the guest cancels a reservation within 4 hours after making the reservation, no cancellation fee will be charged.
5. During holidays and special events special cancellation rules may apply. These will be clearly stated on the website.
6. Both a no-show and early departure are subject to full fare.

#### **Cancellation by America's Tent Lodges**

1. In case circumstances beyond our control force America's Tent Lodges to cancel (a) reservation(s), America's Tent Lodges has the right to do so with immediate effect.
2. America's Tent Lodges will notify the guest of this forced cancellation at the first possible moment.
3. America's Tent Lodges will refund all payments.
4. America's Tent Lodges can not be held responsible to relocate the guest nor for damage or additional costs that result from a forced cancellation.