

Holiday park Het Timmerholt and the measures and consequences of the Corona crisis

General

The safety of you as a guest and our employees is always paramount in decisions and measures we take in connection with the Corona crisis. Within our industry, the so-called RECRON conditions apply. In close consultation with the RECRON, we have had to take a number of special measures at this special time.

Country houses and bungalows

Guests who just want to continue using their current reservation are still welcome. They will be received by us in an appropriate manner.

In addition, there are many guests who wish to rebook or cancel their reservation.

If the guest wishes to cancel then the normal cancellation policy applies. The guest is obliged to pay the amount due according to the original agreement.

So related to the original date of arrival. Please keep in mind that such a cancellation will usually not entitle you to a cancellation insurance.

In this special time we offer our guests the possibility to book their reservation, with an arrival until 1-6-2020 or made in connection with an event to be held in June that is cancelled or rescheduled. This new booking does not give the possibility to cancel any more. If this new booking falls in a "more expensive" period you will have to pay extra. Reduction of this new price is not applicable. Early booking discount or last minute discount will only apply to the new booking if this was also applicable in the original booking.

Group stays

The Dutch government has decided that there is likely to be until 1 June, but in any case until

28 April no meetings or gatherings may take place. As a result, we have closed our group accommodation (TB 20) until 28 April. It is possible that this measure will later be extended until 1 June and then we will have to extend the indicated closure.

Re-booking your reservation in a group accommodation, with an arrival until 1 June 2020, is possible if you wish. See the section "Country houses and bungalows".

Campsite and motorhome pitches

Because we cannot guarantee a minimum distance of 1 ½ meters between people at the sanitary building of the campsite as indicated by the authorities, we have closed the campsite until 28 April 2020 at the indication of the security region. Equipped safari tents with their own sanitary facilities will remain available and therefore bookable. Motorhomes are only welcome if they are self-sufficient.

(i.e. with own plumbing). Also for these guests, the sanitary building is closed until 28 April 2020.

Rebooking

In the coming days, our staff will spontaneously contact those guests who have indicated that they would like to rebook their original reservation. All changes must be made in the period up to Easter 2021. (arrival no later than 2-4-2021)

Catering

Our catering industry, which also has to comply with the legal measures, will be available from Friday to Sunday from 28 April to pick up snacks, meals and pizzas. After this date the situation will be reassessed. You will find their letter as an appendix.

Voucher

If an appropriate rebooking cannot be agreed immediately and the guest indicates that they would prefer not to cancel and have lost their agreed payment, the guest will receive a voucher for the amount that the guest has already paid or will still have to pay.

If the guest still makes a new booking at Het Timmerholt in 2020, he can deduct the value thereof from the new booking. Vouchers are valid for a stay with arrival in 2020 and lose their value on 01-01-2021.

Foreign guests

Guests from Germany and Belgium are advised not to travel abroad. This advice is not binding and the borders of the Benelux are open. In the event of cancellation, the applicable cancellation conditions of the RECRON also apply to them. These guests can also make use of the possibility of rebooking and possibly obtaining a voucher. Vouchers are also valid for a stay with arrival in 2020 and lose their value on 01-01-2021.

Accessibility The Timmerholt

We trust that you will understand the situations described.

The accessibility of our staff will be as much as possible the same as you are used to from us and we will be happy to discuss with you an appropriate solution for any given situation.

Westerbork, 1 April 2020

Marcel Bos

park manager Holiday park Het Timmerholt