

## **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 RECRON and the experts of the safety region, 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, or want to make a booking to enjoy the peace and quiet of our beautiful province of Drenthe, remain welcome. They will be received appropriately by us.

There are also guests who want 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 bear in mind that such a cancellation will usually not entitle you to payment of cancellation insurance.

In this special time we offer our guests the possibility to book their reservation, with an arrival until 1-6-2020 to book. This new booking does not give the possibility to cancel or the Netherlands has to end up in a new lock down situation.

If this new booking falls in a "more expensive" period you will have to pay extra. Reduction of that 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 no meetings and gatherings larger than 10 persons may take place until 1 July next. As a consequence we have closed our group accommodation (TB 20) until June 30th. From the 1st of July it is again allowed to meet with groups up to 100 people and our group accommodations are rentable again.

The rebooking of your reservation in a group accommodation, with an arrival until 1 July 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 from the sanitary building of the campsite as indicated by the authorities, we have also closed the campsite until 30 June 2020. 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 30 June 2020.

From the 1st of July 2020 our tourist camping pitches will be bookable again and the sanitary building will be open again !

### **Rebooking**

Our staff is available seven days a week to examine with you what new period your possible booking could be rebooked for.

All bookings must be made in the period until 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 until the 31st of May, at least 6 days a week, to pick up snacks, meals and pizzas.

From the 1st of June, they may welcome you on the terrace and, ON BOOKING, limited inside the restaurant.

Opening hours are visible at the reception or can be requested on 0593-331777. (Restaurant "De Börker")

Also the many restaurants and terraces in the region are eager to offer you their services again, so don't be afraid, from the 1st of June there will be plenty of coffee, lunch and dinner available at the regio 😊.

### **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, 7-5-2020

With kind, recreational greetings,

Marcel Bos

park manager Holiday park Het Timmerholt