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ARTICLE 1 – Reservation

When you make a booking on www.kustparkstrandwestende.com, you book directly with the coastal park through the booking system. If you have any questions or encounter any problems when booking, please contact us directly.

When buying at a distance (i.e., by telephone, internet, or post), the right of withdrawal, also known as the reflection period, applies within the EU. This right of withdrawal does not apply when you rent accommodation at Kustpark Strand Westende. This means that the reservation you make is legally final. An agreement is concluded between you and Kustpark Strand Westende when you receive written confirmation with an invoice from the recreation park.

ARTICLE 2 – Preferred place

Kustpark Strand Westende tries to take the wishes and preferences of the consumer into account as much as possible. When you book a preferential pitch, it becomes final after receipt of the written confirmation with invoice from Kustpark Strand Westende. Fixing a pitch number is only valid when a preference fee has been paid.

ARTICLE 3 – Payments

After receiving the reservation confirmation, 50% of the total rent should be paid within 2 weeks. Payment of the remaining amount must be received by Kustpark Strand Westende 6 weeks before the date of arrival. For reservations made within 6 weeks, the total amount due must be paid at the same time as the reservation. If the payment deadlines are exceeded, the holiday park reserves the right to charge an administration fee or cancel the reservation.

ARTICLE 4 – Prices

On www.kustparkstrandwestende.be, you will receive a price quote on your screen while booking. Although these prices have been placed in the system with the utmost care, the campsite reserves the right to go back on a quotation. The total price becomes final upon receipt of written confirmation with invoice from the recreation company. Prices include VAT.

ARTICLE 5 – Security deposit

Rental accommodation: Kustpark Strand Westende is entitled to charge a deposit for renting accommodation. The deposit will be refunded on departure, provided the rental accommodation is left tidy and clean, no inventory is missing, and no damage has been caused to the accommodation or inventory.

Rental items: The campsite may also charge a deposit for rentals. The deposit is refunded when these rental articles are returned undamaged.

ARTICLE 6 – Changes to reservations already confirmed

Changes involving partial cancellation (e.g., shortening of the booked period) are subject to the cancellation conditions for that part. A change fee may be charged for all changes.

ARTICLE 7 – Cancellation policy

1. In case of cancellation between the date of the reservation confirmation and 6 weeks before arrival, 50% of the total rent + reservation costs will be charged.
2. For cancellation between 6 weeks before arrival and 1 week before arrival, 90% of the total rent will be charged.
3. For cancellation between 1 week before arrival and the day of arrival itself, the full rent will be charged.
4. No refunds will be made for earlier departure or later arrival than booked.
5. You must cancel in writing.

ARTICLE 8 – Cancellation fund

Affiliation to the cancellation fund is advised. By joining the cancellation fund, one can safeguard oneself against the costs of cancellation of the rental accommodation/campsite, if one of the travelling companions:

1. falls suddenly ill or is injured as a result of an accident;
2. suffers a death in the immediate family, i.e. death of spouse, husband, parents, parents-in-law, children, brothers or sisters.

In addition, this fund will compensate you for cancellation costs if the head of the family becomes involuntarily unemployed. Closing the cancellation fund is only possible directly at the time of booking. The cancellation fund provides cover from the day of booking until the departure date you enter on the booking request.

In case of premature departure, for one of the reasons mentioned above, refunds will be made pro rata to the number of holidays not taken. In this case, you must report the evacuation of the rental facility/campsite to the campsite reception. Surcharges used and consumed will not be reimbursed if the holiday is cancelled prematurely. To receive payment from the cancellation fund, a cancellation statement and supporting documents must be submitted.

In the event of cancellation, the cancellation fund premium and the reservation fee will not be refunded. The premium is 5.5% of the total amount and EUR 5,-- administration costs. These are stated as a standard extra service, but will automatically lapse if you have not paid the cancellation fund amount by the due date.

ARTICLE 9 – Arrival and departure

Arrival and departure times can be found on your booking confirmation, which you will receive by e-mail. Rental accommodation: Immediately after arrival, you should report any imperfections and/or missing inventory at the reception of BestCamp / Kustpark Strand Westende. On the day of departure, you should leave the accommodation tidy and clean.

ARTICLE 10 – Vehicles

During the rental period mentioned on the booking confirmation, you are allowed to enter the grounds of Kustpark Strand Westende with a vehicle. One vehicle is allowed per rental. The vehicle must always be parked on its own pitch. It is forbidden to park on the roads of the campsite. Motorised traffic is not permitted between 23:00 and 07:00.

ARTICLE 11 – Visitors

Visitors to campers must always report to the recreation company's reception upon arrival. Visitors pay a visitor fee and can park their vehicle in the car park near the entrance.

ARTICLE 12 – Pets

Depending on the accommodation or period, rules regarding pets apply. Pets must be always kept on a leash. Hygienic walks of dogs must take place outside the campsite. Pets are not allowed in some buildings (including the sanitary blocks). It is not allowed to leave pets unattended. The owner of the animal is liable for any damage or contamination. The owner must also ensure that the presence of his pet does not disturb other guests.

ARTICLE 13 – Water playground

Access to the water playground is reserved for tenants of accommodation and any visitors (paying) who hold a receipt. The pool regulations (see pool entrance) must be strictly observed.

ARTICLE 14 – Liability / rules of conduct

1. Kustpark Strand Westende cannot accept liability for loss, theft, damage or injury caused to or by users of accommodation offered through the recreation park, irrespective of how such damage or injury arose. Participation in the activities organised by the recreation park or by third parties is entirely at your own risk.
2. Users of a rental accommodation must respect the rules of conduct that the manager wishes to see respected by the guests present on his property.
3. Users of rented accommodation who cause a nuisance may, after warning, be removed from the accommodation or from Kustpark Strand Westende without refund of payments.
4. Statements by employees of Kustpark Strand Westende, in whatever capacity, concerning the liability of the recreation park, are not binding on the recreation park.
5. There must be silence on Kustpark Strand Westende between 11 pm and 7 am.
6. Tenants are jointly and severally liable for any damage to the property of Kustpark Strand Westende.

ARTICLE 15 – Promotions and discounts

1. Discount is calculated on the basic rental price (not on additional/obligatory extras, tourist tax, electricity costs or final cleaning costs).
2. Valid only for new reservations.
3. Not valid in combination with other offers.
4. Availability may vary by park/arrival date and is limited.
5. Price changes reserved. Misprints and printing errors reserved.