

# GENERAL CONDITIONS



## 1. Reservation conditions

- 1.1 Reservations are only final after online approval has been given via the link sent with the offer. After this a confirmation e-mail will be sent automatically.
- 1.2 The number of persons can be changed free of charge up to 8 days before arrival by phone or email. Because of the invoicing, we cannot reduce the number of persons within 8 days before the activity. Registering additional persons is possible after consultation by telephone and must be paid immediately, before arriving.
- 1.3 Please be present 15 minutes before the start of the activities. In case of late arrival, the end time as agreed upon in the reservation remains applicable.

## 2. Terms of payment

- 2.1 We will send the final invoice approximately 21 days before arrival. Ensure that the correct invoice and address details are passed on in time. **Invoices are no longer adjusted after sending.** The invoice must be paid no later than 14 days before arrival.
- 2.2 If we have not received payment in time, the activity will be cancelled.

## 3. Cancellation conditions

- 3.1 Up to 3 days before arrival, the entire reservation may be changed once free of charge, provided that the invoice has been paid in full.
- 3.2 In case of cancellation of the entire reservation the following conditions apply:
  - Up to 30 days before arrival no cancellation fee will be charged
  - Between 30 and 15 days before arrival, a 10% cancellation fee will be charged
  - Between 15 and 8 days before arrival, 25% will be charged
  - Less than 8 days before arrival, 100% will be charged

## 4. Last minute reservations

A last minute reservation is a reservation made within 7 days of arrival. In the case of last minute reservations, the number of persons cannot be changed. The invoice must be paid within 24 hours, otherwise the reservation will be cancelled.

## 5. Weather conditions

The activities will continue as usual in case of rain, there are a number of covered activities and it is possible to change and shower afterwards. If the forecast is so bad, you can contact us two days in advance to discuss the possibilities. We always try to take the weather conditions into account.

## 6. Dress code

Fun Valley Maastricht recommends the use of sporting clothes and sturdy footwear. In bad weather (warm) rainwear is recommended. Spare clothing and a towel may come in handy. There are sufficient showers and changing rooms available. Shower coins are available for € 1,- each.

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Lockers can be rented for €2,- per day.



### **7. Overnight stays**

Prices for overnight stays do not include tourist tax. Within the municipality of Eijsden, tourist tax is levied at € 1.70 per person per night.

### **8. Alcohol and drugs**

The use of alcohol and/or drugs before or during the activities is not permitted. Fun Valley Maastricht accepts no responsibility whatsoever in the event that participants have consumed alcohol or used drugs. If it is established that these substances have been used, Fun Valley has the right to refuse participation in the programme without the right to a refund of monies paid.

### **9. Liability**

Participation in activities is entirely at the participant's own risk. Except in the event of intent or gross negligence on the part of Fun Valley Maastricht itself, Fun Valley Maastricht is not liable for any form of damage, including consequential damage, suffered by a participant as a result of accidents occurring during the activities, unless and to the extent that exclusion of liability is not permitted by law.

Fun Valley Maastricht can only be held liable for damage ensuing from a material defect in the facilities it offers. If this material defect can be attributed to the Fun Valley Maastricht organisation, unless the defect is not due to its fault, or is not for its account pursuant to the law, a juristic act or generally accepted practice.

The organisation of Fun Valley Maastricht is not liable for damage resulting from circumstances attributable to the participant, such as insufficient health or condition, inadequate personal equipment, incorrect action or inaction, overestimation of one's own abilities or disregard for instructions.

### **10. Visual material**

Photographs of visitors may be used for marketing and promotional purposes. Permission for this is given by agreeing to the general terms and conditions on our website. The management cannot be held liable for this.

### **11. Privacy**

By accepting the terms and conditions, you automatically agree to the processing of personal data. The processing of personal data is necessary for the conclusion of a contract.

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