

Terms and conditions for Holiday Park “Sole Mio”

Definition of Terms

Cooperation	Cooperation “Sole Mio”
Sole Mio	Holiday Park Sole Mio
Customer	Those renting a bungalow in the Park
Park Management	Management on site running the Park, and Front Office
Rental Management	Management responsible for rental matters
Rental price	Price for rental costs only as advertised on website www.solemio.nl
Additional costs	Required above rental costs for specific additions such as rental of child cot or chair, services such as bed linen, and insurance
Rental period	Period as agreed with rental management (usually Saturday to Saturday)
Reservation Confirmation	Confirmation of booking
Assigned bungalow	Bungalow as assigned by rental management
Rental cheque	Proof of payment and admission to the Park and rented bungalow

Bookings procedure and General Terms and Conditions

- A Customer can specify for which period, which type, and even which specific bungalow he/she wants to rent, and request additional services. This can be done with the rental management by telephone, by email, or through the bookings form on the website
- Rental Management will start taking bookings and make assignments from 1 November in the year preceding the next season. Booking requests made by email before 1 November will be honoured as much as possible but preferences can't always be guaranteed
- Bookings can only be made by people 18 years and older
- The Cooperation may decide at its sole discretion not to honour specific bookings (this may happen for example if large groups seek to make block bookings)
- Bungalows in the Park are available for rent between late March to late October. By default, rental periods start and finish on Saturdays except where agreed with Rental Management
- Allocation of bungalows is done by Rental Management balancing demand and availability
- Every Customer will receive a Reservation Confirmation, or a message “booking not successful”, for example if there are no more bungalows available for rent in the requested period. The Customer should perform a final check of the Reservation Confirmation for errors and report any inaccuracies immediately to Rental Management
- Rental Management may decide at any time to assign a different bungalow (of the same type) to the Customer than specified in the Reservation Confirmation, unless the Customer had requested a specific bungalow number
- The Customer is free to enter the Assigned Bungalow on the first day of rental after 15:00, and is required to leave the bungalow on the last day of rental before 10:00
- Included in the Rental price are use of gas/water/electricity, bed linen, and cleaning of the bungalow after completion of the rental period
- Not included in the Rental price are so-called “bookings costs”

Payment

- After receipt of the Reservation Confirmation, the Customer is expected to pay half of the rental price plus all of the bookings costs within one week of the date specified on the Confirmation in a first payment
- If Insurance was requested, the Customer will receive the Insurance documents (Policy) as soon as the first payment has been received
- The booking is not guaranteed beyond one week as long as the first payment has not been received

- The remaining half of the rental price should be paid no later than 6 weeks before start of the rental period
- Upon full payment, the Customer will receive a so-called Rental Cheque. This represents proof of payment, allows for admission to Park and Assigned Bungalow, and will need to be shown to the Front Office of the Park Management upon request

Cancellation and Refund policy

- After the Rental Management has issued the Rental Confirmation, the booking is confirmed and can't be cancelled by the Customer without costs for the Customer
- In case of cancellation by the Customer more than 6 weeks before start of rental period, a partial refund will be given of any money paid over and above half of the rental price plus all booking costs. No refund will be given if the cancellation happens less than 6 weeks before the start of the rental period

Arrival and departure

- The Customer may enter the Assigned Bungalow on the first day of the rental period as specified on the Rental Cheque from 15:00 hours onwards. Park Management will assist the Customer in locating the Assigned Bungalow
- By handing over the Rental Cheque, the customer will receive keys to the Assigned Bungalow as well as a welcome set and feedback form
- The Customer will perform a brief check of the Assigned Bungalow upon entry, and should report any deficiencies to Park Management. Park Management will address any issues immediately. In case the Customer remains dissatisfied with the implemented solutions, he or she should report the issues to Rental Management immediately
- The Customer is required to leave the Assigned Bungalow on the last day of rental as stated on the Rental Cheque no later than 10:00 hours by handing back the keys to Park Management
- Before departure, the Customer should perform a basic cleaning ("broom clean") of the Assigned Bungalow, empty the dishwasher, remove the bed linen and deposit these in the earmarked bags in the Front Office
- No refund is due to the Customer if he/she decides to leave early before the end of the rental period
- Each Bungalow is equipped for a stated maximum number of persons (usually 4 or 6). No more people than the stated maximum will be allowed. Exceeding this stated maximum number will represent breach of contract
- Pets are only allowed in certain periods of the year (usually outside peak season) and only if specified during booking

Furnishing

- Each Bungalow comes with a standard set of furnishing as specified in the stock list
- Upon arrival, the Customer should check availability and presence of furnishing, and report any missing items to Park Management who will provide replacements
- The Bungalows are not identical and there may be differences in furnishing. No exchange of items should take place between Bungalows
- The Customer should bring his or her own towels for kitchen and bathroom. The Customer and his or her Guests are personally responsible for the Assigned Bungalow and its furnishings and contents, and are expected to behave orderly in the Park for the benefit of all
- The Customer is personally responsible for any damage or removal of any items of furnishing or contents of the Assigned Bungalow. Any such incidents need to be reported with Park Management immediately. These items will need to be compensated unless the Customer can demonstrate that the damage is not caused by him or her or any of his Guests

Pets

- No pets are allowed during the period specified by Rental Management (roughly the months of July and August)
- For the remaining periods, a maximum of 2 pets are allowed in certain bungalows
- Any Customer who wants to bring pets should report this during the booking process. In this case, Rental Management will apply a secondary cleaning charge over and above the standard cleaning charge
- Rental Management and/or the Cooperation Sole Mio may decide at any time at its sole discretion to refuse pet access to the Park
- Pets in the Park should be on a line, not use the swimming pool, and generally not cause inconvenience for other Guests in the Park

Park Management

- Opening hours of the Park Management are specified in the Front Office. Usually these are Monday to Saturday 09:00-12:30 and 14:30-19:00 and Sunday 09:00-12:30
- Park Management will assist the Customer with general information about the Bungalow, about the Park and its surroundings and local area
- Sole Mio operates a barrier at the entrance. After registration with Park Management, the Customer has free access to the Park during the rental period
- When driving in the Park, the Customer should not exceed walking speed. Cars should be parked directly behind the Bungalow so as not to obstruct the line of sight towards the lake for Bungalows located more towards the back side of the Park
- Facilities to charge electric vehicles are not yet available in the Park and such vehicles should therefore not be charged from the Assigned Bungalow
- Park Management collects refuse and trash on a daily basis. This should be placed by the Customer on the terrace before 10:00 hours. No trash should be left outside overnight
- Washing and drying facilities are available in the washing room behind the Front Office. A small fee is payable as advertised in the Front Office and in the general information folders
- Guests of Sole Mio are free to use the children's pool at own risk. Next to Sole Mio in Gera Lario is a public swimming pool. Tickets can be purchased at the nearby bar. Tickets for the tennis courts next to the pool can be bought in the bar *Pace* in Gera Lario