

TERMS AND CONDITIONS

These General Terms and Conditions are written to inform you about your rights and obligations in the context of your trip / booking.

Article 1 Introduction

1.1 These travel conditions apply to agreements that Tisasol concludes with you as a traveler. 1.2 As a traveler you have the right to cancel it free of charge within 24 hours after the conclusion of the travel agreement without giving reasons. In this context, the traveler is exclusively understood to be the main booker / applicant. You have no right of withdrawal if you close the agreement within 8 weeks of departure.

Article 2 Bookings

2.1 By making a booking, an agreement is established between you and us. The booking confirmation / voucher is the contract between you and us. This document is proof of the existence and content of the agreement. Minors are not allowed to make a booking. It is not allowed to make a booking under a false name, or with a false age or (e-mail) address. We may cancel the agreement if you do not adhere to it. In that case we will refund you the already paid travel sum. We then deduct the costs incurred by us from this.

2.2 Each booking is only intended for the participants / main booker who are / are listed in the booking confirmation / voucher. Involving an accommodation with more or other people than stated in the booking confirmation is not permitted. Babies are counted for determining the maximum occupancy of an accommodation, unless stated otherwise. Babies do not count towards determining the travel sum. It is possible that you have a guest on the spot (within the maximum number of people allowed). Or that more than the number of people stated in the booking confirmation wants to use the accommodation. In those cases you must notify the accommodation provider in advance and ask permission for this. He or she is not obliged to allow this. If it is allowed, additional costs may be charged for this. You must pay this to the accommodation provider on the spot. If we or the service provider in question notice that you do not comply with these regulations, we may charge you extra costs. We, too, may opt to cancel the agreement immediately.

Article 3 (To) payment and payment term

3.1 The full amount of the journey must always be paid to us at least 6 weeks before your departure. The deposit must be paid immediately when booking. If you book a reservation with us and the period between booking and your departure is longer than 6 weeks, you must pay 15% of the travel sum directly as a deposit.



pay us a booking. If that period is 6 weeks or less, then no down payment applies. In that case, the full travel sum must be paid to us immediately upon booking.

Article 4 Cancellation

4.1 It may be that you have booked a trip and that you are no longer able to make it. Then we offer the possibility to cancel your trip. There are costs involved. The amount is a percentage of the travel sum and depends on when you cancel your trip. The closer to your departure, the higher the costs. We will charge the following costs for cancellation:

Days to departure Percentage of the travel sum

Up to 42 days 15%

42 to 21 days 30%

21 to 14 days 50%

14 to 5 days 75%

5 to 90% after departure

Your trip must be canceled by telephone.

4.2 If unavoidable and extraordinary circumstances occur at the place of destination or in the immediate vicinity thereof that have significant consequences for your trip, you have the right to end the trip before the start of the trip without paying a termination fee. In that case, all amounts paid for the trip will be reimbursed in full, but you cannot claim compensation.

4.3 In the event of unavoidable and extraordinary circumstances, we are free to terminate the agreement, provided that we have notified you before the start of the trip that the agreement is being terminated. In that case, all amounts paid for the trip will be reimbursed in full, but you cannot claim compensation.

Article 5 Change of journey

You may have booked a trip and want to make changes to it. This article is about that. If you want to transfer your journey to another person who is traveling in your place, then it is a substitution. In that case, not this article, but article 7 applies.

5.1 After you have made a booking you can request a change. The following procedure applies to this: 1. your request for change reaches us by telephone at least 42 calendar days before your departure date; 2. We will decide on your request as soon as possible; 3. if you make a request to change your booking, that does not mean that we can or must comply with that request. 4. If you have met conditions 1, 2 and we can meet your request, the change will be confirmed to you in writing. If conditions 1, 2 are not met, a change is not possible.

5.2 If we reject your request for change, we will inform you as soon as possible. We will also indicate why we cannot meet your request. In that case you have the choice to keep the original booking or to cancel it. In the latter case, Article 4 applies. If you do not respond to the rejection of your request within five (5) Business Days, the original booking will be made and you will owe the full travel sum.

5.3 Changing the departure date or reducing the number of paying travelers is considered a (partial) cancellation. Article 4 applies to this. In that case cancellation costs may be due.

5.4 We reserve the right to change the journey unilaterally, insofar as it concerns an insignificant change. If we intend to make such an insignificant change, we will inform you accordingly.

Article 6. Substitution

It is possible that you have booked a trip and one or more members of your travel group want to be replaced by a third party. In that case there is no question of a change to the travel agreement, but we are talking about a substitution. We request that you inform us of this as soon as possible.

Article 7. Arrival and departure.

In general, your stay is available on the day of arrival between after 3 p.m. But during peak periods it can happen that your stay will be available at a later time. If you depart from your stay on a day other than the planned day, you must always report this to us and the accommodation provider. When arriving on a Saturday afternoon or Sunday, please note that shops and banks may be closed. On the last day of your stay you must leave the residence between 10.00 and 11.00 at the latest. It is only possible to deviate from the aforementioned times when you leave the accommodation after consultation with the accommodation provider. If you are not yet able to accommodate your stay on arrival or have to release a little earlier on departure, you can generally leave your luggage at the reception. If no enclosed space is available for this, you do so at your own risk. Usually, while you wait, you can still use all the facilities that the accommodation offers, such as the swimming pool. But sometimes this is only possible for a small fee. If, other than due to force majeure or our fault, you arrive at your accommodation later than planned or have to leave the accommodation earlier, there is no right to a refund of unused nights, meals, services and facilities.

Article 8. Pets

If you bring pets with you when traveling, you must always report this when booking. This will often have to be requested by us from the accommodation provider. If you are allowed to bring your pet, please note that your pet is only welcome during the stay and not in the public areas of the accommodation. We cannot guarantee (cara) patients that accommodations where pets are not allowed are always "pet-free". The possible costs associated with the accommodation of a pet must be added as a supplement to the travel sum. These costs will be passed on to you when booking. A pet passport may be required to travel with a pet.

Article 10. Local customs and rules

People become more environmentally and energy conscious in most holiday countries. If the travel offer states that a certain accommodation has air conditioning, it will generally only work during the hottest periods (in the year and on the day). An air conditioning or fan / fan is not always silent, even if the installation's engine is on the outside of the accommodation. In many accommodations the air conditioning is generally located in the living rooms. If the air conditioning has to be paid on the spot to the accommodation provider, this is stated in the travel offer. The amounts mentioned are only an indication.

10.1 Many popular destinations are very busy during the high season and during holiday periods (including those of the country itself). Many campsites and accommodation complexes organize all kinds of sporting and fun activities such as live music or discos during the day and at night. Some bars only close late into the night or early in the morning when the last guests leave. The standards for noise pollution are more tolerant in holiday countries than in the Netherlands. This has to do with the fact that the population in those countries lives later than is usual in the Netherlands. If rest is an important argument for your vacation, then you have to choose your accommodation or destination with care. If the travel offer mentions a "lively environment", a "central location" or "in the vicinity or within walking distance of bars and restaurants", then there is usually a pleasant buzz of nightlife and / or traffic. In addition, animation and entertainment in your accommodation can also cause some noise (especially in the evenings). Absolute peace and quiet after 10 pm cannot therefore be guaranteed. Unfortunately it can also happen that fellow holiday makers are noisier than you would like. We have no influence on these people (whether or not they are located near your accommodation). We are therefore not responsible for their behavior.

10.2 At various destinations pests (such as ant mosquitoes, bed bugs and cockroaches) are more common than we are used to in the Netherlands. This is usually not due to insufficient hygiene. It is rather the result of climatic conditions such as humidity and heat. We recommend that you pack food in plastic bags and, if possible, store it in a refrigerator. We advise you to report the presence of vermin to the accommodation provider, so that he can do his best to help you get rid of this unwanted visit. Of course you can also purchase a pesticide yourself on site. You do this at your own risk. Stray cats and dogs are also found in various destinations. The presence of these animals and unwanted insects can unfortunately never be completely excluded

10.3 In the destination (s) specified in the travel offer, tap water is usually not intended as drinking water. Tap water and swimming pool water can also be salt and / or contain chlorine. Experience also shows that disruptions in water and electricity supplies can occur. The reason for this often lies with the municipal or regional authorities that proceed to temporary closure or distribution. With regard to electricity, it is usually due to an overload on the local electricity grid. We are not liable for the inconvenience and / or damage suffered as a result of this. The hot water supply (shower) and the electricity supply are sometimes powered by solar energy. This means that with less good weather or frequent use of (hot) water and / or electricity in the accommodation, this provision will not be sufficient. Moreover, the capacity of the water supply in southern and warm countries is more limited than we are used to in the Netherlands. For environmental reasons too, an unlimited and constant (hot) water supply is not as obvious as in the Netherlands. A shower curtain is unknown in many countries. This means that the floor in the bathroom can sometimes be wet and therefore slippery. (Toilet) paper may sometimes not be flushed in the sanitary facilities and you will then have to deposit it in the trash. In most apartments or

bungalows the basic energy consumption is included in the travel sum. If you exceed this basic consumption (based on 'normal' energy consumption), you can be charged locally for the extra costs.

10.4 In some countries, for reasons of hygiene, wearing a bathing cap in a swimming pool is mandatory. Swimming in surf pants, boxer shorts, T-shirts, or rubbed with sunscreen oil / cream can therefore be prohibited. In connection with the prevention of nuisance, ball games and the use of air mattresses etc. are generally not permitted in the swimming pool. It is also possible in southern countries in particular that a siesta is held in the afternoon. The guests are then expected to be noisy and swimming pools are usually closed. Not all swimming pools are open during the early and late season. On some beaches must be paid for beach access. It is also possible that you are obliged to rent a beach chair if you want to use the beach; if so then this is not included in the travel sum.

10.5 It may happen that you at an accommodation or at a lessor of materials (such as bicycles, water sports equipment or cars) are required to provide a deposit (guarantee) upon arrival. Usually this has to be done by debiting a credit card. But other ways are also possible, such as issuing a passport, driver's license, bank card or cash. This is not always stated in the travel offer. On the day of departure or when the materials are returned, this deposit will be returned, after checking your accommodation or the materials for damage. If the deposit has been issued with a credit card, it will be credited again. If the deposit has been issued in cash, this amount will be returned to you. All this after deduction of any costs to be paid for damage to or loss of the rented property or inventory, the consumption of gas, light, water, extra cleaning costs, change of bed linen etc. (insofar as the latter is not already included in the travel / rental sum) was included). Please note that if you leave early on the last day of your stay, you request a check of the stay and a refund of the deposit the night before. We are not liable for incorrectly withholding all or part of the deposit. The same applies to the situation that you have forgotten to reclaim your deposit. All this is a matter between you and the accommodation provider / service provider. We cannot mediate in this.

Article 11 Insurance

11.1 We strongly recommend that you take out a good trip (luggage), accident, health insurance and cancellation insurance. After all, an accident is in a small corner. Good insurance with extensive (foreign) coverage can save you a lot of unnecessary costs and misery in the event of damage, injury or illness. Your own specific situation (such as your destination and the activities to be undertaken there, etc.) determines the necessity or desirability of taking out one or more such insurance policies.

Article 12. Traveler liability

You must use and maintain your accommodation "as a good family man" and according to destination. After all, you are "a guest". You are liable for all damage you cause to third-party property (such as fellow travelers, airlines, accommodation providers, etc.). The same applies to costs that these third parties must incur as a result of your actions or omissions. If you or people you are responsible for:

- a) behave in a way that causes or threatens to cause damage;
- b) do not comply with the house rules of the service provider / campsite;

c) hinder third parties from enjoying their journey, or;

d) otherwise cause a nuisance;

then both we and the Service Providers reserve the right to deny you access to your accommodation or the means of transport, to have you removed or to have them removed and / or to recover the damage from you. Moreover, in that case we can cancel the agreement concluded with you due to serious circumstances. We cannot be held liable for the acts or omissions of other guests.

Article 12. Not completely satisfied

You may find a shortcoming at your destination or during the trip. You must report this to us as soon as possible via our travel guide / local recession or camping site as well as to the people involved. If our tour guide or the service provider involved is not on site, not present or not available, you must immediately report the shortcoming by telephone to our organization in the Netherlands, Tiasol Zonvakanties. State your booking number at the contact. You will find this in your travel documents. We will try to remedy the reported shortcoming, whether or not in consultation with the service provider involved, unless this is impossible or if this results in disproportionate costs for us or the service provider, taking into account the nature and extent of the shortcoming and the value of the trip or the relevant travel service. If after your return you are (still) not satisfied with how your trip went, you can submit a complaint or suggestion to our organization. This can be done by e-mail to info@tiasol.nl

Article 13. Miscellaneous

13.1 When using a credit card, the pin code is increasingly required instead of a signature. That is why it is important that cardholders, including you as a vacationer if you want to use this, remember the pin code of their credit card (but never write it down somewhere).

13.2 When making your booking you will be asked for your mobile phone number. In the event of an emergency, we can reach you quickly. If we cannot reach you in such a case, because you have not provided a mobile number, this is incorrect or your telephone is switched off, this is entirely at your risk. In addition, when making your Booking, we ask for a telephone number of a person staying at home. In this way we can contact this person directly in the event of an emergency. In such a case, you must have permission from the person staying at home to provide us with his / her telephone number.

13.3 Smoking is prohibited on board coaches, trains and airplanes. This prohibition applies in many countries nowadays also in public spaces and the hotel and catering industry. In most countries within the EU, in Norway, Switzerland, Iceland and Liechtenstein, it is also prohibited to smoke in hotel rooms and in public areas of the hotel. More and more countries (also outside the EU) are introducing a national smoking ban. The introduction of such a prohibition is no reason to cancel or change your booking free of charge. All Tiasol Sun Vacations accommodations are non-smoking indoors.

13.4 Multiple parties are involved in taking care of your vacation. It is good to know that these parties must have access to your personal data (such as your name, date of birth, flight details and special requests for meals and special baggage, for example). We are legally obliged to provide this data (in the case of national authorities), or we must pass on the data because otherwise we will not be able to (properly) implement the Package Travel Agreement that we have with you. We process personal data that you provide to us in accordance with our privacy policy.