

# Terms & conditions

Roan Luxury Camping Holidays is a trading name of Roan Camping Holidays BV (KvK 17222764). All stays are offered and executed by Roan Camping Holidays BV. Dutch law applies to travel agreements. When concluding a travel agreement, it comes into being between you and the operator of the trip and you immediately agree to the Privacy Policy. The Roan Camping Holidays booking conditions and the ANVR travel and booking conditions apply to our offer.

## ANVR Travel Conditions

Roan Camping Holidays (KvK 17222764) is affiliated with ANVR. The ANVR maintains strict standards for membership and promotes the quality of travel and information about it. The trips on this website are offered under the ANVR Travel Conditions (ANVR Travel Conditions for package holidays or ANVR Booking Conditions for single travel services and/or Coupled Travel Arrangement Conditions) which apply to all offers on this website unless explicitly stated otherwise. Click [here](#) to read and save the ANVR Travel Conditions and other important information. On the booking form you must tick off that you have taken note of and agree to the specific ANVR Travel Conditions applicable to your booking, i.e. the ANVR Travel Conditions for package holidays or ANVR Booking Conditions for stand-alone travel services and/or Coupled Travel Arrangement Conditions and other ANVR information.

## SGR Guarantee Fund

Roan Camping Holidays (KvK 17222764) is affiliated with SGR. You can check this at [www.sgr.nl](http://www.sgr.nl). The trips published on this website are covered by the SGR-guarantee ([www.sgr.nl/garantieregeling](http://www.sgr.nl/garantieregeling)). This SGR guarantee means that the consumer is assured that his prepaid travel money will be refunded if the other party cannot comply with the agreed performance due to financial insolvency.

## Consumer contribution SGR (formerly SGR contribution)

Since February 1, 2021, every consumer who books a trip with a travel organization affiliated with SGR pays € 10 per booking. For years the guarantee on your booked vacation was free, but after the corona crisis the guarantee fund should also be there for you, so you can continue to travel carefree.

**The following provisions have been laid down by Roan Camping Holidays itself. Regarding the content of these articles, no consultation has taken place between ANVR and the Consumers' Association within the framework of the Self-Regulation Coordination Group of the Social and Economic Council. Except for deviations allowed in the terms and conditions themselves, these own stipulations cannot detract from the ANVR Travelers' Terms and Conditions and are only intended to supplement the ANVR terms and conditions where stated in the ANVR terms and conditions themselves and/or to further strengthen the position of the traveller.**

## Cancellations

If an agreement is cancelled, in addition to the cost of any cancellation insurance taken out, the traveller will owe the following cancellation charges, even if you have only paid a deposit of €99:

- for cancellation until 1 February in the year you are travelling: free of charge. If you cancel, you will of course get your deposit back, except for the obligatory SGR consumer contribution of €10;
- for cancellation between 1 February in the year of travel and 8 weeks before the arrival date: the agreed down payment for your trip;
- for cancellation up to 4 weeks before the arrival date: 60% of the travel sum;
- for cancellation from the 28th day (inclusive) to the day of arrival: 90% of the travel sum;
- for cancellation on the day of arrival or later: the full travel sum.

## Payment 2025 (bookings 2025)

The deposit for 2025 is 15%, if you have booked before 28 February. From March 2025 the deposit is 25%. If you have cancellation insurance, these costs will be added. The remainder of the payment must reach the booking office no later than 8 weeks before arrival. If payments are not made by the deadline, the booking office reserves the right to cancel the booking and the applicant will be liable for the cancellation fee.

## Refund guarantee

If your holiday cannot go ahead due to a quarantine obligation in your holiday country or home country on a national level then we give you the guarantee that you, your full travel fee will be refunded! And all within 5 working days! You can also opt for a holiday to another destination. This guarantee applies to bookings throughout the season. The money back guarantee does not apply if the quarantine is caused by the vaccination status of you or your travel party.

## Discounts and last-minute deals

Roan reserves the right to offer discounts (through last minute promotions) to those who book a holiday at that time. If a holiday booked by you is later offered at a lower price through a discount or special offer, you will not be entitled to a refund. Discounts are not valid for extras. The following applies to all period discounts: the cheapest nights are free, combining campsites is possible.

## Early bookings in 2025

You may change and cancel your booking for 2025 free of charge until 1 February 2025. If your booking changes, we will keep the price valid on the date of change.

## **Travel sum**

An early booking price is not the same as the lowest price guarantee. Roan reserves the right to adjust prices, our prices may change daily.

## **Changes made by traveller after 1 February 2025 (bookings 2025)**

Until 1 February 2025, you have the opportunity to cancel your booking free of charge. After 1 February, we will charge a cancellation fee on the nights you no longer wish to use. We apply the cancellation percentage applicable on the date of change. If you wish to change to another campsite/accommodation type, we will look at the price valid on the date of change to determine the price. If this change is possible, it will be confirmed in writing. A change to another period or campsite/accommodation type must take place in the same year. It is not possible to change your holiday to next year. Extending, shortening or changing your holiday to another campsite may result in a surcharge. Please note: it is not always possible to extend or shorten your holiday, as our tents and mobile homes do not allow for single nights. The booked period can be extended during your stay at the campsite, if the accommodation is available at the campsite. The extra nights must be settled on site with the campsite staff. No claims can be made for early booking discounts or other special offers available at that time. If you change to another campsite or accommodation during your stay, this may result in an extra charge. We will not refund you if the accommodation is cheaper than that originally booked.

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## **Travel documents**

You are responsible for ensuring that you have the valid travel documents (including for children) required for your destination. The travel provider accepts no liability for the consequences of not having the correct travel documents.

## **Travel documentation**

After we have received your full payment, we will send you the travel documents by e-mail 28 days before the start of your holiday. Your travel documents will state whether you have to print them out and take the printed version with you to your holiday address, or whether you can show your voucher digitally. Showing your travel documents on a phone or tablet is not accepted by every campsite. Without valid travel documents, you may be denied access to the accommodation and/or campsite.

## **Security bond**

This season we do not collect the security bond via a payment request or by cash payment. On arrival at the campsite our staff will give you a SEPA form. You fill in this SEPA form and as soon as you leave your accommodation, clean and without damage, you will receive this form back without us collecting any money. If the barbecue has not been cleaned upon your departure, we are compelled to charge you €25,-. Before and during your holiday, we will send you a text message with additional information about your holiday.

## **Final cleaning**

At some of our campsites in Croatia you can book a final cleaning service at the time of booking. The cost is €75 for all mobile homes. The final cleaning for bungalow tents and lodge tent Holiday/Woody is €60,-. When you choose to add the final cleaning to your booking, we do ask you to remove all food and groceries from the cabinets and the fridge, to dispose of your waste and to have cleaned and dried your dishes. We also request that you clean the barbecue after use.

## **Mandatory final cleaning**

Since 2024 most campsites have a mandatory final cleaning, if applicable you will see this when making the booking. The costs are €75,-. The final cleaning for bungalow and lodge tents is €60,- and is to be paid for when booking. When the final cleaning is included in your booking, we do ask you to remove all food and groceries from the cabinets and the fridge, to dispose of your waste and to have cleaned and dried your dishes. We also request that you clean the barbecue after use.

## **Number of people**

All prices shown on our website are based on a 4-person occupancy. There is a surcharge of € 5 per night for the 5th person, € 6 per night for the 6th person, and € 7 per night for the 7th and 8th person. Please note: Bijela Uvala and Zelena Laguna campsites both charge an additional fee of € 8 per night for the 6th person. Domaine du Verdon campsite charges an additional fee of € 13 per night for the 7th person, and Bijela Uvala, Zelena Laguna, Union Lido, Mediterraneo and La Pierre Verte campsites all charge an extra fee of € 10 per night for the 7th person. Marina di Venezia charge an additional fee of € 12 per night for the 7th person. Pra delle Torri campsite charges an additional fee for the 6th person, which has to be paid on the spot. The amount of this surcharge is subject to change. At campsite Pra delle Torri children 2 years and under are free of charge and children over 3 years and adults pay a surcharge ranging between €15 and €28 per night, depending on the period booked.

### **Maximum number of people**

For your comfort, we recommend a maximum of five people in our tents and 2-bedroom mobile homes, and no more than six people in our 3-bedroomed mobile homes. The maximum number of people allowed in tents or 2-bedroom mobile homes is six, and in our 3-bedroom mobile homes, seven or eight, depending on the type of accommodation. For further information on exceptions, please check out the sections on accommodations. At specific campsites, we provide accommodations that can accommodate up to seven people, but the maximum occupancy per accommodation is six. As a result, it is not possible to make a reservation for seven people at these campsites, and our booking system does not permit it. An additional tent cannot be used to increase the maximum number of people allowed per accommodation. An extra fee is sometimes charged if you want to pitch an additional tent. This extra fee must be paid on the spot. The maximum size of an additional tent is 2.00 x 2.00 m. You are required to observe the maximum number of people allowed. All travel participants must be specified at the time of booking.

The person booking the trip for other participants is jointly and severally liable for all the participants they register. If you exceed the maximum number of people allowed, entry to the accommodation may be refused. We accept no liability for this.

### **Car and parking**

Sometimes it is not possible to park the car at the accommodation, but it must be parked further away or in the central car park. It is not allowed to charge electric cars at the (lodge) tent or mobile home, this should be done at a designated charging station. The holidays in this programme are based on a family travelling with one car. Deviations from this may encounter problems at some campsites, and are at the risk and expense of the applicant.

### **Use of accommodation**

Guests must use and maintain the accommodation provided with care and according to destination. Occasional, non-essential differences are possible in the equipment of tents and mobile homes. Pitches of tents and mobile homes may differ in size and shape, even on the same campsite. In some cases, it will not be possible to use the awning of the tent. We reserve the right to recover damage and/or loss of our property made available to its guests. If damage and/or loss is found, it should be reported immediately to the campsite staff. The latter will then ensure that the shortcoming is repaired as soon as possible.

In case of heavy rainfall, the SAT-TV may not function optimally. The new campsites in our programme do not necessarily have new accommodation. The travel provider does not accept unaccompanied youth under the age of 23 in its accommodation. The travel provider also reserves the right to refuse non-standard bookings, especially group bookings, without giving reasons. Group bookings can only be made by telephone. Depending on the composition and size of the group, its age and the campsite, we will decide whether or not to accept the booking. Our accommodation may only be used for recreational purposes. Accommodation by workers is not allowed.

We accept no liability for loss, theft, damage or injury caused to tenants and users of accommodation provided through the travel provider. Use of a locker through the campsite is at the risk of the tenant, the travel provider cannot be held liable for theft and damage from the lockers/ lockable cupboard provided. Users of the accommodation offered through the travel provider must respect the rules of conduct established by the campsite manager on the premises. If these rules of conduct are violated, both the campsite and the travel provider reserve the right to deny access to the site or accommodation. Our campsite staff are not entitled to make any statements regarding the liability of the travel provider.

### **Use of campsite facilities**

In (early) early season and (late) late season, campsite owners may be forced to make not all facilities, such as the swimming pool, entertainment or shops, fully available, or even to close them completely, without informing us. Mentioned start and end dates of e.g. swimming pools and entertainment are subject to change. Swimming shorts are not always allowed in the swimming pool. At some campsites it is compulsory to wear a swimming cap in the pool. The brochure and our website have been compiled with great care on the basis of data as known in November 2023. However, we cannot accept liability for changed conditions during the 2025 holiday season. Nor can we accept responsibility for external influences such as weather conditions, construction activities on site, vermin, noise pollution, operation of campsite facilities (including swimming pool and WIFI and circumstances for which the campsite owner is responsible). Some campsite facilities or activities may be subject to a (small) fee. The travel provider is not liable for any changes in the range of channels received in our mobile homes. Placed photos and drawings serve to give an impression of the destination and/or accommodation. No rights can be derived from these. In cases not covered by these Travel and Booking Conditions, the management will decide. The travel provider reserves the right to use all photo and video material made available to the travel provider (via email or Facebook or whatever form) for commercial purposes such as websites, brochures, etc.

### **Any additional costs**

You pay tourist tax in all countries. Expect to pay between € 1.00 and € 1.50 per day per person. In Croatia there is a registration fee of € 1,- per person (per stay, not per day). For these campsites, the costs for local charges must be paid when booking (local charges include tourist tax, gas, electricity and waste charges). At some campsites you have to pay the tourist tax when booking, if the tourist tax changes, we have the right to pass on this changed tax to you and send you an adjusted confirmation.

### **Short stay**

Short stays are subject to a surcharge per night, depending on the length of stay and type of accommodation. These surcharges are already included in the total price shown during booking.

## **Pets**

Pets must be announced at the time of booking. Pets are only allowed in our bungalow tents and lodge tents Holiday (not allowed on all campsites). If you bring a pet to an accommodation where they are not allowed or to a campsite where they are not allowed, the tour operator reserves the right to deny access to the campsite or accommodation. You must always bring your pet's vaccination certificate so that it can be shown at the campsite (on request). The charge for a pet is €9 per night per pet. Exception is Le Capanne, where charges must be paid on site. The rates for these may vary per season, we recommend contacting us for the current price.

## **Preferences**

Location preferences can only be given for accommodation where it is not possible to reserve a preferential pitch. If you have a specific wish for a mobile home or lodge tent, we advise you to book a preferential pitch. However, we cannot guarantee that your wish will be fulfilled unless you have booked the next-to-none guarantee or preferred pitch. Unfortunately, early booking or the fact that you have been travelling with the travel provider for years does not give any guarantee. If a wish you have specified is not possible, you will not be informed in advance. Pitches at our campsite may change compared to the previous year.

## **Preferred pitch (previously pitch guarantee)**

It is possible to book a preferential pitch at many of our campsites. By booking a preferential pitch, you are guaranteed to be assigned to the best pitch of your choice. If a preferential pitch is possible at an accommodation, it is not possible to book a neighbouring guarantee or pass on a wish. A preferential pitch is only possible for mobile homes and lodge tents on certain campsites. You can find this on the relevant campsite page. If, in highly exceptional cases, we are unable to honour this guarantee, you will be entitled to a refund of the fee paid for the guarantee plus €100 per accommodation.

## **Next to each other guarantee**

At some campsites it is possible to book an adjacent guarantee. If you have booked the matching guarantee, you pay € 30 per accommodation (maximum 3 accommodations, same accommodation and same holiday period). By next to each other we also mean accommodation facing each other, with their backs against each other, diagonally opposite each other, etc. There may not be any accommodation between you and the other family. If, in highly exceptional cases, we are unable to honour this guarantee, you will be entitled to a refund of € 120 per accommodation.

## **Complaints**

We do our best not to cause any, however, it may happen that you believe you have a legitimate complaint. Please report your complaint directly to our camping staff. He will, if possible, try to find an acceptable solution. If, despite this, in your opinion major complaints are not adequately resolved, you should immediately contact the office where you booked by telephone. If you are not satisfied with the solution offered, we ask you to submit your complaint in writing to us within 2 months of returning home. If you make your complaint known by completing the survey, it will of course be read but does not count as an official complaint letter. Complaints submitted after this period can no longer be considered. If you have not reported the shortcoming as described, we unfortunately cannot deal with it afterwards.

## **Sustainable Tourism**

When putting together our trips, we take account of people, the environment, nature and culture, so that the holiday is not only special for you, but future generations can also enjoy attractive destinations. Whether it's holidays where you enjoy unspoilt nature, experience local culture, meet new people or taste a delicious local dish; together we work on holidays that provide better places and more beautiful experiences. And in doing so, we make an important contribution to sustainable developments at the destination. For you as a traveller, but also for the people living at the holiday destination. Fight child abuse, also abroad! We actively support ANVR and Defence for Children - ECPAT in combating child exploitation in holiday countries. We invite you to be alert with us and report suspicions of child abuse at [www.dontlookaway.nl](http://www.dontlookaway.nl), even if committed abroad! More information on combating child abuse is available from tour guides.

## **To conclude**

The holidays in the brochure and on our website, however luxurious and comfortable, remain camping holidays. Especially for people who have never camped before, it is important to realise that our campsites are generally fully booked in the months of July and August. If peace and quiet and privacy are your primary requirements for your holiday, we advise you to avoid these months. A holiday abroad also means different people and customs, a different culture and different norms and values. In Mediterranean countries, for example, siesta is often held at lunchtime, with, for example, barrier and swimming pool closed. Bear in mind that the WIFI speed in Mediterranean countries may be slower than you are used to at home. Also bear in mind that on many campsites, air conditioning has to be switched on by inserting the mobile home key. This is something to consider in your expectations. In case of acute danger (e.g. smell of gas), maintenance technicians or external companies for maintenance purposes are allowed access to Roan accommodation at all times. Obtaining any necessary vaccinations is your own responsibility.