

## Terms and Conditions for Landal GreenParks Leisure Voucher

In addition to Landal GreenParks' General Terms and Conditions, these Leisure Voucher terms and conditions apply to the Leisure Vouchers issued by Landal GreenParks. These conditions are in compliance with the (HISWA)RECRON Leisure Voucher regulation determined in consultation with the Consumer and Markets Authority (Autoriteit Consument en Markt – ACM) and the Ministry of Economic Affairs.

1. The Leisure Voucher is issued if Landal GreenParks or the guest cancels the stay due to an inability to undertake the stay due to the unavoidable and unusual circumstances resulting from the coronavirus. It applies from 13 March 2020.
2. Landal GreenParks may also choose to use the Leisure Voucher for guests due to the coronavirus, if Landal GreenParks is unable to perform the agreement despite the measures put into place or waived by the government. Landal GreenParks is not under the obligation to do this.
3. The Leisure Voucher is valid for 12 months from the date of issue. This means that the guest must have booked the replacement stay within 12 months of the date of issue.
4. The leisure voucher can only be redeemed at Landal GreenParks. On our website you can also find an overview of parks that are being rented out through our partners. The leisure voucher cannot be redeemed for a stay at one of these partner parks. At the moment this applies to Marissa.
5. The value of the Leisure Voucher is equal to the amount already paid by the guest and already received by Landal GreenParks, including the reservation and administration charges where applicable. The Leisure Voucher does not entitle the user to the same or similar service as the original booking.
6. If the charges associated with the new agreement/reservation are higher than the value of the Leisure Voucher, the guest is under the obligation to pay the difference. The standard payment terms of Landal GreenParks do not apply in this case. If the charges of the new agreement are lower than the value of the Leisure Voucher, the difference will be factored into the Leisure Voucher issued. If the Leisure Voucher still contains a value after the expiry of the 12-month validity period, this value will be paid into the guest's bank account within one month of the expiry of the validity period of the Leisure Voucher on the initiative of Landal GreenParks and when instructed by the guest.
7. The Leisure Voucher does not apply to stays based on fixed pitches or seasonal moorings or pitches.
8. The date of issue, validity period, name of the respective recreation business, the name of the customer and a unique numerical code are clearly stated on the Leisure Voucher. The Leisure Voucher cannot be transferred to a third party or redeemed for month other than at the end of the term and will not be accepted as a means of payment during the stay at the recreation business.
9. This regulation may be amended if Landal GreenParks (following the decision by HISWA RECRON) deems it necessary and/or if the government extends its measures.