

GENERAL TERMS AND CONDITIONS OF CORENDON HOTELS AND RESORTS

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ARTICLE 1. GENERAL

1.1. 'Corendon Hotels and Resorts' is taken to mean Corendon Hotels & Resorts B.V., with registered office at Singaporestraat 82, 1175 RA in Lijnden, with CoC number 56571291, and its subsidiaries, including in any case:

Corendon Village Exploitatie B.V., with registered office at Schipholweg 275, 1171 PK in Badhoevedorp, with CoC number 69005133,

Corendon Vitality Hotels B.V., with registered office at Schipholweg 82, 1175 PK in Badhoevedorp, with CoC number 34252106,

Marble Hotels Holding B.V., with registered office at Singaporestraat 82, 1175 RA in Lijnden, with CoC number 66439485.

1.2 These General Conditions apply to all reservations made by Corendon Hotels and Resorts, unless derogated from when these General Conditions are presented. These General Conditions apply to the following hotels, if applicable in addition to the General Conditions of third parties involved in fulfilling the services, such as excursions.

- Corendon City Hotel Amsterdam
- The College Hotel Amsterdam
- Corendon Village Hotel Amsterdam
- Marble Stella Maris in Ibiza
- Livingstone Jan Thiel Resort in Curaçao

1.2. When we refer to 'General Conditions', we are referring to these General Conditions of Corendon Hotels and Resorts. When we refer in the General Conditions to 'Corendon', 'we' or 'us', we are in fact referring to Corendon Hotels and Resorts and the hotels and resorts falling under it, as set out in these conditions.

1.3. By using the website www.corendonhotels.com you express your agreement with the General Conditions. You also agree with the General Conditions by expressing your agreement with the General Conditions while making your reservation.

ARTICLE 2. SERVICES

2.1. Corendon Hotels and Resorts offers overnight hotel stays as well as arrangements. Offers will always specify whether they relate to overnight stays or arrangements.



ARTICLE 3. RESERVATION

3.1. Reservation

You can reserve an overnight stay or book an arrangement through our website (www.corendonhotels.com), by phone or by email. Corendon Hotels and Resorts is authorised at all times to refuse a reservation or to attach additional conditions to the acceptance of a reservation.

3.2. Minors

The minimum age of the lead booker to reserve an overnight stay or to make an arrangement is 18. If you are underage and not accompanied by an adult, we are entitled to refuse granting you access.

3.3. Flex Rate prices

Corendon Hotels and Resorts offers both 'flex rate' and 'fixed rate' overnight stays and arrangements. Different conditions apply, dependent on the type of reservation.

For reservations based on the 'flex rate', the following conditions apply. You only need to pay on arrival at the hotel. You can cancel your reservation free of charge until 24 hours before the arrival date, unless special cancellation conditions apply. These cancellation conditions are always specified when a reservation is made for an overnight stay or when an arrangement is booked. You can submit a request to amend your reservation until 24 hours before the arrival date, unless special amendment conditions apply. These cancellation conditions are always specified when a reservation is made for an overnight stay or when an arrangement is booked. Corendon Hotels and Resorts gives no guarantees regarding the acceptance of any request. Corendon Hotels and Resorts reserves the right to charge costs for amending a reservation. If you fail to turn up on the arrival date, we will charge you for the first night's stay, unless different no-show conditions apply. These derogating conditions are always stipulated at the time the reservation is made.

3.4. Flex Rate prices

For reservations referring to a 'fixed rate', you will need to pay for the reservation in advance and you won't be able to amend or cancel the reservation free of charge, unless different conditions apply when the offer is made. If you cancel the reservation, the costs of the cancellation are 100% of the total costs for the night(s) or the arrangement concerned. You can submit a request to amend your reservation until 24 hours before the arrival date. Corendon Hotels and Resorts gives no guarantees regarding the acceptance of any request. Corendon Hotels and Resorts reserves the right to charge costs for amending a reservation. If you fail to turn up on the arrival date, we will charge you for the full costs of your stay, unless different no-show conditions apply. These derogating conditions are always stipulated at the time the reservation is made.

3.5. Inclusion of facilities and tourist tax

The room rate that you agree at the time of reservation will apply to the booking. Unless indicated otherwise at the time of the offer, hotel facilities, meals, the mini-bar and other extras are not included in the room rate.

The room rates include VAT. Tourist tax may be levied, dependent on the location of the hotel. This tourist tax is not included in the room rate and will be displayed before you make the reservation. The tourist tax is subject to change and can vary. The tourist tax needs to be paid when you arrive at the hotel.

ARTICLE 4. PAYMENT

4.1. Guarantee

All overnight stays and arrangements must be guaranteed by means of a credit card valid at the time of arrival. Late payment or using the wrong bank and/or credit card details are at your own risk.

4.2. Method of payment

You can pay with the following means of payment:

- iDeal
- Mastercard
- Visa

4.3. Payments by credit card

When you pay by credit card we ask you to fill in the following credit card data: credit holder's name as mentioned on the credit card, credit card number, expiry date and the three digit verification code.

Corendon makes use of the online payment system Ogone (Ingenico). You will automatically be guided to the Ogone payment website in order to pay. Your data will be verified and the amount will be debited from your credit card immediately after you confirm the payment by clicking on the 'pay'-button.

ARTICLE 5. ARRIVAL AND DEPARTURE

5.1. Check-in

You can check in from 15:00 onwards. Subject to availability, you can check in early on request, against an additional payment.

5.2. Check-out

You can check out until 12:00 noon. Subject to availability, you can check out early on request, against an additional payment. If you check out later, you will need to pay the surcharge for a late check-out.

ARTICLE 6. CANCELLATION BY CORENDON AND RIGHT OF WITHDRAWAL.

6.1. Corendon Hotels and Resorts reserves the right to cancel the booking. Any charges that you already paid to Corendon will be reimbursed in that case. If Corendon cancels the booking due to a breach attributable to you, we may charge you for the costs we incurred.

6.2. On rare occasions, the wrong rate may have been displayed by mistake at the time of the offer and/or in the confirmation of the reservation. Corendon Hotels and Resorts reserves the right to revoke that rate within 24 hours from confirming the booking. In that case, you are entitled to cancel your reservation free of charge.

ARTICLE 7. LIABILITY AND FORCE MAJEURE ON THE SIDE OF CORENDON HOTELS AND RESORTS

7.1. Liability for direct damage

Corendon Hotels and Resorts is not liable for damage due to a shortfall in its compliance with the agreement, unless the shortfall is attributable to Corendon Hotels and Resorts. In this context, 'agreement' is taken to mean the confirmed booking and any supplementary services bought. The liability of Corendon Hotels and Resorts in relation to an attributable breach of its obligations and/or with regard to an unlawful act or in other respects, is limited to compensation for the direct loss that you have incurred up to an amount that does not exceed the total amount you paid to Corendon Hotels and Resorts for the services from which the liability arose. The total liability of Corendon Hotels and Resorts for direct loss, regardless of its nature, will never exceed an amount of €500, unless the booking is for a higher amount. Liability for indirect loss is explicitly excluded.

7.2. The above does not apply in the event of intent or deliberate recklessness caused by Corendon Hotels and Resorts and is without prejudice to applicable rules and regulations.

7.3. Solely the following damage will be considered as direct loss:

- a. property damage;
- b. reasonable costs associated with the evaluation of the case and scope of the loss, insofar the evaluation relates to direct loss, as set out in these General Conditions;
- c. reasonable costs associated with the prevention or restriction of loss, insofar you can prove that these costs led to a restriction of direct loss, as set out in the General Conditions.

7.4. Car parking near the hotel is at your own risk. Corendon Hotels and Resorts does not accept any liability for it.

7.5. Corendon Hotels and Resorts is not liable for any loss, damage or theft of property, unless intentionally inflicted by Corendon Hotels and Resorts. If you leave property behind in our hotel, it is your responsibility to retrieve and manage that property.

ARTICLE 8. LIABILITY OF GUESTS

8.1. You are liable for all direct and indirect loss caused by you or your fellow-guests during your stay in the property of Corendon, or for any direct or indirect personal injury or property damage inflicted to employees or representatives of Corendon.

ARTICLE 9. OBLIGATIONS OF GUESTS

9.1. Guests must adhere to the house rules of the Corendon hotel concerned at all times. If in the opinion of Corendon Hotels and Resorts, a guest does not adhere to the house rules, Corendon Hotels and Resorts can refuse the guest and impose charges on the lead booker or the guest concerned.

9.2. Guests must inform the relevant hotel in a timely manner of any special requirements, such as (medical) details and dietary requirements that may be relevant for the stay at the hotel concerned. The hotel is not liable for any loss in relation to the above.

ARTICLE 10. GROUP RESERVATIONS

For group reservations for 10 persons or more, additional and/or derogating conditions may apply.

ARTICLE 11. USE OF THE INTERNET

Corendon Hotels and Resorts offers free Wi-Fi to its guests. Corendon Hotels and Resorts cannot guarantee the availability of the Wi-Fi network and does not accept any liability for loss arising from using the Wi-Fi network. Corendon Hotels and Resorts is not liable for the information that you share using the public network. Corendon Hotels and Resorts reserves the right to refuse access to the Wi-Fi network. The Wi-Fi network must not be used for any purpose contrary to the relevant rules and regulations. You are liable for any loss resulting from the unlawful use of the Wi-Fi network.

ARTICLE 12. PRIVACY

Corendon Hotels and Resorts processes your personal data in order to make a reservation and during your stay, in accordance with our privacy statement that can be accessed on www.corendonhotels.com, and in accordance with the General Data Protection Regulation (GDPR).

ARTICLE 13. (AUDIO)VISUAL RECORDINGS AND PHOTOGRAPHS

Recordings and pictures of buildings and property of Corendon Hotels and Resorts are strictly for its own use. Publishing, distributing or multiplying these recordings and pictures in any other way requires the prior consent of Corendon Hotels and Resorts. Making recordings and pictures of employees of Corendon Hotels and Resorts and of other guests is not permitted, unless you obtained the explicit consent of the persons concerned.

ARTICLE 14. APPLICABLE LAW AND THE COMPETENT COURT

14.1. The agreement between you and Corendon Hotels and Resorts is governed by the law of the Netherlands.

14.2. Disputes can solely be submitted to the competent court in Amsterdam.