



General terms and conditions for renting a camper/folding trailer from Val-Travel VOF. (09-2025)

Article 1. Definitions

1.1. In these general terms and conditions, the following terms are used in the following meaning, unless expressly stated otherwise or the context indicates otherwise:

- a. Val-Travel VOF: the user of these general terms and conditions: Val-Travel VOF located at 2e Johannastraat 25 in Apeldoorn, Netherlands registered with the Chamber of Commerce under Chamber of Commerce number 62317113
- b. Renter: the person who rents a camper from Val-Travel VOF;
- c. Agreement: the rental agreement between Val-Travel VOF and the renter;
- d. Camper: the camper rented by the renter from Val-Travel VOF;
- e. Driver: the natural person who is specified as the driver of the camper by the renter in writing or via the website;
- f. Website: the website www.val-travel.com managed by Val-Travel VOF.

Article 2. General

- 2.1. These general terms and conditions apply to every agreement between Val-Travel VOF and the tenant.
- 2.2. Val-Travel VOF is not bound by its offer if there are printing, typographical or programming errors on the website.
- 2.3. If the tenant reserves the camper, the tenant must take note of these general terms and conditions and sign them for having read and agreed to them before the agreement between Val-Travel VOF and the tenant can be concluded.

Article 3. Conclusion of the agreement

- 3.1. The agreement is concluded:
 - a. Because the tenant and Val-Travel VOF have signed the written agreement and because the tenant has completed the entire reservation process and has paid the deposit.
 - b. The tenant must indicate that he or she is attending a music/dance festival when the agreement is concluded. An additional fee of €1350 will be charged for this.
- 3.2. After the agreement has been concluded and Val-Travel VOF has received the down payment, Val-Travel VOF will send the tenant a confirmation email, unless Val-Travel VOF cancels the reservation in accordance with article 4.1.

Article 4. Cancellation of the reservation by Val-Travel VOF

- 4.1. Val-Travel VOF can cancel a placed reservation. In such a case, the tenant will not receive a confirmation email and the tenant will be notified of this by email as soon as possible after placing the reservation and the (down) payment will be refunded to the tenant.
- 4.2. Val-Travel VOF is authorized to cancel the reservation, even after the reservation has been confirmed to the tenant, if there is force majeure. Force majeure includes weather conditions that make it unwise to drive the camper or that create a high probability that the camper will be damaged or destroyed when driving the camper, or that the camper reserved by the renter will be destroyed, and Val-Travel VOF cannot provide a comparable camper.
- 4.3. If Val-Travel VOF cancels the reservation due to force majeure, Val-Travel VOF will refund the deposit to the renter.
- 4.4. In the event of cancellation of the reservation, Val-Travel VOF is not liable for any damage suffered by the renter as a result.

Article 5. Rental period

- 5.1. The rental period starts according to the contract date between 15:00 and 17:00 and ends on the stated contract date between 09:00 and 10:00 unless otherwise agreed. If the rental period is exceeded than one day's rent (1/7th of the weekly rent) plus an additional fee of € 400.00 will be charged to the renter. For each day after that that the renter returns the camper late, the daily rent plus the additional fee of € 400.00 will be charged to the renter.

Article 6. Not being able to make the camper available

- 6.1. If Val-Travel VOF cannot make the camper available to the renter, for example because the previous renter did not return the camper on time, Val-Travel VOF has the right to make a comparable camper available to the renter. This comparable camper must be accepted by the renter. If there is no comparable camper available, the renter can only claim reimbursement for the lost days. In such a case, the renter is not entitled to compensation or any other form of compensation.

Article 7. Kilometres

- 7.1. An average of 300 kilometres is included in the rental price per rental day, unless otherwise stated in the agreement. For the kilometres that the renter has driven extra (per total period), € 0.25 (excl. VAT) per kilometre will be charged. The kilometres driven per day will be calculated by dividing the total number of kilometres driven in the rental period by the number of rental days.



Article 8. Insurance

8.1. The camper is fully insured. There is a deductible of € 650.00 per event, which will first be charged to the renter in the event of damage at home and abroad.

The remaining amount per claim is for the account of the insurance. In the event of multiple unrelated damages, there is again a deductible of € 650,- for the account of the renter. Damage caused by irresponsible use such as driving under the influence or deliberate destruction and/or damage caused by loss and/or improper use are at all times entirely for the account of the renter.

Not co-insured and therefore entirely at the renter's own expense are damage to the awning, damage caused by incorrect refuelling of liquids such as water and fuel, damage to tyres and/or flat tyres and the handling thereof, costs and/or damage related to (towing) due to the camper getting stuck in the ground and/or obstructions.

8.2. Damage not covered by the insurance caused by the driver being under the influence of alcohol or any intoxicant or stimulant at the time of the accident, to such an extent that he should not have been deemed capable of driving the camper properly, is entirely for the account of the renter. Damage caused by allowing unauthorised persons to drive is also for the account of the renter. Damage to the interior is also not covered by the insurance, so that repair and replacement costs are entirely at the expense of the renter. Damage to the camper due to carelessness is never at the expense of Val-Travel VOF.

8.3. In order to be sure of coverage under the insurance, the renter is expected to hand over a police report of the accident to the lessor in all cases of damage involving third parties. In addition, a police report must always be drawn up for damage exceeding € 250, otherwise the insurance coverage will lapse.

8.4. The renter must always be able to hand over all car papers and the key set as received when receiving the camper to the lessor upon return delivery. If this is not the case, the insurance coverage will lapse.

Article 9. Deposit

9.1. The deposit per rental period is € 650.00. The deposit must be paid no later than before the start of the rental period. This deposit will be refunded to the tenant's account after +/- 1 month after the tenant has returned the camper, provided that the tenant has fulfilled all his obligations towards Val-Travel VOF, possibly after deduction of any additional costs owed by the tenant. If it appears that the deposit is insufficient to compensate for the damage to which Val-Travel VOF is entitled in accordance with these general terms and conditions, the tenant will immediately pay the excess, determined by Val-Travel VOF, above the deposit to Val-Travel VOF. If necessary, a final settlement will be drawn up for specification.

9.2. No interest will be paid on the deposit.

Article 10. Cancellation

10.1. Cancellation must be made in writing or by e-mail. The date of postal delivery or email receipt is considered the cancellation date. Val-Travel VOF advises the renter to take out travel and cancellation insurance.

10.2. The cancellation costs are:

- a. In case of cancellation 15 weeks or longer before the start of the rental period: 25% of the rental sum;
- b. In case of cancellation 6 weeks or longer and less than 15 weeks before the start of the rental period: 60% of the rental sum;

a. In case of cancellation less than 6 weeks before the start of the rental period: 100% of the rental sum.

10.3. Returning the camper earlier will not lead to a refund of the rental price (or part thereof).

10.4. In case of, after booking, moving the rental dates to a later date as a gesture of goodwill on the part of Val-Travel V.O.F. the date of the first booking remains valid as the valid date for the start of the original rental date and therefore the calculation date for determining the cancellation costs.

Article 11. Identification

11.1. When booking, the tenant and all drivers must provide identification by means of a valid passport and driver's license. When booking, the tenant agrees that any personal data will be verified and copied.

Article 12. Payment

12.1. When concluding the agreement, the tenant must pay 50% of the rental amount. The tenant must pay the remainder of the rental amount 6 weeks before the start of the rental period.

12.2. Payment must be made to bank account number NL48ABNA0414162730 in the name of Val-Travel VOF in Apeldoorn.

12.3. If the tenant does not pay on time, Val-Travel VOF will send the tenant a reminder. If the tenant fails to comply with this reminder, Val-Travel VOF has the right to terminate the agreement and the cancellation costs as described in article 10 will be charged to the tenant.

12.4. Any fines received by Val-Travel VOF that relate to the rental period in which the camper was available to the tenant will be charged to the tenant afterwards by means of an invoice or deducted from the deposit.

12.5. If the tenant fails to pay the amount owed to Val-Travel VOF on time, Val-Travel VOF will send the tenant a reminder. If the tenant fails to comply with the reminder, the tenant is in default. The tenant then owes statutory interest. The interest on the amount due will be calculated from the moment the tenant is in default until the moment of payment of the full amount. If the tenant fails to pay the claim after a reminder and notice of default, Val-Travel VOF may transfer the claim to a third party, in which case the tenant is obliged to pay, in addition to the total amount then due and the statutory interest, all judicial and extrajudicial costs, to the extent permitted by law.



Article 13. Repairs and damage

- 13.1. When returning the camper, it must be in the same condition as when delivered.
- 13.2. Despite the fact that the campers of Val-Travel VOF are well maintained, a defect or damage can always occur.
- 13.3. The renter may have necessary repairs carried out up to € 100.00. This must be done by an expert repair facility, preferably a dealer of the brand of the camper. For repairs that exceed this amount, Val-Travel VOF must always be contacted first and approval requested. The renter must adhere to the instructions of Val-Travel VOF where possible. Original and specified invoices made out in the name of Val-Travel VOF will be refunded to the renter after the rental period.
- 13.4. Damage to the interior, air conditioning unit on the roof, tires, navigation, radio/CD, TV/DVD, reversing camera, awning and bicycle rack is at the renter's risk, except for normal wear and tear and signs of use.
- 13.5. In the event of any collision, the local police must be called and the European damage form must be completed. The renter must also inform Val-Travel VOF by telephone within 6 hours.
- 13.6. Damage and costs not covered by the insurance, such as those resulting from driving under the influence, allowing unauthorized persons to drive, confiscation, drug transport, flooding, destruction of the interior, etc., are entirely at the renter's expense.
- 13.7. The renter is obliged to report any damage and defects known to him to Val-Travel VOF during the trip and when returning the camper. Telephone number: 0031 (0)6-28705728/ info@val-travel.com
- 13.8. Reimbursement of vacation days due to a defect is/are excluded. Due to a defect in a part during the rental period, the renter cannot claim compensation.

Article 14. Maintenance and damage to inventory

- 14.1. The camper is delivered with a full fuel tank, empty waste water tank, empty cassette toilet and completely cleaned inside and out. At the end of the rental period, the camper must be clean inside and out (except for the roof), the fresh water tank empty, waste water tank and cassette toilet empty and cleaned and returned with a full fuel tank. If this is not the case, the following will be deducted from the deposit:
 - a. An amount of € 150.00 for cleaning the inside;
 - b. € 50.00 for cleaning the exterior if disproportionately dirty;
 - c. € 50.00 for emptying the waste water tank;
 - d. € 75.00 for emptying or cleaning the cassette toilet;
 - e. € 35.00 for filling up the fuel tank + fuel costs.
- 14.2. If damage occurs to inventory or if parts are missing, only an identical copy may be purchased as a replacement or Val-Travel VOF will subsequently charge the renter the costs for purchasing a new one.

Article 15. Fuel

- 15.1. Fuel (diesel) consumption is at the renter's expense. The renter receives the camper with a full fuel tank and the renter must return the camper with a full tank.

Article 16. Additional Costs

- 16.1. No costs are associated with the use of liquid for the chemical toilet and any oil consumption.
- 16.2. Picking up/returning the camper outside office hours (Daily from 9:00 to 18:00) will incur additional costs of € 85 per starting hour.
- 16.3. Visiting a music/dance festival with a Val-Travel VOF vehicle must be reported at all times, for which a deposit of € 2000,- will be charged. If this is not reported in advance, the outstanding deposit will be charged as well as the renter will remain responsible for all costs and damages.

Article 17. Driver

- 17.1. The driver must be at least 21 years old and have held a valid Dutch driving licence B for 3 years. Non-Dutch residents must hold a valid international driving licence, which can be applied for in the country of origin. A driving licence B is sufficient for driving the camper, taking into account a weight on the registration plate varying from 3000 to 3100 kg, according to EU standards including driver (75 kg), full fuel, fresh water tanks, gas bottles, spare wheel, cable reel, standard on-board tools and 10 kg for every metre of length of the camper.
- 17.2. The camper may only be driven by the driver(s) specified by the renter. The renter is personally liable for any traffic violations committed.
- 17.3. The driver must follow all instructions provided by Val-Travel VOF when using the camper. The driver must drive the camper carefully and safely. It is expressly prohibited to drive faster than the maximum permitted speed.

Article 18. Obligations of the renter

- 18.1. If the renter is not the driver, the renter must inform the driver of these general terms and conditions and ensure that the driver complies with the general terms and conditions.
- 18.2. The camper remains the property of Val-Travel VOF at all times. The renter is not permitted to sublet, offer for sale, sell, transfer, encumber or make the camper available to third parties.
- 18.3. The renter guarantees that he or the driver has such a physical and mental condition that is necessary to be able to drive the camper safely.
- 18.4. The renter is responsible for the goods and persons that he transports in the camper. It is expressly prohibited to transport illegal goods, such as narcotics, with the camper.
- 18.5. The camper must be used in accordance with the local laws, regulations and ordinances.
- 18.6. If the tenant fails to fulfil his obligations towards Val-Travel VOF arising from the agreement, these general terms and conditions or the law, fails to fulfil them in a timely manner or fails to fulfil them in full, the tenant must compensate Val-Travel VOF for all damage and/or costs suffered as a result.



Article 19. Instruction

19.1. When collecting the camper, the tenant will receive extensive instructions on how to operate the camper and accessories. This instruction is also (an extract) present in writing in the camper.

Article 20. Which countries may be visited

20.1. All European countries may be visited with the camper, with the exception of risk areas designated in advance by the insurance company and Val-Travel VOF. Damage caused in risk areas is at the tenant's expense. Damage caused by a visit to countries other than those designated green or yellow by the official services is at the tenant's expense.

Article 21. Pets

21.1. Pets are not permitted without written permission from Val-Travel VOF. If a pet has been used in the camper without the permission of the lessor, an amount of € 500.00 will be withheld from the deposit, excluding any visible damage caused by the pet.

Article 22. Smoking

22.1. Smoking is not permitted in the camper. If smoking has been done in the camper, an amount of € 500.00 will be withheld from the deposit. All damage caused by not following this rule will be charged to the renter.

Article 23. Parking

23.1. Leaving a car of the renter and/or driver on the premises of Val-Travel VOF during the rental period is entirely at your own risk. Val-Travel VOF is not liable for any consequences that parking this vehicle entails (for example damage or theft).

Article 24. Liability

24.1. Val-Travel VOF is not liable for any damage caused by temporary or permanent unavailability of the reservation option, inaccessibility or removal of its website due to maintenance or otherwise.

24.2. The colours that can be seen on the renter's screen may differ from the colours that the camper actually has. Val-Travel VOF is not liable for such colour deviations.

24.3. Val-Travel VOF cannot be held liable for any damage that is a direct or indirect consequence of:

- An event that is in fact beyond its control and therefore cannot be attributed to its actions and/or missions;
- Any act or negligence of the renter or the driver.

24.4. Val-Travel VOF is not liable for damage of any nature whatsoever because Val-Travel VOF has assumed incorrect and/or incomplete information provided by the renter.

24.5. Val-Travel VOF is further never liable for personal, material and/or immaterial damage of the renter, driver or his/her travel companions, caused by the use of the camper, mechanical failure and/or collision damage.

24.6. Val-Travel VOF is never liable for indirect damage, including consequential damage, lost profit, missed savings and damage due to business stagnation. If Val-Travel VOF is liable for any damage, the liability of Val-Travel VOF is limited to the amount of the payment made by the insurer of Val-Travel VOF. If the insurer does not pay out in any case or the damage is not covered by the insurance, the liability of Val-Travel VOF is limited to the rental amount.

24.7. The limitations of liability for direct damage included in these general terms and conditions do not apply if the damage is due to intent or deliberate recklessness on the part of Val-Travel VOF.

Article 25. Processing of personal data

25.1. Val-Travel VOF processes personal data in accordance with the Personal Data Protection Act.

25.2. Val-Travel VOF is permitted to provide personal data to a third party:

- If the tenant and/or driver has given explicit permission for this;
- In the context of a statutory provision or legal procedure;
- To protect the rights or property of Val-Travel VOF;
- To prevent a crime or to protect state security;
- In case of suspicion of fraud or other illegal activities;
- It is necessary for the execution of the agreement by Val-Travel VOF.

25.3. The personal data of the renter and/or driver can be included in the Car Rental Warning System. BOVAG is responsible for processing this data in the Car Rental Warning System on behalf of the Rental Companies department, PO Box 1100, 3980 DC Bunnik, in addition to Val-Travel VOF. The personal data of the renter and/or driver can in any case be included if there is embezzlement of the vehicle, if the rental price is not paid or not paid on time and if damage is deliberately caused to the camper. For a complete list, see www.bovag.nl/elena. The persons named can request BOVAG to inspect and correct the processed personal data and to object in writing.

Article 26. Applicable law and competent court

26.1. Dutch law applies to every agreement between Val-Travel VOF and the tenant.

26.2. All disputes concerning agreements between the tenant and Val-Travel VOF will be settled by the competent court in the Netherlands within whose jurisdiction Val-Travel VOF is established. The tenant has 1 month after Val-Travel VOF has invoked this clause in writing against the tenant, to choose to have the dispute settled by the competent court according to the law.