

Park Regulations

General Terms and Conditions

Definitions:

- **Activities:** activities in the Park that are organized by De Hoge Veluwe National Park and offered to the public for a fee, such as tours, excursions, walks and cycling trips, either with or without a guide, and events such as concerts and markets, as well as the provision of food products to order.
- **Visitor(s):** visitor(s) to the Park.
- **Consumer:** any natural person who acts in pursuit of objectives that fall outside of his or her business or professional activity.
- **De Hoge Veluwe:** De Hoge Veluwe National Park Foundation (and its affiliated foundations), Apeldoornseweg 250, 7351 TA Hoenderloo (Telephone: +31 (0)55-8330833, Chamber of Commerce number: 41151066, VAT number: NL0029.75.671.B.01).
- **Proof of Admission:** any ticket and/or other proof of payment with which access can be gained to the Park, including e-tickets, Boca tickets, vouchers and season tickets ('guardian cards').
- **The Park:** the grounds that belong to De Hoge Veluwe National Park Foundation, including all buildings and structures found there, which are owned by De Hoge Veluwe.
- **Catering Services:** the provision of food and beverages and/or the provision of rooms and/or sites, together with all associated services and activities.
- **Catering Agreement:** an agreement between De Hoge Veluwe and a Guest relating to the paid provision of a Catering Service to the Guest.
- **Guest:** a customer and/or Visitor who purchases a Catering Service or intends to do so.
- **No-Show:** the failure to purchase a Catering Service to be provided on the basis of the Catering Agreement concluded, without the Catering Agreement having been legally cancelled.
- **Turnover Guarantee:** the written statement by a Guest that De Hoge Veluwe will achieve at least a specified turnover under a Catering Agreement.
- **Path:** any track constructed by or on behalf of De Hoge Veluwe that is not a Paved Road, but which is used for vehicular or pedestrian traffic and is indicated on the latest walking, cycling, and driving map.
- **Bicycle Repair Centre:** situated in the centre of the Park.
- **Proof of Reservation:** any form of proof that gives the right to participate in Activities and/or to use a product that can be hired for use in the Park.
- **Reservation Value:** the total value of the reservation (including VAT) under the Catering Agreement, as communicated to the Guest and/or stated in the offer accepted by the Guest.
- **Rental Items:** bicycles, GPS devices, iPads, educational materials and any other items that can be hired for use in the Park.
- **Paved Road:** a stone, concrete, or asphalt track constructed by or on behalf of De Hoge Veluwe that is used for vehicular or pedestrian traffic and is indicated on the latest walking, cycling, and driving map.
- **White Bikes:** the white bicycles made available by De Hoge Veluwe, which Visitors are permitted to use free of charge.

Article 1 Applicability

1. The regulations have been drawn up to maintain order and safety in the Park and to regulate the contractual or other relationship with Visitors.

2. By purchasing a Proof of Admission, hiring a Rental Item, reserving an Activity or entering into a Catering Agreement (or a combination of these) the Visitor expressly and unreservedly accepts the applicability of these regulations. These regulations are available for inspection at the entrance where a Proof of Admission can be purchased, a rental agreement can be concluded and/or an Activity can be reserved. The applicability of these regulations must be accepted when purchasing a Proof of Admission, concluding a rental agreement and/or reserving an Activity online.
3. Once the Visitor enters the Park, he/she accepts the applicability of these regulations and is obliged to abide by all the rules and to promptly follow any instructions given by De Hoge Veluwe staff.
4. For any and all situations not provided for in these regulations, De Hoge Veluwe reserves the right to stipulate, either verbally or in writing, supplementary rules which the Visitors are bound to follow.
5. The regulations also apply to all natural persons and legal entities whose services De Hoge Veluwe employs in the implementation of any agreement made with the Visitor.

Article 2 General

1. Advertising, holding public surveys, counts, collections and offering goods or services in the Park is not permitted, unless with the written consent of the Management Board of De Hoge Veluwe.
2. Explicitly disseminating one's convictions, religious or otherwise, or holding demonstrations in the Park is not permitted, unless with the written consent of the Management Board of De Hoge Veluwe.
3. During the stay in the Park the Visitor must behave in accordance with the general binding regulations, public order and common decency, and observe the standards of propriety applicable to the nature of the activity visited.
4. Smoking is not permitted in the buildings or on the terrace of the Park restaurant, except in the designated areas.
5. The use of drones is not permitted, unless with the prior written consent of the Management Board of De Hoge Veluwe.
6. Photography and video recording are permitted for private purposes only.
7. Publishing or broadcasting visual and/or audio recordings showing the Park are not permitted, unless De Hoge Veluwe has granted its written permission in advance.
8. Visitors may be photographed or filmed. De Hoge Veluwe reserves the right to use this material for publication purposes, taking into account the portrait rights that apply in the Netherlands.
9. Creating a wilful disturbance and the audible use of radios, recorders or other sound carriers is not permitted. The judgement of De Hoge Veluwe is final in such matters. The staff of De Hoge Veluwe are authorized to temporarily confiscate the sound carrier in the event of wilful disturbance.
10. Visitors are not permitted to bring their own refreshments into the restaurant areas. Visitors may only consume their own refreshments in the designated areas.
11. The names 'De Hoge Veluwe' and 'Country Residence/Museum Jachthuis Sint Hubertus' and related trademarks may only be used outside of the Park with the prior written permission of the Management Board of De Hoge Veluwe.
12. During their visit to the Park, Visitors are not permitted to:
 1. disturb animals;
 2. be present in or on the water and/or to fish without a permit;
 3. camp outside of De Hoge Veluwe nature-friendly campsite; or
 4. take White Bikes or Rental Items or property of De Hoge Veluwe outside of the Park.
13. The following are not permitted without the written consent of De Hoge Veluwe:
 1. to place market stalls, beach tents, wind shields, campervans or tents on the grounds of De Hoge Veluwe;
 2. to barbecue. Permission to barbecue will only be granted in the places designated for this purpose.

Article 3 Admission

1. Admission to the Park is at the Visitor's own risk. De Hoge Veluwe is in no way liable in the event of any damage.

2. Visitors are only permitted to enter the Park at the official entrances with a valid Proof of Admission.
3. Reprinting, offering or trading Proofs of Admission, discount vouchers etc. is prohibited. This will be reported to the police.
4. Season tickets and similar documents may not be traded, resold or used by third parties.
5. During their stay in the Park, Visitors must be able to show their Proof of Admission to one of our staff on request.
6. For identification purposes in connection with the inspection of a season ticket, Visitors may be asked by De Hoge Veluwe to temporarily remove a head covering, sunglasses or other item of clothing covering the face. Inspections will respect Visitors' personal integrity and beliefs at all times.
7. An additional admission fee may be requested for parts of the Park.
8. The Proof of Admission is only valid on the date of issue or for the period indicated. If a Proof of Admission is only valid on a specified date or for a specified period, its validity cannot be extended.
9. If a Proof of Admission is not used, or not used in full, no money will be refunded.
10. Proofs of Admission and season tickets remain the property of De Hoge Veluwe. They may be withdrawn if the holder behaves inappropriately or acts in contravention of these regulations.
11. Children under 12 may only enter the Park under the continuous supervision and guidance of an adult. Parents or group leaders are responsible for and accountable for the behaviour of the children under their supervision at all times. Teachers or group leaders are responsible for and accountable for the behaviour of the members of the group under their supervision.
12. Visitors are not permitted to climb over walls or fences.
13. De Hoge Veluwe reserves the right to change opening days or opening times during the season.
14. De Hoge Veluwe is entitled to close an attraction or section of the Park without being obliged to compensate Visitors.
15. It is not permitted to remain in the Park outside of opening hours, with the exception of the campsite situated in the Park for those holding a valid ticket for an overnight stay. The last admission to the Park is one hour before closing time.
16. In the interests of safety and security, De Hoge Veluwe reserves the right to deny Visitors access to the Park when there are already large numbers of Visitors present.
17. School groups and parts of school groups must always be supervised by one or more group leaders during their visit to the Park. This also applies when visiting all buildings in the Park. The regulations for school groups are applicable to their visits. These can be consulted at <https://www.hogeveluwe.nl/nl/over-het-park/reglement-park/reglement-scholen> (information in Dutch).

Article 4 Traffic and Parking

1. Traffic regulations from the Road Traffic Act 1994 and associated legislation apply in the Park and to the related parking spaces. The directions given by staff of De Hoge Veluwe must be followed to prevent disruptions to traffic. If traffic regulations or directions given by De Hoge Veluwe staff are not followed sufficiently or at all, De Hoge Veluwe is entitled to either deny the Visitor's motor vehicle access to the car park of De Hoge Veluwe or to remove the vehicle at the Visitor's expense. The judgement of De Hoge Veluwe is final in such matters.
2. In the Park, cars and motorcycles must be parked in the designated spaces in the car park or on the verges of the roads. Where the verge is not clearly recognizable, a five-metre strip alongside the road applies as a verge. Bicycles and mopeds must be parked in the bicycle racks or designated spaces. Parking is at the Visitor's own risk. De Hoge Veluwe accepts no liability whatsoever in the event of any damage.
3. Motorized traffic is only permitted on Paved Roads.
4. The speed limit is 60 km/h. However, the recommended speed limit is 40 km/h.
5. Cycling outside of the Paved Roads and cycle lanes is prohibited.

6. For their safety walkers and cyclists are advised not to use the Paved Roads that are also accessible for cars.
7. Walking in the Park is only permitted on Paved Roads and on Paths. The signposted sanctuaries for big game animals may not be entered.
8. Horse riders must use the Paths and the verges of the Paved Roads. The signposted sanctuaries for big game animals may not be entered.
9. Horse-drawn carriages are only permitted on Paved Roads and bridle paths. Large sections of the designated bridle paths are not suitable for carriages.

Article 5 Safety and Liability

1. De Hoge Veluwe is in no way liable for personal injury and/or theft, loss, misplacement of or damage to possessions belonging to Visitors that occurs during and/or as a result of a visit to the Park (including the catering facilities on site and as a result of the use of any resource, technical or otherwise – such as apps – made available by De Hoge Veluwe), except insofar as these have resulted from wilful misconduct or gross negligence on the part of De Hoge Veluwe. De Hoge Veluwe is also not liable for consequential damage, including trading loss or loss of income. In the event that De Hoge Veluwe cannot successfully invoke the aforementioned limitations of liability, De Hoge Veluwe will be held financially liable for an amount totalling no more than the amount paid out by the liability insurance plus De Hoge Veluwe's own insurance excess.
2. Litter must be deposited in the bins or rubbish containers provided in the Park or be taken home.
3. Visitors must hand in items found in the Park to staff of De Hoge Veluwe at the Museonder/Visitor Centre or at one of the three entrances to the Park.
4. In cases of theft, the police will always be notified.
5. Visitors are liable for any damage or loss caused to De Hoge Veluwe and/or any third parties resulting from an act or omission on their part (whether or not in violation of these regulations) as well as for any damage or loss caused by any animal and/or substance and/or item that is in the Visitor's possession or under his/her supervision. Group leaders and other supervisors are responsible for the groups and individuals visiting the Park under their supervision. These leaders will be liable for any damage caused by individuals under their supervision. The amount of the damages to be paid is at the discretion of De Hoge Veluwe, and this can only be derogated from if the Visitor shows that the amount of compensation to be paid is manifestly unreasonable.
6. The directions given by staff of De Hoge Veluwe must be followed at all times.
7. Carrying and/or bringing weapons or other dangerous objects into the Park is prohibited. The judgement of De Hoge Veluwe is final in such matters. De Hoge Veluwe reserves the right to remove anyone in possession of such items from the Park, if necessary with the assistance of the police.
8. Visitors who appear to be under the influence of drugs or alcohol, or dealing or in possession of drugs, or who otherwise create a disturbance in the opinion of De Hoge Veluwe, may be denied access to the Park without being entitled to any compensation.
9. Rowdy behaviour or destruction, physical violence, verbal abuse or otherwise undesirable behaviour against other Visitors or De Hoge Veluwe staff will not be tolerated. The judgement of De Hoge Veluwe is final in such matters. Visitors guilty of such behaviour will be removed from the Park.
10. If a Visitor is faced with an unsafe situation or damage, the Visitor should notify a member of De Hoge Veluwe staff as soon as possible. If a Visitor causes damage, he or she must notify a member of De Hoge Veluwe staff before leaving the Park.
11. Visitors must follow the regulations and instructions of the fire department. Lighting fires is prohibited. Smoking outdoors is also prohibited during prolonged drought.
12. De Hoge Veluwe hereby informs Visitors that CCTV monitoring may be used to protect the safety and property of both Visitors and De Hoge Veluwe.
13. Feeding animals or luring them with food is prohibited.
14. It is prohibited to take plants, fungi, branches, flowers, moss, vegetation, living or dead animals, antlers or other natural objects away from the Park. The police will be notified immediately if this prohibition is breached.

Article 6 Use of facilities

1. Use of the attractions, facilities or playground equipment is at the Visitor's own risk.
2. The attractions and other facilities are at the Visitors' disposal unless indicated otherwise. Where indicated, additional payment may be required for their use.
3. When using the attractions and other facilities, Visitors must follow the directions or operating rules indicated on the notices or given by De Hoge Veluwe staff.
4. Restrictions for use may apply to a number of attractions, e.g. a minimum or maximum age or height. Failure by a Visitor to follow the directions/operating rules entitles De Hoge Veluwe staff to deny that Visitor the use of the attraction or facility without the Visitor being entitled to any compensation.
5. De Hoge Veluwe is not liable for any damage or loss resulting from a failure to follow the directions/operating rules.

Article 7 Clothing

1. Wearing swimwear is prohibited except in swimming areas and in the direct vicinity of these areas.
2. The upper body must be covered at all times while visiting the Park, except in swimming areas or the vicinity thereof, where suitable swimwear must be worn.

Article 8 Pets

1. Pets are allowed into the Park on the condition that they are kept on a physical leash. The use of an electronic leash or alternative device is not permitted. Pets are not permitted in the Park buildings, with the exception of the Park restaurant.
2. Pets other than dogs or horses are not allowed in the Park.

Article 9 Rental Items

1. Rental Items can be hired by Visitors to the Park (subject to availability). Some Rental Items can also be hired in advance online for a specific date.
2. A Rental Item may only be used in accordance with its intended purpose and must be returned to De Hoge Veluwe in the condition in which it was issued to the Visitor. The Visitor is liable for damage to or the loss of a Rental Item or parts thereof. The amount of the damages to be paid is at the discretion of De Hoge Veluwe, and this can only be derogated from if the Visitor shows that the amount of compensation to be paid is manifestly unreasonable.
3. The rental price will be determined according to the rates as stated and clearly displayed by De Hoge Veluwe. The rental price must be paid in advance, unless indicated otherwise.
4. A Rental Item will only be issued if a valid Proof of Reservation is shown.
5. If a reservation is made online, the Proof of Reservation will be sent to the email address provided immediately after payment.
6. De Hoge Veluwe is not liable if the email address entered by the hirer is incorrect and/or his/her email account is not working correctly.
7. In the event of a cancellation of a rental agreement entered into in the webshop of De Hoge Veluwe (at the URL <https://www.hogeveluwe.nl/en/webshop>) in principle no money will be refunded, unless De Hoge Veluwe decides otherwise.
8. If a Rental Item is not used, or is not used in full, no money will be refunded.
9. The rental period is the period beginning when the Visitor receives a Rental Item until the time the Rental Item is returned as stated in the rental contract or agreed upon verbally. An extension of the rental period can only be granted with De Hoge Veluwe's consent and in accordance with the applicable (extension) rental rates. Early return of a Rental Item terminates the rental contract but does not give the person who rented the item the right to receive a reduction in the rental price stated in the contract or the additional rental price that applies to an extension of the rental period.

10. A Rental Item must be returned at an agreed location no later than at the agreed (and if applicable specified) time of return. Unless stipulated otherwise, the return location is the Bicycle Repair Centre.
11. Any deposit made by the Visitor with regard to costs incurred as agreed in the rental contract does not diminish the Visitor's obligation to pay any remaining costs in cash, without prejudice to the right of De Hoge Veluwe to full compensation for damage.
12. It may unfortunately be that De Hoge Veluwe has to cancel the rental agreement, also at the last minute. De Hoge Veluwe makes every effort to ensure that this happens as little as possible. If De Hoge Veluwe cancels a rental agreement, which it is entitled to do at any time, De Hoge Veluwe is not liable to pay any compensation for this, other than that it will refund the price for the Rental Item that has already been paid, unless the Visitor agrees to another solution proposed by De Hoge Veluwe.
13. De Hoge Veluwe is in no way liable for damage resulting from the use of a Rental Item.

Article 10 White Bikes

1. White bicycles (known as 'White Bikes') are available for use in the Park (subject to availability). Visitors may use these bicycles free of charge.
2. The White Bikes are parked in the bicycle racks in the Park. The White Bikes that are parked in the bicycle racks in the Park are available for use by all Visitors.
3. The White Bikes cannot be reserved and may not be secured with a lock.
4. De Hoge Veluwe is in no way liable for damage resulting from the use of the White Bikes. Any damage that is caused to a White Bike by a user of that White Bike must be reimbursed to De Hoge Veluwe by the user of that White Bike. The amount of the damages to be paid is at the discretion of De Hoge Veluwe, and this can only be derogated from if the Visitor shows that the amount of compensation to be paid is manifestly unreasonable.
5. The White Bikes do not have any lights. The use of the White Bikes before sunrise and after sunset is entirely at the user's own risk.

Article 11 Activities

1. Visitors can book Activities in the Park. Activities for a specific date and time can also be booked online in advance. Once the maximum capacity of an Activity has been reached, it will no longer be possible to book that Activity.
2. The price will be determined according to the rates as clearly stated or displayed by De Hoge Veluwe at the time of the reservation. The price must be paid in advance, unless indicated otherwise.
3. If an Activity is reserved online, the Proof of Reservation will be sent to the email address provided immediately after payment.
4. De Hoge Veluwe is not liable if the email address entered by the hirer is incorrect and/or his/her email account is not working correctly.
5. In the event of a cancellation of a reservation of Activities made in the webshop of De Hoge Veluwe (at the URL <https://www.hogeveluwe.nl/en/webshop>) in principle no money will be refunded, unless De Hoge Veluwe decides otherwise.
6. If the Activity offered by De Hoge Veluwe is not used, or is not used in full, in principle no money will be refunded, unless De Hoge Veluwe decides otherwise.
7. The reservation gives the right to take part in the Activity at the place and time stated in the reservation.
8. Participation in an Activity is only possible on presentation of a valid Proof of Reservation.
9. It may unfortunately be that De Hoge Veluwe has to cancel Activities, also at the last minute. De Hoge Veluwe makes every effort to ensure that this happens as little as possible. If De Hoge Veluwe cancels an Activity, which it has the right to do at any time, De Hoge Veluwe is not liable to pay any compensation other than the refunding of the price already paid for the Activity, unless the Visitor agrees to an alternative solution proposed by De Hoge Veluwe.
10. De Hoge Veluwe is in no way liable for damage or loss as a result of taking part in any Activity.

Article 12 Purchasing Proofs of Admission online and by email

1. Tickets can be purchased online. These e-tickets have a unique bar code. The e-tickets will be sent to the email address provided immediately after payment.
2. De Hoge Veluwe is not liable if the email address entered by the hirer is incorrect and/or his/her email account is not working correctly.
3. The purchaser must take the e-tickets with him/her, preferably digitally (for example on a mobile phone), in good condition to the entrance to the Park, where the e-ticket will be inspected.
4. Each e-ticket may only be used once. The barcode on an e-ticket must not be folded or damaged in any way. If an e-ticket is illegible, the ticket holder may be refused entry to the Park.
5. The right of cancellation within 14 days without giving any reason does not apply to the purchase online or by email of a Proof of Admission linked to a specific date. If due to force majeure, including illness, a Consumer has not been able to make use of a Proof of Admission purchased online and linked to a specific visiting date, De Hoge Veluwe will in principle, as a goodwill gesture, provide the Consumer with a voucher that will grant the Consumer admission at another time (unless De Hoge Veluwe decides otherwise). To apply for such a goodwill gesture, the Consumer can send an email to reserveringen@hogeveluwe.nl.
6. De Hoge Veluwe reserves the right to refuse or cancel an order without having to provide a reason. In this case, the purchaser will be notified by email.
7. If the electronic payment of an e-ticket is not correctly processed or authorized for technical or other reasons, or is not processed or authorized in time, the e-ticket is invalid. De Hoge Veluwe accepts no liability in such a case.
8. It is not permitted to use e-tickets for commercial purposes except with the written permission of De Hoge Veluwe. E-tickets cannot be used in combination with other promotions or discounts, unless stated otherwise. If the validity of the e-tickets has expired, it is not possible to exchange the e-tickets or receive a refund in any form.

Article 13 Cancellation of a reservation by a Guest

1. This article is applicable to reservations that are made by email (reserveringen@hogeveluwe.nl) or by telephone (+31 (0)55-8330833) via the reservations department of De Hoge Veluwe (for the most recent contact information, see <https://www.hogeveluwe.nl/en/about-the-park/contact>). A reservation comes about when the Guest has accepted the offer made by De Hoge Veluwe by email or otherwise in writing. The reservation may concern Activities, Proofs of Admission, Catering Services, shop articles and/or Rental Items, or a combination thereof.
2. In the event of a cancellation of a reservation by the Guest as referred to in point 1, the following amounts are payable by De Hoge Veluwe.
 - no reimbursement if the cancellation occurs one month or more before the time arranged in the reservation;
 - reimbursement of 25% of the Reservation Value if the cancellation occurs eight days or more (but less than one month) before the time arranged in the reservation;
 - reimbursement of 50% of the Reservation Value if the cancellation occurs three days or more (but less than eight days) before the time arranged in the reservation;
 - reimbursement of 75% of the Reservation Value if the cancellation occurs less than three days before the time arranged in the reservation.
3. In the event of the cancellation of part of a reservation as referred to under point 1, the reimbursement stated under point 2 is payable in respect of the part of the Reservation Value relating to the cancelled part.
4. Cancellation by the Guest must be made in writing.
5. Amounts payable by De Hoge Veluwe to third parties in connection with the cancelled reservation must in principle be paid by the Guest in full, unless De Hoge Veluwe decides otherwise.
6. In the case of a No-Show, the Guest is liable to pay De Hoge Veluwe the entire Reservation Value.

Article 14 Cancellation of a reservation by De Hoge Veluwe

1. This article is applicable to reservations that are made by email (reserveringen@hogeveluwe.nl) or by telephone (+31 (0)55-8330833) via the reservations department of De Hoge Veluwe (for the most recent contact information, see <https://www.hogeveluwe.nl/en/about-the-park/contact>). A reservation comes about when the Guest has accepted the offer made by De Hoge Veluwe by email or otherwise in writing. The reservation may concern Activities, Proofs of Admission, Catering Services, and/or Rental Items, or a combination thereof.
2. Article 9, paragraph 12, and article 11, paragraph 9, apply correspondingly if the cancellation concerns a Rental Item or an Activity respectively.
3. If the cancellation also concerns Proofs of Admission, De Hoge Veluwe is not liable to pay any compensation for these, except that it will refund the price of the Proofs of Admission already paid, unless the Guest agrees to an alternative solution proposed by De Hoge Veluwe.
4. If the cancellation concerns a Catering Service, paragraphs 5 and 6 of this article apply to that part of the reservation.
5. It may unfortunately be that De Hoge Veluwe has to cancel a Catering Service, also at the last minute. De Hoge Veluwe makes every effort to ensure that this happens as little as possible. If De Hoge Veluwe cancels a Catering Service, which it is entitled to do at any time, De Hoge Veluwe is not liable to pay any compensation for this, other than that it will refund the advance payment and/or the security deposit within the meaning of article 19, unless the Visitor agrees to another solution proposed by De Hoge Veluwe.
6. Furthermore, De Hoge Veluwe is entitled to cancel the Catering Agreement at any time, without being liable to pay any compensation for this, if at the time of the reservation De Hoge Veluwe has not been informed or has been incorrectly informed of the nature of the event, and it would not have entered into the Catering Agreement if it had been correctly informed of the nature of the event. If this right is exercised after the start of the event in question, the Guest is obliged to pay for the food and beverages consumed up to that point. The Guest remains under obligation to pay the full cost of the room and/or site.

Article 15 Enforcement

1. In the event that any person acts in contravention of these regulations, De Hoge Veluwe staff are authorized to take the following action:
 - a. impose an immediately payable fine of up to €100 for each violation;
 - b. refuse entry to the Park; or
 - c. remove the individual from the Park. without prejudice to De Hoge Veluwe's other rights in pursuance of the law.
2. De Hoge Veluwe staff are further authorized to do the following:
 - a. give instructions to Visitors;
 - b. collect Proofs of Admission; and
 - c. confiscate prohibited goods belonging to Visitors for the duration of their visit to the Park.
3. These regulations do not affect the powers of special investigating officers.

Article 16 Applicability

1. Articles 16 to 21, in addition to the foregoing conditions, are applicable to all offers relating to, and to the formation of, Catering Agreements between De Hoge Veluwe and the Guest.

Article Art. 17 Formation/contents of Catering Agreements

1. All offers made by De Hoge Veluwe in respect of Catering Agreements between De Hoge Veluwe and the Guest are non-binding.
2. Catering Agreements can only be entered into for groups of at least nine people.
3. The number of people to which a Catering Agreement applies may be reduced to a minimum of nine people up to seven days before arrival in the Park.

Article 18 Obligations of De Hoge Veluwe

1. In respect of a restaurant reservation, De Hoge Veluwe is obliged to make the agreed facilities available at the time arranged and, in the manner that is usual in the Park restaurant or the Tea House, to provide the agreed amount of food and drink of the usual quality.
2. In respect of hiring rooms and/or sites, De Hoge Veluwe will make the room/site available as agreed. De Hoge Veluwe has the right to make a different room/site available, unless the alternative provided is clearly perceived as unreasonable and unacceptable, in which case the Guest has the right to cancel the agreement in respect of hiring a room or site. A difference in the rental price in favour of the Guest will be refunded by De Hoge Veluwe. De Hoge Veluwe is not liable for any damage or loss.
3. De Hoge Veluwe has the right to not provide the Catering Service or to suspend the service if the Guest does not behave according to the standards of behaviour, including the standards of decency, that apply in the Park.
4. De Hoge Veluwe has the right to cancel the Catering Agreement, without any obligation to pay damages, due to a well-founded fear of a public order disturbance, following consultation with the competent authority on site.
5. The Guest is required to leave the Park at the first request of De Hoge Veluwe.

Article 19 Advance payment and deposit

1. De Hoge Veluwe has the right to ask the Guest for an advance payment on a reservation. For a Consumer, the maximum value of the advance payment is half of the Reservation Value. If the advance payment is not made within the specified time, De Hoge Veluwe has the right to cancel the reservation without having to give the Guest a further deadline for the advance payment.
2. During implementation of the Catering Agreement, De Hoge Veluwe is entitled at any time to require the Guest to pay a security deposit to guarantee payment of the invoice by the Guest. De Hoge Veluwe has the authority to use this deposit to cover all or part of the invoice. Any excess amount will be repaid to the Guest.

Article 20 Turnover Guarantee

1. If the Guest has given a Turnover Guarantee, the Guest will be obliged to pay De Hoge Veluwe at least the amount specified in the guarantee.

Article 21 Payment

1. The Guest is obliged to pay the price specified in the Catering Agreement. Changes to the VAT rate will always be charged on to the Guest. Unless a different agreement is made in writing, the Guest must pay immediately upon receipt of the invoice.
2. If an invoice is drawn up and sent for a bill under €250, De Hoge Veluwe has the right to charge a €20 administration fee. De Hoge Veluwe is free to decide whether to issue an invoice and to refuse a request from a Guest to this effect at any time.
3. Invoices should be paid within 14 days. If payment is not made in good time, the Guest will be in default without a notice of default being required, and from the payment date the Guest will be liable to pay the applicable statutory interest until the date on which payment is made in full. In the case of a non-Consumer, the statutory commercial interest is payable.
4. All judicial and extrajudicial debt recovery costs incurred by De Hoge Veluwe in connection with a late payment by a non-Consumer are payable by the Guest, with a minimum charge of €150 (excluding VAT).

Article 22 Force majeure

1. If De Hoge Veluwe is unable to meet its obligations due to force majeure, there is no right to a refund and/or compensation.
2. In addition to its meaning in law, force majeure in these regulations is defined as all external causes, foreseen and unforeseen, upon which De Hoge Veluwe can have no influence and as a result of which De Hoge Veluwe is unable to meet its obligations, either fully or in part. These causes include but are not restricted to fire, power failure, accident, illness, pandemic, strikes, riots, war, government measures and transport disruptions.

Article 23 Privacy

1. De Hoge Veluwe respects the privacy of its Visitors. In its privacy statement De Hoge Veluwe has explained how the personal data of the Visitors is obtained, what it is used for, what the retention period of this personal data is, what rights the Visitor has and where the Visitor can turn to exercise these rights or ask a question on the subject of privacy. This privacy statement can be consulted and downloaded at: <https://www.hogeveluwe.nl/en/privacy-statement>.

Article 24 Annual Pass

1. The annual pass gives access to the Park during the opening hours.
2. The annual pass must be shown to the gatekeeper at the entrance to the Park.
3. The annual pass is strictly personal, and includes a photo of the passholder.
4. The annual pass is valid from the moment of purchase until 31 December of the relevant calendar year.
5. The annual pass will be delivered by post to the stated address no later than ten days after its purchase.
6. In the first two weeks after the purchase of the annual pass, access to the Park is granted on presentation of an attachment in the confirmation email in combination with a valid proof of identity.
7. When the annual pass is purchased, the annual direct debit of the subscription charges must be agreed to.
8. The annual pass can be cancelled per entire calendar year. The cancellation of the annual pass for the following year must be communicated to De Hoge Veluwe via jaarkaart@hogeveluwe.nl no later than on 1 December.
9. The holder of the annual pass must provide proof of identity on request.
10. If the Park Regulations are infringed the Management Board are entitled to confiscate the annual pass.

Article 25 Campsite

1. The campsite is situated in De Hoge Veluwe National Park, near the Hoenderloo entrance.
2. Overnight stays on the campsite are only permitted with a valid overnight ticket.
3. Tickets for a stay on the campsite are only issued at the Hoenderloo entrance to the Park, situated near the campsite.
4. The current prices for a stay on the campsite, as well as the opening hours of the Park, are applicable to guests on the campsite, and can be found at <https://www.hogeveluwe.nl/en>.
5. A stay on the campsite with a tent, caravan or campervan is only permitted in the numbered places indicated for this purpose.
6. Guests on the campsite may camp on the campsite for three consecutive weeks. There must be at least a month between two camping periods.
7. A tent, caravan or campervan may be left unattended for a maximum of one night. The tent, caravan or campervan must however have a valid ticket.
8. The maximum permitted length of a caravan or campervan is seven metres.
9. Campers must follow the instructions of the campsite manager at all times.

Article 26 Miscellaneous

1. In any and all cases not covered by these regulations, the Management Board of De Hoge Veluwe is authorized to make a final decision.
2. The invalidity of any clause in these regulations does not affect the validity of all other clauses.
3. Any claim by a Visitor against De Hoge Veluwe will lapse after a period of one year of initiating the claim.
4. All agreements with De Hoge Veluwe are governed by the laws of the Netherlands. In case of disputes between De Hoge Veluwe and a Visitor/Guest who is not a Consumer, the District Court of Gelderland has exclusive jurisdiction to hear those proceedings.

The Management Board and staff of De Hoge Veluwe wish you a pleasant visit to our Park.

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