

Version: 4 February 2021

Dear guest,

We fully understand that you may have questions about the Coronavirus and to what extent this will affect your holiday. That is why we have prepared a Q&A (frequently asked questions plus answers). If you still have any questions after reading the Q&A, Feel free to ask your questions, preferably by e-mail, at reservations@droomparken.nl. We will answer your question as soon as possible.

Regards,

**Nebay Gebrehiwot
Letting Manager**

Q&A

We look forward to welcoming you at one of our holiday parks. To offer you a safe and relaxing stay, we ask you to read the code of conduct below, drawn up by HISWA RECRON:

Always... Keep a distance of 1.5 metres from each other. If you have a cough, a cold or if a family member has a fever, stay at home! Prevent overcrowding in wildlife and other areas. Alternatively, stay at your holiday accommodation.

Proper preparation... Check the website of the park you will be staying at and that of the municipality for up-to-date information about special measures, such as restricted areas, paths, roads and parking spaces, as well as guidelines. Use cycling and hiking apps so that you can accurately map out your route. Lobby staff can help you with this.

A safe departure... Droomparken is a member of HISWA RECRON and has drawn up a Corona protocol in mutual consultation with them. You can pick up a copy from the lobby or request a digital version. Please read it and follow the instructions. Avoid crowded places and busy times. Lobby staff can give you additional information on this subject.

Can I still stay at the park?

Yes, you can. The urgent advice of the Dutch government is that holiday homes, like the home situation, are only rented out to one household and a maximum of 1 person who does not belong to that household or 2 persons from different households. Children up to 12 years are exempt. Adults from different households must observe the 1.5-metre social distancing rule.

- Is it safe to stay at the park?

Yes, we would like to emphasise that guests can still enjoy our parks/resorts and that it is safe to do so. A lot is still possible thanks to a wide range of measures to facilitate a safe stay, under the motto Stay safe -> Safe stay.

- Safe check-in -> our check-in procedures are designed to ensure safety in full compliance with RIVM guidelines. In public areas such as the lobby, wearing a face mask is mandatory. This means that our employees wear a face mask and this is also mandatory for guests checking in.
- Safe house -> the hygienic care for the accommodation is fully aimed at ensuring that you can enter the home safely and cleanly, with extra attention being paid to contact surfaces

- Safe food -> meals ranging from breakfast to dinner are delivered to the holiday home by employees of our restaurants Corona proof. Take-away is often also possible.
- Safe nature & fun -> you can fully enjoy the nature around our parks and *have fun*.

- Does the curfew also apply at the holiday park?

Yes, the Corona measures must be observed at the holiday park as well. This means that, during your stay with us, you will be asked to remain in your holiday home between 21:00 and 04:30. This rule applies until Wednesday 10 February.

- Can I walk my dog during the curfew?

Yes, you can.

- What are the conditions for cancellation?

If despite the explanation of the above measures, you still want to cancel or rebook to a park closer to home, we can rebook you for an alternative stay with an arrival date up to 31 December 2021. If the costs of changed booking are higher than the original booking, you will need to pay the difference.

- If I have booked through a travel agency, can I rebook my stay through Droomparken directly?

Unfortunately, we need to refer you to the travel agency where the original booking was made.

- Why don't I get a refund if I want to cancel?

You have made a booking with us and the holiday home has been reserved for you during that period. You can enjoy a safe holiday with us and the home is ready for use, cleaned and prepared. We understand that during such testing times, some of us prefer to stay at home. In such instances, we try to be helpful and offer to rebook to another period with an arrival date of up to 31 December 2021, free of charge, in another park if so desired.

- How do I check in at Droomparken?

We try to avoid physical contact to the greatest possible extent. Therefore, our front office employee will call you in advance. He or she will discuss a time of arrival with you to ensure that not everyone arrives at the same time. Check-in is completed outside the lobby as much as possible. More information about your arrival will be sent by e-mail.

- Have lobby opening hours changed?

Yes, our lobby opening hours have changed. On Mondays and Fridays, the lobby will close at 19:00 and at 18:00 on the other days, until further notice.

We refer you to the Droomparken App or our website for the up-to-date times. Please call us or send an e-mail if you have any questions, so we can avoid physical contact to the greatest possible extent. You can find the park's telephone number and e-mail address on the park map, on the lobby door and/or in the Droomparken App.

- Are face masks mandatory in the park?

Wearing a face mask is mandatory in communal and covered areas in the park, but not when you are outside of the park.

- Are the park's facilities open?

We abide by the measures imposed by the government. All restaurants are closed by order of the government. However, guests can have meals delivered at their holiday homes Corona proof collect them from the restaurant. Ordering is very easy via the Droomparken App or by calling the restaurant in the park.

Swimming pools, wellness centres, fitness centres and playgrounds are closed until further notice. Any tennis courts (maximum of 2 people + 1.5-metre rule) are open.

What about ordering and collecting evening meals during curfew?

Take-away meals are possible when the restaurant is open until 20:45. Meals can still be delivered at the holiday home after 21:00, provided the kitchen of the restaurant is still open. For more information, please check the Droomparken App or ask the lobby staff.

- Will there be any entertainment at the park?

The (online) animation programme is due to start again at the various sites on 12 February 2021. For more information check, please check the Droomparken App.