



## Cocoon Village Rules & Regulations

### COVID-19: PREVENTIVE MEASURES & SAFETY PRECAUTIONS ARE COMPULSORY

#### 1. Scope of these rules and regulations

Staying in the Cocoon Village entails that you have read and agree with present rules and regulations and commit to complying with these rules and regulations. Breaking any of these rules and regulations is liable to result in immediate expulsion.

#### 2. Conditions of admission

Before your vacation in the Cocoon Village, your stay needs to have been paid in full. Upon arrival, holidaymakers will be asked to show their booking confirmation. Holidaymakers that have not paid their stay in full will not be granted access. Holidaymakers may only access the site during the duration of their stay. It is not authorised to entertain overnight guests in the tent. If you wish to entertaining guests during the day, you must inform the site manager in advance and obtain permission. guests need to announce themselves on arrival at the Cocoon Village. Holidaymakers are held accountable for the behaviour and any potential damages caused by their guests. Minors need to be accompanied by their parents or legal guardians.

#### 3. Traffic and parking of vehicles

The Cocoon Village car park is located next to the site. A parking space (one car per tent) is provided during the length of your stay. The car park is accessible on the day of your arrival from 17:00 onwards. We request you provide us with your registration number when you arrive (for maximum 1 car per tent). You need to vacate the car park before 15:00 on the day of your departure. We will provide you with an access code for the car park before your stay. This code is strictly confidential and personal and may never be communicated to third parties exterior to the Cocoon Village. The car park is monitored by a CCTV camera. Nonetheless, the Domain of the Caves of Han cannot be held responsible for any damages, accidents or theft. The Cocoon Village is a pedestrians-only area. Motor vehicles are strictly forbidden. Bicycles and scooters are allowed to park on site, but may not be used to travel the site.

#### 4. Use of the sanitary facilities

The shower block is open from 7:00 to 22:00. It may only be used by Cocoon Village holidaymakers. We request you use the sanitary facilities in a respectful and prudent manner. They should be left in the same state of cleanliness and general order in which they were found. Children under 8 must at all times be accompanied by a responsible adult when using the sanitary facilities.

#### 5. Use of the Cocoon Tent

Please close your Cocoon Tent when exiting, especially if it is raining. The holidaymakers shall keep the equipment, furnishing, fittings and effects in or at the Cocoon Tent in the same state of repair as at the commencement of the holiday. Please treat the equipment, furnishing, fittings and effects with due care! Please refer to article 12 pertaining to the safety deposit.

#### 6. Noise restriction rules

Sound equipment should be used in such a manner that it does not disturb your neighbours. Please adjust the volume of your sound equipment (smartphone, speakers...) accordingly, failing which their use may be forbidden. The Cocoon Village is a family-friendly location. Silence must be total from 22:00 to 07:00.

#### 7. Pets

Pets are not allowed in the Cocoon Village.

#### 8. Security and public order

Management reserves the right to partially or completely evacuate the site for safety reasons.

##### a. Fires

It is forbidden to light fires or bring any type of camping stove or hot plates. Candles are forbidden in the tents.

##### b. Barbecue

It is strictly prohibited to use the barbecues to make a camp fire or use as a fire pit.

The barbecue grill needs to be properly cleaned after each use. There is a barbecue brush attached to the barbecue.

##### c. Smoking

There are smoking areas on site. It is strictly forbidden to smoke outside of these areas. Cigarette butts need to be deposited in the ashtrays provided to this effect. It is strictly forbidden to toss cigarette butts on the ground and it is also strictly prohibited to smoke in the tents.

d. Surveillance cameras- CCTV

To ensure your safety, there are CCTV cameras all over the Cocoon Village.

e. Taking pictures and videos

Any pictures taken or videos recorded by holidaymakers and their guests on the site of the Cocoon Village and its immediate surroundings may not be used for publicity or commercial purposes, except with the prior written authorisation of the Cocoon Village management.

f. Holidaymakers' responsibilities

Holidaymakers will be held personally responsible for any and all damages and accidents they cause. The Domain of the Caves of Han accepts no responsibility in the event of theft, damages, breakages, loss of or consequential loss of the holidaymaker's property.

g. Prohibited dangerous objects

Are prohibited: weapons, gas bottles, large sound equipment, drugs, any and all sharp and dangerous objects, fireworks, electric heaters, electric fans and any other household appliances. The Cocoon Village staff reserves the right to forbid any object deemed dangerous on the site. The staff may single-handedly decide to forbid objects that are not included in the hereabove mentioned list, without the possibility of appeal.

h. Selling objects

Holidaymakers are forbidden to sell objects or to conduct any and all forms of business or trade.

i. Drug and alcohol abuse

Holidaymakers are required to respect morality, refrain from causing unreasonable noise or disturbance, and must at all times observe decency in decorum and dress.

Drug and alcohol abuse are strictly forbidden.

j. First aid

There is a first aid kit in the reception building as well as a list of emergency telephone numbers.

9. Children and playground

The playground is accessible from 8:00 to 21:00, for children up to 12 years old. At all times, children should be supervised by their parents or legal guardians. Children are the sole responsibility of their parents or legal guardians.

10. Microwave

We have provided a microwave so you can heat up your baby's feeding bottle. It may not be used for any other purpose.

11. Recycling and cleanliness of the site

We request that guests separate their rubbish for recycling, using the bins we provided. Please respect nature and the Cocoon Village's environment.

It is forbidden to pick the flowers growing in the Cocoon Village flower beds.

12. Security deposit – bad maintenance, damages or theft

A security deposit of € 150 may be requested upon arrival, to be paid by credit or debit card. Your security deposit will be refunded within 10 business days, after check-out and inventory and statement of state of repair have been completed.

There is a booklet containing a complete inventory (including a description and cost of the equipment and fixtures) in your tent. An incoming and outgoing inventory of fixtures and equipment will be drawn up.

If there is equipment missing or if the equipment, fixtures, furnishings or effects in or at the tent have been damaged (among others: crockery, furniture, camping lamp, tent and sanitary facilities), the Domain of the Caves of Han reserves the right to deduct the cost from your security deposit and request you pay any additional costs incurred if the amount exceeds the security deposit. The Domain of the Caves of Han reserves the right to deduct a cleaning fee if any of the holidaymakers have smoked in or at the property or if the property is not left in the same state of cleanliness and general order in which it was found.

13. Failure to comply with these rules and regulations

If you fail to comply with these rules and regulations, management has the right to request you leave the site. In this event, you still owe the full price for the stay and you will not be refunded. The Domain also reserves the right to demand compensation for any damages caused.

The management of the Domain of the Caves of Han

