

Terms and conditions of the guarantee scheme covering prepaid amounts in the event of a landlord's insolvency, hereinafter: **vakantiezeeland.com Stay Guarantee (VZG)**.

Article 1. Definitions

The terms described below carry, throughout these terms and conditions, the meaning given in this article.

- 1.1 **Guarantor:** Bondiro Holiday Rentals B.V., trading under the name vakantiezeeland.com, Chamber of Commerce (KvK) no. 57567441, VAT no. NL852636131B01, Postbus 7010, 4330 GA Middelburg, the Netherlands, telephone +31 118 744025, email info@vakantiezeeland.com.
- 1.2 **Beneficiary:** the person who made the booking through vakantiezeeland.com and paid the amount due to vakantiezeeland.com.
- 1.3 **Landlord:** the owner or operator of the accommodation to which the booking relates, identified by the accommodation code on the booking confirmation issued by vakantiezeeland.com. The rental agreement is concluded between the beneficiary and the landlord; vakantiezeeland.com acts solely as an intermediary, in the name of and on behalf of the landlord. The name and address of the landlord and of the accommodation are sent to the beneficiary by email no later than fourteen days before arrival.
- 1.4 **Booking:** the agreement under which the landlord undertakes to make the accommodation available to the beneficiary for the agreed period.
- 1.5 **Proof of guarantee:** the booking confirmation issued by vakantiezeeland.com, the related payment records and these terms and conditions together.
- 1.6 **Event:** the lapse of the booking because the landlord cannot provide the accommodation as a result of insolvency.
- 1.7 **Insolvency:** the situation in which the landlord terminates all of its reservations as a result of one of the following circumstances:
 - a) bankruptcy or suspension of payments has been applied for or declared in respect of the landlord;
 - b) a receiver or administrator has been appointed over the landlord, its property, its business or its business assets;
 - c) the landlord ceases payment, is unable to pay its debts when due, or ceases trading because of that inability.

Article 2. Scope of the guarantee

- 2.1 These terms and conditions, the proof of guarantee and any confirmation of it together constitute the entire guarantee scheme between the guarantor and the beneficiary and are regarded as a single arrangement.
- 2.2 If an event occurs, the guarantor will make every effort to offer the beneficiary equivalent alternative accommodation from the vakantiezeeland.com portfolio, for the same period and at no more than the rent originally agreed.

- 2.3 If no alternative is offered or accepted, the guarantor will refund the amount the beneficiary prepaid to vakantiezeeland.com, up to a maximum of **€ 3,500 per booking** and **€ 25,000 per landlord**. The liability of the guarantor will never exceed the amount actually paid by the beneficiary to vakantiezeeland.com, as stated on the confirmation and the invoice naming the beneficiary.
- 2.4 The guarantee applies only to amounts paid to vakantiezeeland.com. Amounts paid directly to the landlord, deposits, tourist tax and costs payable on site fall outside this scheme.
- 2.5 This guarantee scheme is governed by Dutch law. Any disputes arising from it will be submitted to the competent court in the Netherlands.

Article 3. Costs

- 3.1 A one-off security and guarantee fee is charged for every booking:

Group size	Fee per booking
1 to 7 people	€ 35
8 people or more	€ 75

- 3.2 The fee is based on the number of people stated in the booking and is shown in the price summary before the booking is completed.
- 3.3 The security and guarantee fee is not refunded if the beneficiary cancels.

Article 4. Exclusions

- 4.1 The guarantor is not liable for an event arising from:
 - a) actual or threatened acts of war or invasion, hostilities or warlike operations, whether or not war has been declared, civil war, insurrection, revolution, riot, a military or other coup, martial law, or the confiscation, nationalisation, requisition or destruction of or damage to property by or on the orders of a government or a public or local authority;
 - b) civil unrest amounting to a popular uprising, disorder, strikes, lock-outs, martial law or the actions of a lawfully appointed authority.
- 4.2 This guarantee scheme is not a cancellation insurance policy and not a travel insurance policy. Cancellation by the beneficiary, illness or other personal circumstances on the part of the beneficiary, natural forces, and damage to or defects in the accommodation are not covered by this guarantee.
- 4.3 The guarantee does not extend to consequential loss, loss of enjoyment, travel and accommodation costs or other indirect costs.

Article 5. Obligations of the beneficiary

5.1 In the event of an occurrence likely to give rise to a claim, the beneficiary must, failing which any right to compensation lapses:

- a) follow all instructions given by or on behalf of the guarantor;
- b) cooperate immediately with any request from the guarantor to produce documents;
- c) notify the guarantor in writing immediately, and without good reason in no case later than **fourteen days** after the event;
- d) provide all information requested by or on behalf of the guarantor fully, accurately and truthfully.

5.2 So that a claim can be assessed, the beneficiary must provide the guarantor, no later than **one month** after the event, with:

- a) the booking confirmation received from vakantiezeeland.com and, if received, the agreement or invoice from the landlord;
- b) copies of the relevant payment records.

5.3 If these documents are not provided within the period stated in article 5.2, any right to compensation under this guarantee lapses.

Article 6. Special provisions

6.1 Payment of compensation is made solely to the beneficiary.

6.2 If, in the absence of this guarantee scheme, the beneficiary could claim payment or assistance under an insurance policy, a statutory scheme or any other provision, this guarantee scheme applies only in the last instance. Only the loss exceeding the amount claimable elsewhere qualifies for compensation.

6.3 In the case of a claim under this guarantee scheme, the guarantor is entitled, at its own expense and for its own benefit, to take over or conduct proceedings or legal action in the name of the beneficiary, before or after any payment has been made. The beneficiary will provide all reasonable assistance.

6.4 These terms and conditions apply to bookings made on or after 1 September 2026. Version 1.0, September 2026.