

Ottenhome Heeg Cancellation Insurance: General Terms and Conditions

Article 1 Definitions

- 1.1 The term “company” refers to Ottenhome Heeg BV;
- 1.2 The term “insured party” refers to the main renter in whose name the contract/hire agreement is drawn up.

Article 2 Scope of the cover

The insurance exempts the renters from costs for cancelling a reservation when:

- 2.1 the insured party has died, has become seriously ill or has sustained serious physical injuries, provided this has been medically established by the attending doctor/specialist within 24 hours of cancelling;
- 2.2 a family member in the first or second degree of the insured party has died, is critically ill according to a doctor or has sustained critical physical injuries;
- 2.3 the insured party is pregnant, provided this has been medically established by the attending doctor/specialist;
- 2.4 the insured party or a non-travelling family member of the insured party unexpectedly has to undergo medically necessary surgery. This event is not insured if the family member in question was on a waiting list before such surgery;
- 2.5 the insured party has become involuntarily unemployed and is able to present a dismissal permit that was issued based on commercial reasons;
- 2.6 the insured party, after a period of unemployment for which he enjoyed benefits and in the case of school leavers has accepted a job of at least 20 hours a week for a period of at least one (1) year or for an indefinite period of time, as a result of which the hire period cannot be realised;
- 2.7 the insured party is obliged to resit an exam at the time of the travel period and it is not possible to postpone that exam. This is subject to the condition that it concerns a resit to complete a long-term study programme;
- 2.8 the insured party is unexpectedly allocated a rented home, the rent of which starts either during the travel period or during the 7-day period before the start of the travel period. This is subject to the condition that the insured can present an official rental contract as proof;
- 2.9 the insured party’s marriage irretrievably breaks down and divorce proceedings were started after the tickets were booked. The dissolution of a notarial cohabitation contract that was valid at the time the insurance was concluded is equated with an irretrievably broken-down marriage. The divorce petition or dissolution request must have been submitted to the court or the civil-law notary within four (4) weeks of the cancellation.

Article 3 Obligations of the insured party

- 3.1 The premium of 4% of the total rent must be paid in full in advance, in contrast with the rent that is subject to a 50% deposit.
- 3.2 In the case of illness or any other medical causes that necessitate the cancellation of the reservation, a medical certificate must be presented at all times.
- 3.3 If a reservation is cancelled, €25.00 in administrative costs will be charged at all times.
- 3.4 The cancellation provisions apply until the day of arrival but are no longer valid during the hire period.

Article 4 Bad weather

- 4.1 Bad weather never constitutes a reason to cancel the reservation. However, the company is entitled to prohibit the renter from going out onto the water in the event of (forecast) severe weather. See the hire conditions.

Article 5 Exceptions

- 5.1 Group reservations (two (2) boats or more) may be cancelled only in the event of the death of one of the group members, provided the names of the entire group were provided when the hire contract was concluded.