



## **General terms and conditions**

### **GENERAL CONDITIONS BED & BREAKFAST HARTJE KLOETINGE**

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Bed & Breakfast "Hartje Kloetinge" uses the following Terms and Conditions. These are in force from the moment of reservation up to and including the stay in our B&B. These general terms and conditions are published on the website <https://www.hartjekloetinge.nl/>.

#### **1. General**

General Terms and Conditions apply to all users of Bed & Breakfast "Hartje Kloetinge", Jachthuisstraat 32, 4481 AL KLOETINGE.

By entering into a rental agreement, these General Terms and Conditions become effective.

1. Upon request, a copy of these Terms and Conditions will be provided to the users free of charge.
2. Tenants must have a fixed place of residence.
3. The owner is not liable for damage, loss or theft of property of the users. In case of disputes, all (legal) costs will be for the account of the users.
4. All risks related to a stay in Bed & Breakfast "Hartje Kloetinge" are for the account of the users.
5. Damages and loss of movable and immovable property of the owner must be reported immediately by the users and reimbursed to the owner.
6. Guests must follow the owner's instructions.
7. The owner may, in case of violation of these Terms and Conditions and in case of inappropriate behavior, immediately deny guests access to Bed & Breakfast "Hartje Kloetinge" and / or refuse, without further notice and statement of reasons and without refund of accommodation costs.
8. The administration of the owner is decisive in case of mutual disagreement, unless the users can prove otherwise.
9. Guests of Bed & Breakfast "Hartje Kloetinge" must adhere to the following House Rules.
10. Patricia Roosenstein is the owner and manager of Bed & Breakfast "Hartje Kloetinge", further referred to as owner. The owner can be replaced.

#### **2. Reservation and confirmation**

1. For booking a stay in Bed & Breakfast "Hartje Kloetinge" no extra costs will be charged.
2. The rental agreement can be made verbally, by telephone, in writing and by e-mail.
3. Upon receipt of your reservation request Bed & Breakfast "Hartje Kloetinge" will send a confirmation (subject to availability) and the reservation is final.
4. On our reservation confirmations we refer to these Terms and Conditions.

### **3. Payment private persons**

1. 50% of the cost of stay in Bed & Breakfast "Hartje Kloetinge" must be paid when making the booking. The remaining 50% of the cost of stay must be paid upon arrival in cash or by debit card. It is not possible to pay these at the end of your stay.

The rates can be found on our website.

### **4. Payment business customers**

1. 50% of the cost of stay in Bed & Breakfast "Hartje Kloetinge" must be paid when making the booking. The remaining 50% of the cost of stay must be paid upon arrival in cash or by debit card. In consultation it is possible to pay by invoice. These invoices must be paid within 14 days.

### **5 . Cancellation and no show (do not come without cancellation)**

1. In the unlikely event that you are unable to comply with the rental agreement entered into, you must report this to us as soon as possible so that we can still offer the released date to third parties.

2. In case of cancellation and no show the contracting party will pay a fee to the owner.

3. This compensation consists of:

1. Up to 14 days before the start date of the rental the cancellation is free of charge.

2. In case of cancellation within 2 weeks before the start date, 50% of the amount is due as compensation.

3. In case of cancellation within one week before the start date, 75% of the amount due as compensation.

4. In case of cancellation and no show on the day itself, 100% of the amount is due.

The amount due under point 2, 3 and 4 must be transferred to the bank account number: NL90 KNAB0602959985 in the name of "Hartje Kloetinge". You will receive an invoice for this. This invoice must be paid within 14 days.

When an advance has been paid by the contracting party, it will be refunded proportionally to the above by the owner.

### **6. Key B&B**

As a guest you will receive a key of the B&B. You return this key on departure. As a guest you are responsible for the correct locking of the entrance door of the B&B.

Loss of the key is at the contracting party's expense (€ 25,-) and will be paid by the contracting party at check out in cash or with debit card.

## INTERNAL REGULATIONS

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### **Arrival and departure**

On the day of arrival you can use your stay from 15.00 hours.

On the day of departure, the stay must be free at 11.00 am.

Only in consultation can we deviate from the above mentioned times.

In case of premature departure there will be no refund.

### **Breakfast**

Breakfast is reserved after 9 a.m. on weekdays and in the weekends in consultation. If you choose for a filled fridge you can prepare breakfast at any time.

### **Your stay**

Noise nuisance, especially between 22.00 and 07.00 hours, should be avoided.

Use by third parties of the accommodation is not permitted.

Visitors are not allowed to spend the night in the Bed & Breakfast without permission of the manager and without additional payment.

Vehicles can be parked in the parking spaces in front of the B&B or in the surrounding area.

Garbage must be deposited in the garbage can.

Immediately report the presence of suspicious persons to the owner.

Pets are not allowed in the Bed & Breakfast "Hartje Kloetinge".

Smoking in Bed & Breakfast "Hartje Kloetinge" is not allowed.

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B&B Hartje Kloetinge

[www.hartjekloetinge.nl](http://www.hartjekloetinge.nl)

[info@hartjekloetingen.nl](mailto:info@hartjekloetingen.nl)