

## Terms & conditions Bed & Breakfast Hertenhoef

Hertenhoef Bed & Breakfast Fluitenberg (hereinafter referred to as B&B) wants to make it as pleasant as possible for its guests. For everyone's clarity, we have drawn up some house rules.

### 1. In general

1. The guesthouse is owned and managed by Heleen and Edwin Timpen, hereinafter referred to as manager.
1. The administrator can, if necessary, be replaced by another host / woman or representative.
1. These general terms and conditions apply to all users of B&B Hertenhoef, Fluitenbergseweg 50, 7931 TB in Fluitenberg.
1. When entering into a residence agreement, the General Terms and Conditions come into force.
2. All guests are expected to show proof of identity / passport so that we can verify the legally required identity.
3. Guests must follow the administrator's instructions.
4. The administrator can deny and / or refuse guests immediate access to the B&B in the event of violation of these general terms and conditions and in the event of improper behavior, without further notification and stating reasons and without refund of accommodation costs.
5. The administrator's administration is decisive in the event of a difference of opinion, unless the users can prove the contrary.
6. Guests must have a permanent residence.
7. The manager will inform you which rooms at B&B Hertenhoef are available and usable for you. The private areas may not be entered by guests. The outside area also has private areas, it is very much appreciated not to enter the private areas and not to feed our animals, they are given special food.
8. Use by third parties of Hertenhoef B&B is not allowed.
9. Without permission and without additional payment, it is not possible for visitors to enter and / or stay overnight at B&B Hertenhoef.

### 2. Reservations

1. You will receive a message from us as soon as possible after a reservation request has been made. After booking your booked stay, you must transfer the invoice within 8 days to account number NL77KNAB0259751618 Hertenhoef B&B. Because you have the possibility to use any additional services / facilities with us, you must take into account to be able to pay these costs in cash after you leave. For short-term reservations (<7 days), the amount can be paid in cash upon arrival. Reservations are made by telephone or email or via our website / or websites on which we have a mention.
2. Your reservation is final if you have received a confirmation / invoice from Hertenhoef.
3. In the event of non-payment or late payment, B&B Hertenhoef reserves the right to cancel the booking to treat.
4. When making the reservation we note your address, email and telephone number to reach you with any questions.
5. Reservations are made based on the availability calendar.

### 3. Cancellations

1. Hertenhoef is a relatively small B&B and it is very annoying for both parties if you have to cancel your reservation.
2. Cancellation longer than 24 hours is free of charge.
  - In case of cancellation up to the 42nd day before departure, the cancellation costs are 30% of the total travel costs.
  - In case of cancellation from the 42nd to the 28th day before the start of our stay, the cancellation will cost 60% of the total travel costs.
  - In case of cancellation from the 28th day to 7 days before the start of our stay, the cancellation will cost 90% of the total travel costs.
  - In case of cancellation from the 7th to the first day of the stay or no show, the cancellation costs are 100% of the total travel costs.
3. B&B can cancel the booking agreement in the following cases: in case of force majeure, natural disaster, extraordinary weather conditions, fire, death of the owners, close acquaintances or family, hospitalization, double booking or unannounced sale. In one of these cases, the owner will make an alternative offer to the guest as soon as possible. If this is not possible or if the guest does not accept the offered alternative, the full amount will be refunded. Any other damage as a result of the cancellation will not be compensated by the owner.

### 4. Prices

1. The prices of the rooms are described on our website: [www.hertenhoef.nl](http://www.hertenhoef.nl)  
The starting prices include VAT and use of towels and bed linen, water, electricity. Prices do not include tourist tax, use of the sauna and possibly. other consumption must be paid in cash upon departure. You will find an overview of the available items in your accommodation.
2. The prices are exclusive of cancellation and travel insurance and possibly. other costs, you have to take care of this yourself.
3. The rates are subject to price changes.
4. Prices and rates are quoted subject to possible errors.
5. On request and after approval is allowed: max. 1 dog (no puppy or other animals) and/or 1 baby (max. 12 months old)

## 5. Liability

1. We do not accept any liability for damage in connection with theft, misappropriation or loss of items in the room or on the grounds of our B&B. These items stay in or on the grounds of our B&B at the own risk of the owner and / or interested parties.
2. The manager cannot be held liable for personal injury or damage resulting from the stay in our B&B.
3. The manager is never liable for any damage whatsoever suffered by the guest and / or third parties, unless the damage is the direct result of intent or gross negligence on the part of the manager. Any consequential damage is excluded.
4. Damage and loss of movable or immovable property of the manager must be reported immediately by the guest (s) to the owner and reimbursed at his first request. If after check-out it turns out that items have been left broken and this has not been reported to the owner, the invoice for the repair and / or replacement costs will still follow.
5. The manager is not liable for damage, loss or theft of guests' belongings. In case of disputes, all (legal) costs are for the guests' account.
6. We do not accept any liability for damage in connection with theft, misappropriation or loss of items that are located in the room or on the grounds of our B&B. These items stay in or on the grounds of our B&B at the own risk of the owner and / or interested parties.
7. If keys of the B&B are lost, all resulting costs will be charged to the guest (s). (€ 100,00)
8. **No smoking policy** : smoking is not allowed inside the accommodations and/or in the Garden Rooms of the Coach Houses. If this is done anyway, an amount of at least € 250,00 cleaning costs will be charged to the guest. Violation of this will mean immediate departure, without refund of any missed rental days.
9. B&B has taken out an extensive business liability, home and contents insurance for the B&B. Damage resulting from the use of, for example, candles and/or tea lights (damage in any form whatsoever) will be recovered from the guest. The use of these is only permitted, with the use of tea light holders, in the Garden Rooms of the Coach Houses and not in the room itself. Damage caused by scorching, scorching, melting, charring and/or scalding in the B&B cannot be insured by the B&B and will be recovered from the guest. B&B has an approved fire extinguisher per accommodation.
10. If we use goods and / or services provided by third parties for the execution of the agreement, our liability for (defects of) these goods and / or services will be limited to the amount that we have the third party, or - in the event of a dispute about this - to recover from the third party pursuant to a settlement agreement or res judicata. The guest / client's claim in respect of damage as referred to above will not be due and payable earlier than one month after a settlement agreement has been concluded in this respect, or a judicial decision in this regard will have the force of res judicata.
11. Unless otherwise provided in rules of private international law, the present terms and conditions are exclusively governed by Dutch law. Non-Dutch speaking guests are expected to agree to the terms and conditions. All disputes arising from the user agreement or these conditions will be settled in the first instance by the competent court in the Netherlands, unless the rules of private international law provide otherwise.
12. Guests are expected to handle the items provided responsibly and attentively.
13. The abuse of fire / extinguishing agents or rendering the smoke detector inoperative is not permitted.

## 6. Others

1. Defects noted during your stay should be reported as soon as possible to enable us to resolve them for you.
2. We use a non-smoking indoors. Smoking outside is allowed on the terrace at the B&B. Gourmets and fondues are not allowed in the accommodation.
3. Only in consultation is it possible to bring 1 small to medium-sized dog. There are costs involved. Bringing your dog is at your own risk. Your dog must not be left alone in the accommodation and must be kept on a lead on our premises.
4. Noise nuisance, alcohol abuse and trafficking in and use of (soft) drugs are prohibited.
5. Prostitution and other prohibited activities are not allowed.
6. Guests are requested to respect the decor of the room. It is not allowed to move furniture of the room and / or to decorate the room to your own taste.
7. Violation of the above rules can mean immediate departure, without refund of any missed rental days

## 7. Allergens

1. We handle your food allergy / intolerance carefully if you tell us in advance. Unfortunately, cross-pollination can never be ruled out 100%.
2. We do not produce food ourselves. For breakfast we only use products that are packed. The allergens declaration is stated on the label. We keep this label until the product runs out.
3. Nor can we guarantee that you will have an allergic reaction to cosmetic products, such as soap or shampoo, or to the detergents we use.
4. If you suspect that you have an intolerance, we advise you not to use these products.

We wish you a pleasant and relaxing stay with us.

Your hostess,  
Heleen and Edwin Timpen