



## GENERAL TERMS AND CONDITIONS

### 1. General

- a) These general terms and conditions are applicable for all guests of Hofstede Villetta, Zuidweg 18, 4316 LB Zonnemaire.
- b) Whenever you read 'guest(s)', you can also read 'tenant' or 'user'.
- c) Oscar and Wyona Antonisen are the managers/owners of Hofstede Villetta. The managers/owners can be replaced. Whenever you read 'managers' in these terms and conditions, you can also read 'owner(s)'.
- d) When concluding a rental agreement, these general terms and conditions are applicable.
- e) Guests need to have a permanent place of residence.
- f) Guests must follow the instructions of the managers.
- g) The managers can refuse, in the event of a violation of the general terms and conditions and / or the internal rules and / or in the event of improper behavior, refuse and / or deny access to Hofstede Villetta without further notice and explanation of reason and without reimbursement of accommodation costs.
- h) The records of the managers are decisive in the event of a mutual disagreement unless the guests can prove otherwise.
- i) Guests of Hofstede Villetta must adhere to the rules of procedure that are provided to them upon reservation and that are also available for inspection at the Hofstede.

### 2. Rates

- a) Rates include gas, water, electricity and heating, WiFi and VAT.
- b) Rates do not include the costs of tourist taxes and cancellation and travel insurance.
- c) Rates are subject to price changes.
- d) Indications of rates are subject to manifest errors.

### 3. Reservation and confirmation

- a) The rental agreement can be entered into verbally, by phone, in writing, by e-mail or via Booking.com.
- b) After receiving your reservation request, Hofstede Villetta will send a confirmation (if space available). After that the reservation is final. An exception to this is a reservation via Booking.com, this is immediately definitive.
- c) No additional reservation costs will be charged for booking a stay at Hofstede Villetta.

### 4. Payment

- a) The accommodation costs must be paid by bank no later than two weeks before arrival.
- b) If you book less than two weeks before arrival, you must pay the accommodation costs to us by return by bank.
- c) Costs must be transferred to bank account no. . NL62 RABO 0346 0398 43 to Hofstede Villetta incl. the invoice number.
- d) Other costs, such as for drinks and snacks, must be paid by debit card or cash upon departure. The costs for this can be found on a list in the pantry of the B&B.
- e) If you visit us and stay overnight on the same day, you will receive your invoice on site and you can pay in cash or by pin device.



## 5. Cancellation

- a) In the unlikely event that you are unable to comply with the rental agreement entered into, you must report this to the managers so the released B&B room(s) / apartment(s) can be offered to third parties.
- b) In the event of cancellation, the guest(s) pays a fee to the managers. This consists of:
  - i. If canceled within two weeks before the arrival date; 25% of the entire travel sum
  - ii. If cancelled within 7 days before arrival; 50% of the entire travel sum
  - iii. If cancelled within 48 hours before the arrival date; 100% of the entire travel sum
  - iv. If you cancel before the mentioned dates, we are forced to charge a €10 administration fee.
  - v. To be eligible for a refund of the amount already paid (if applicable), the cancellation must be notified in writing (be e-mail or post) to Hofstede Villetta.

## 6. Liability

- a) All risks related to a stay at Hofstede Villetta are for the account of the guests.
- b) We cannot be held liable for personal injury resulting from a stay at Hofstede Villetta.
- c) Damage and loss of movable and immovable property of the managers must be reported and reimbursed immediately by the guests.
- d) The managers are not liable for damage, loss or theft of property of the guests. In the event of disputes, all (legal) costs will be borne by the guests.
- e) In the event of loss of keys of the B&B, all resulting costs will be charged to the guest(s).

## 7. Rental bikes

- a) Hofstede Villetta has rental bikes for you. You can rent these for €8,50 per bike per day or €21,00 per e-bike per day. These bikes are in perfect condition and need to stay that way. Use of the bikes is on own risk.
- b) There is a mandatory deposit of €25,00 for bikes and €50,00 for e-bikes.
- c) You are obliged to lock the bikes with the supplied locks.
- d) Loss of keys is at your own expense (€25,00 per key) and must be paid during checkout in cash or by pin device.

## 8. Others

- a) Dogs are welcome in some rooms, but only after consultation with the managers. The costs are €5.00 per night.
- b) Placing an extra bed is possible, this costs €25,00 per night.
- c) Children up to 2 years old are free of charge (crib available, please report when booking)
- d) In the high season and on public holidays the minimum stay is 3 nights.



## HOUSEHOLD RULES

### Arrival and departure

- On the day of arrival you can check in between 2 p.m and 8 p.m.
- On the day of departure the stay must be free at 11 a.m.
- The above mentioned times can only be deviated from in consultation.
- There is not refund for early departure.

### Breakfast

- When the weather is nice there is the possibility to have breakfast in the garden next to the kitchen.
- Breakfast is served between 8.30 a.m. and 10 a.m.

### Your stay

- Noise pollution, in particular between 10 p.m. and 7 a.m., must be prevented
- Use of the accommodation by third parties is not permitted.
- Visitors may not spend the night in the B&B without permission from the manager and without additional payment.
- Vehicles can be parked in the parking space on the B&B's own grounds, if there is space.
- Waste must be deposited in the garbage bin.
- Immediately report the presence of suspicious persons to the managers.
- Smoking is not permitted in Hofstede Villetta.