



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 guests, 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 are including 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 the website or online (f.e. 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 online channels other than our own website, 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 directly during the reservation process or via the online link sent in the confirmation email or transferred to bank account no. . NL62 RABO 0346 0398 43 to Hofstede Villetta incl. the reservation number.
- d) Other costs, such as for dinner or drinks, must be paid by debit card or cash upon departure. The costs for this can be found on the Suitepad (tablet in the room).
- 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.
- f) In the event of late payment, ie at the end of the stay, the guest is immediately in default. Hofstede Villetta is authorized to hand over unpaid invoices for collection. At the time of



engaging third parties for collection, the guest owes the statutory interest and collection costs.

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 the arrival date; 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) We cannot be held liable for personal injury resulting from a stay at Hofstede Villetta, unless the injury results from a shortcoming on the part of Hofstede Villetta.
- b) Damage and loss of movable and immovable property of the managers must be reported and reimbursed immediately by the guests.
- c) 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.
- d) In the event of loss of keys of Hofstede Villetta, 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 €9,00 per bike per day or €22,00 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) You are obliged to lock the bikes with the supplied locks.
- c) 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 €10.00 per stay.
- 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) During peak season the minimum stay is 3 nights, in the pre- and post season and on public holidays the minimum stay is 2 nights.



HOUSEHOLD RULES

Arrival and departure

- On the day of arrival you can check in between 2 p.m and 6 p.m.
- On the day of departure the stay must be free at 10 a.m.
- The above mentioned times can only be deviated from in consultation.
- There is not refund for early departure.

Breakfast

- 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.