



# GENERAL TERMS AND CONDITIONS HOFSTEDE VILLET TA

## 2026 Version 1

### 1. General

- A. These General Terms and Conditions apply to all agreements for stays at Hofstede Villetta and to all guests who use the accommodation and associated facilities.
- B. In these General Terms and Conditions, the term 'operator' refers to Hofstede Villetta and/or the person responsible for managing Hofstede Villetta on its behalf.
- C. By entering into an agreement for a stay, these General Terms and Conditions become applicable.
- D. Guests must have a permanent home or place of residence.
- E. Guests must follow reasonable instructions given by the operator regarding safety, order, and the use of the accommodation and facilities.
- F. In the event of a serious or repeated breach of these General Terms and Conditions or the house rules, serious nuisance or unsafe situations, or failure to follow reasonable instructions given by the operator, Hofstede Villetta is entitled to terminate the stay prematurely and deny the guest access to Hofstede Villetta. In such cases, the guest is, in principle, not entitled to a refund of the accommodation costs.
- G. During their stay, guests must comply with Hofstede Villetta's house rules, as set out in the document '**Guidelines during your stay**'.

### 2. Rates

- A. The stated accommodation rates include VAT, unless stated otherwise.
- B. Tourist tax is calculated separately and stated in the reservation. If, under the applicable regulations, no tourist tax is payable, it will not be charged.
- C. Hofstede Villetta reserves the right to change rates for reservations that have not yet been made. The price agreed at the time of reservation will remain unchanged, unless the change results from a statutory levy or tax that is amended after the agreement has been concluded.
- D. Prices and rates are stated subject to obvious errors.

### 3. Reservation and confirmation

- A. A reservation can be made verbally, by telephone, in writing, by e-mail, via the Hofstede Villetta website, or through an external booking platform.
- B. A reservation becomes final once it has been confirmed by Hofstede Villetta. For reservations made through an external booking platform, the agreement is concluded when the reservation has been definitively confirmed according to the relevant platform.
- C. No additional reservation fees are charged for booking a stay at Hofstede Villetta.
- D. The guest is responsible for providing correct and complete information when making the reservation and is expected to check the reservation confirmation for accuracy upon receipt. Any inaccuracies must be reported to Hofstede Villetta as soon as possible.
- E. The reservation applies to the number of guests stated at the time of booking. Additional guests are only permitted to stay after prior consultation with Hofstede Villetta and provided that the accommodation is suitable for the additional number of guests. Any additional costs will be charged.



## **F. Payment**

- A. The accommodation costs must be paid no later than two weeks before the arrival date.
- B. For reservations made within two weeks before the arrival date, the accommodation costs must be paid immediately.
- C. Payment can be made using the payment methods stated in the reservation confirmation and/or invoice.
- D. Any additional costs incurred during the stay, such as dinner and beverages, must be paid no later than upon departure.
- E. If an amount due is not paid on time, Hofstede Villetta is entitled to send the guest a written payment reminder. If payment is still not made, statutory interest and extrajudicial collection costs may be charged in accordance with the applicable legal provisions.

## **G. Cancellation**

- A. A cancellation must be communicated to Hofstede Villetta by telephone or in writing as soon as possible.
- B. The following cancellation charges apply:
  - more than 14 days before the arrival date: free of charge;
  - 7 to 14 days before the arrival date (inclusive): 50% of the total booking amount;
  - less than 7 days before the arrival date: 75% of the total booking amount;
  - less than 48 hours before the arrival date: 100% of the total booking amount.
- C. In the event of a no-show without prior cancellation, 100% of the total booking amount is payable.
- D. In the event of early departure, no refund will be given for the remaining accommodation costs.
- E. If, due to unforeseen circumstances, Hofstede Villetta is unable to fulfil a confirmed reservation, the guest will be informed as soon as possible. Any accommodation costs already paid for the part of the reservation that cannot be fulfilled will be refunded.

## **H. Liability**

- A. Hofstede Villetta is not liable for any damage, loss or injury arising during or as a result of the stay, unless this is due to a breach attributable to Hofstede Villetta or Hofstede Villetta is liable under the law.
- B. The guest is liable for damage to or loss of the accommodation, inventory or other property of Hofstede Villetta, insofar as this can be attributed to the guest, accompanying guests, visitors or pets brought onto the premises.
- C. Any damage, defects or missing items must be reported to Hofstede Villetta as soon as possible.
- D. Hofstede Villetta is not liable for the loss, theft of or damage to property that guests bring with them or leave behind, unless Hofstede Villetta is liable for this under the law.
- E. If a key is lost or not returned, the actual costs resulting from this may be charged to the guest.
- F. If damage or missing items are discovered only after the guest's departure, Hofstede Villetta reserves the right to charge the demonstrable costs afterwards, insofar as the damage or loss can be attributed to the guest.

## **I. Pets**

- A. Pets are only permitted by prior arrangement with Hofstede Villetta and at the rate applicable at that time.
- B. The guest is responsible for complying with the house rules applicable to pets, as set out in **'guideliness during your stay'**