

General terms and conditions Bed and Breakfast d'n Dijk:

We welcome you at our Bed & Breakfast.

We request you to read our General Terms and Conditions before booking a room.

1. General:

- 1.1 These General Terms and Conditions are applicable to all guests of B&B d'n Dijk - Dijk 35a - 5521 AW EERSEL.
- 1.2 Where you read "guest(s) in these General Terms and Conditions, you can also read "tenant(s)" or "user(s)".
- 1.3 Chantal Bierens en Edward Versteijnen are the owners/managers of B&B d'n Dijk. The owners can be represented by other people. Where you read "owner(s)" in these General Terms and Conditions, you can also read "manager(s)".
- 1.4 When you have made the rental agreement these General Terms and Conditions will be valid.
- 1.5 Guests need to have a permanent home-residence and have to mention that address on the registration form.
- 1.6 Guests have to follow the instructions of the owners.
- 1.7 The owners can refuse the guests the entrance of the Bed and Breakfast when they notice an infringement of the general terms and conditions. They do not have to give any comment to that, or give any reason. The costs of the stay of the guests will not be refunded.
- 1.8 When there is a disagreement the administration of the owners will be determining, unless guests can prove the opposite.
- 1.9 Guests have to keep themselves to the In-house rules of B&B d'n Dijk, and they also have to read the privacy declaration of B&B d'n Dijk. Both documents are published on our website and is also available in our Bed & Breakfast

2. Room rates:

- 2.1 Room rates are including gas, electricity, heating, VAT and tourist tax.
- 2.2 Room rates are not including a travel insurance or a cancellation insurance.
- 2.3 Room rates of the B&B are subject to price-changes.
- 2.4 The mentioned prices and room rates are with reservations of obvious mistakes.

3. Reservation and confirmation

- 3.1 The rental agreement can be made in person, by phone, by letter, by bookings sites (like Bedandbreakfast.nl / Booking.com) or by e-mail.
- 3.2 After receiving your booking request B&B d'n Dijk will send you a confirmation (in case of availability) by e-mail. Then the booking is completed.
- 3.3 When you book a room at our B&B we will not charge additional reservation costs.
- 3.4 People under 18 years old cannot make a reservation at B&B d'n Dijk.

4. Payment

- 4.1 The payment of your stay has to be made by bank transfer two weeks before arrival (or when you receive the invoice later by return of post). Or you can let us know by e-mail that you will pay on arrival – cash or PIN.
- 4.2 When you make the reservation within two weeks before arrival you have to make the payment directly by bank transfer after receiving our invoice. Or you can let us know by e-mail that you will pay on arrival – cash or PIN.
- 4.3 The payment has to be made by bank transfer to this bank account number: NL23 RABO 0169 9641 08 BIC RABONL2U mentioning B&B d'n Dijk te Eersel, the invoice number and the debtor number. Or you can let us know by e-mail that you will pay on arrival – cash or PIN.
- 4.4 Coffee and tea are for free. Water, soft drinks, fruit and little snacks are also included in your stay (normal daily amount). Unless agreed differently.
- 4.5 There are also some items available that can be purchased. The price-list is in the breakfast-room. It's only possible to pay for these items in cash (Euro).
- 4.6 When you come by at our B&B and want to stay the same day with us you receive your invoice immediately and you can pay cash, direct bank transfer or by PIN.
- 4.7 Companies who make bookings frequently at our Bed and breakfast can also pay by bank after the stay. The owners decide which companies are allowed to do that.

5. Cancellation

- 5.1 When you are not able to fulfill the rental agreement you have to inform the owners as soon as possible so they can offer the room to other guests.
- 5.2 In case of cancellation the guests have to pay a compensation to the owners which consists of:
 - 5.2.1 At cancellation between four weeks and two weeks before arrival: 50% of the agreed price.
 - 5.2.2 At cancellation less than 14 days but more than 1 day before arrival: 75% of the agreed price.
 - 5.2.3 At cancellation on the day of arrival or the day before: 100% of the agreed price.
- 5.3 When you want to send a request for a restitution (when you have already paid the invoice) you have to mention the cancellation in writing or by e-mail to B&B d'n Dijk.

6. Liability

- 6.1 All risks of a stay at B&B d'n Dijk are for the guests.
- 6.2 We cannot be held responsible for personal injuries during or after your stay at our Bed & Breakfast.
- 6.3 Damaging of goods or missing goods of the owners have to be reported to them immediately and should be paid.
- 6.4 The owners are not responsible for damage, loss or theft of goods of the guests. In case of a dispute all the legal costs are for the guests.
- 6.5 When guests lose the key/keys of the Bed & Breakfast all costs of replacement are for the guests.