

GENERAL TERMS AND CONDITIONS ALDEHOEVE-LOGIES.

Version 1.1 – March 2021

Aldehoeve-logies Workum applies the following General Terms and Conditions. These are in effect from the moment of receipt of a reservation request up to and including the Stay in our Accommodation. This English translation is for information purposes only. In case of discrepancies between the English and the Dutch version, the Dutch version shall prevail.

Contents

Terminology	2
1. General.....	2
2. Reservation and confirmation	3
3. Rates.....	3
4. Payment	3
5. Cancellation and No Show	3
6. Key apartment	4
7. House rules	4
8. Liability	4
9. Damage	5
10. Complaints	5
11. Force majeure	5
12. Privacy.....	5
13. Final provision	5

Terminology

"Aldehoeve-logies" (also called **"the Accommodation"** or **"Aldehoeve"**): Aldehoeve-logies, Aldewei 26 in Workum, Chamber of Commerce number 80498175;

"Cancellation": the revocation or dissolution of the definitive Reservation within the applicable term or a no-show at the time of the Reservation;

"Manager": the person who, as owner of the Accommodation (**"Owner"**), or on behalf of the Owner of the Accommodation, manages the Accommodation;

"Final Reservation": a reservation request confirmed by the Owner, in accordance with Article 2,

"Third Parties": any other legal entity that is not a Guest, Manager or Owner;

"Guest": a person who has made a reservation and is staying with the Accommodation and is registered as such;

"Main Guest" (or **"Contracting Party"**): the person who has made a reservation at the Accommodation. The Main Guest must be over 18 years old and is responsible for his / her fellow guests;

"No Show": no show without cancellation;

"Stay": the entire period between check-in and check-out.

1. General

- 1.1. General Terms and Conditions apply to all users of Aldehoeve-logies, Aldewei 26, 8711BT Workum.
- 1.2. These General Terms and Conditions come into effect upon entering into a rental agreement.
- 1.3. A copy of these General Terms and Conditions will be provided free of charge upon request.
- 1.4. Guests must have a permanent residence.
- 1.5. The Owner / Manager is not liable for damage, loss or theft of property of the Guests.
- 1.6. All risks related to a Stay in Aldehoeve-logies are for the account of the users.
- 1.7. Damage and loss of movable and immovable property of the Owner must be immediately reported by the users and reimbursed to the Owner.
- 1.8. Guests must follow the Owner's instructions.
- 1.9. In case of violation of these General Terms and Conditions and in case of inappropriate behavior (at the discretion of the Owner), the Owner can deny and/or refuse Guests access to Aldehoeve-logies with immediate effect, without further notice nor reasons and without refund of accommodation costs.
- 1.10. The records of the Owner are leading in the event of disagreement, unless the users can prove otherwise.
- 1.11. Guests of Aldehoeve-logies must adhere to the House Rules below.
- 1.12. The Accommodation is described in the website www.aldehoeve-logies.nl. This website has been compiled with the greatest care, but there may be differences between the text and /

or photos presented on the website and the current situation in the Lodging at the time of the visit by the Guest (s). Guests cannot derive any rights from such differences.

- 1.13. All statements on the website of Aldehoeve-logies are deemed to have been provided in good faith and are always subject to change from time to time. De Accommodation is not bound by errors on its website.

2. Reservation and confirmation

- 2.1. The minimum stay in Aldehoeve-logies is two nights. No extra costs will be charged for booking a Stay in Aldehoeve-logies.
- 2.2. The rental agreement can be entered into via www.aldehoeve-logies.nl, by telephone by e-mail or via various booking sites (Booking.com, Airbnb.com etc.).
- 2.3. After receiving your reservation request, Aldehoeve-logies will send a confirmation (subject to availability) and the invoice. Your reservation is final upon receipt by Aldehoeve-logies of your payment ("Final Reservation").
- 2.4. Reference is made to these General Terms and Conditions on our booking confirmations.

3. Rates

- 3.1. The rates include VAT, cleaning costs and tourist tax, unless explicitly stated otherwise.
- 3.2. The rates do not include the costs of cancellation and / or travel insurance and / or other costs.
- 3.3. Rates of the Accommodation are always without obligation and are subject to change.

4. Payment

- 4.1. The full accommodation costs in Aldehoeve-logies must be paid in advance.
- 4.2. The Owner may deviate from these conditions in consultation with the user.
- 4.3. The rates can be found on our website.

5. Cancellation and No Show

- 5.1. In the event that you are unable to comply with the rental agreement entered into, you must report this to us as soon as possible so that we can still offer the released date to Third Parties.
- 5.2. If the Final Reservation for an Accommodation is Canceled by the Contracting Party or in case of no show without Cancellation ("No Show"), the cancellation conditions below apply: **Guest can cancel free of charge up to 30 days before arrival. Guest pays the total price of the reservation if he/she cancels within 30 days before arrival.**
- 5.3. The amount due in the event of Cancellation or No Show must be transferred to the bank account number: NL27KNAB0601080483 in the name of Aldehoeve-logies. If required, you will receive an invoice for this. You must pay this within 14 days.
- 5.4. When an advance has been paid by the Contracting Party, it will be reimbursed by the Owner in proportion to the above.
- 5.5. The Contracting Party may have itself replaced by someone else in order to keep the costs as low as possible.

6. Key apartment

- 6.1. Guests will receive a key to the Accommodation. You return this key on departure. As a Guest you are responsible for properly locking the entrance door to your apartment.
- 6.2. Loss of the key is at the expense of the Contracting Party (€ 25) and will be paid by the Contracting Party in cash or afterwards by invoice at check-out.

7. House rules

7.1. Arrival and departure

- a) You can use your apartment from 3 pm on the day of arrival.
- b) On the day of departure, the apartment must be vacated by 10:00 am.
- c) It is only possible to deviate from the above times upon consultation.
- d) No refund will be made in the event of early departure.

7.2. Your stay

- a) Noise, especially between 10 pm and 7 am, should be avoided.
- b) Use of the Accommodation by Third Parties is not permitted.
- c) Visitors are not allowed to stay overnight in the Accommodation without the permission of the Manager and without additional payment.
- d) The number of Guests staying in the apartment must be equal to the number of Guests for which the booking was made. A surcharge must be paid for any additional Guests. The number of Guests per apartment cannot exceed the maximum number for this apartment.

7.3. Vehicles can be parked in the parking spaces on the premises of Aldehoeve-logies.

7.4. Waste must be deposited in the container upon departure.

7.5. Upon departure, the apartment must be left in a neat condition by the Guest; Dishes done / garbage in container.

7.6. The presence of suspicious persons must be immediately reported to the Owner.

7.7. Pets are not allowed in Aldehoeve-logies.

7.8. Smoking is not allowed in Aldehoeve-logies.

7.9. Groups of young people as well as stag or hen parties are not allowed.

7.10. The Owner can immediately deny and / or refuse Guests access to Aldehoeve-logies in case of violation of the General Terms and Conditions and / or the house rules or in case of inappropriate behavior, without further notification and stating reasons and without refund of accommodation costs.

8. Liability

- 8.1. Aldehoeve-logies cannot be held liable by the Guest or Third Parties for any damage suffered as a result of the Stay in the Accommodation; the Guest indemnifies Aldehoeve-logies against claims in this regard. Aldehoeve-logies is not liable for malfunctions in and around the Accommodation, such as malfunctions and failure of power and water supplies and technical installations, construction and/or road works that are not or not yet announced in time in the vicinity of the Lodging.
- 8.2. Aldehoeve-logies can only be held liable for damage due to gross negligence or willful misconduct on the part of Aldehoeve-logies.
- 8.3. Without prejudice to the above points, the liability of Aldehoeve-logies, if and insofar as the Aldehoeve-Logies is held legally liable for any reason with regard to the user agreement, is always limited to direct damage and any form of indirect or consequential damage is

excluded. The liability of the Accommodation is always limited to the maximum amount that the insurer of the Accommodation will pay out in such a case.

- 8.4. Aldehoeve-logies accepts no liability for injury to persons and/or damage, loss or theft of property of the users.

9. Damage

- 9.1. The Guest must behave properly and use the Accommodation in accordance with the reasonable instructions for use given by Aldehoeve-logies or the Owner.
- 9.2. The Main Guest is legally liable for damage caused by him or his fellow Guests to the Accommodation or the items contained therein. A claim (damage, loss, and/or theft) must be reported immediately by the Guest to the Owner or the Manager. Repair and/or replacement costs must be immediately reimbursed by the Guest to the Owner/Manager at his first request.
- 9.3. In the event of loss or otherwise non-return of keys to the Accommodation, costs will be charged to the Main Guest in the amount of € 25.00, in accordance with Article 5.2. Main Guest undertakes to pay these within 14 days after the invoice has been sent.

10. Complaints

- 10.1. The Guest is always entitled to submit any grievances to Aldehoeve-logies by means of a complaint. De Accommodation must always handle a complaint adequately and expeditiously, so that the complaint is handled according to the standards of reasonableness and fairness.

11. Force majeure

- 11.1. In the event of force majeure, both of a permanent and temporary nature, Aldehoeve-logies is entitled to dissolve the agreement in whole or in part or to suspend it temporarily without the Guest being able to claim compliance and/or compensation. Force majeure includes, but is not limited to: danger of war, war, uprising, acts of war, strikes, boycotts, pandemics, disruptions in the energy circuit, in traffic or transport, government measures, scarcity of raw materials, natural disasters and furthermore all circumstances, extraordinary weather conditions, death of one of the owners or close family members, etc. under which full or partial fulfillment of the agreement cannot reasonably and fairness be required of Aldehoeve-logies.

12. Privacy

- 12.1. Please refer to our Privacy Terms, at the bottom of our website.

13. Final provision

- 13.1. Insofar as not stipulated otherwise in the rules of private international law, only Dutch law applies to these terms and conditions. Non-Dutch-speaking Guests are deemed to agree with the General Terms and Conditions drawn up in Dutch.
- 13.2. All disputes arising from the user agreement or these conditions will be settled in the first instance by the competent court in the Netherlands, insofar as the rules of private international law do not provide otherwise.
- 13.3. Neither party can transfer its rights and obligations to Third Parties unless otherwise provided in these terms and conditions.

13.4. If and insofar as any provision in the user agreement and these terms and conditions proves to be invalid, the other terms and conditions will remain in force and the invalid article will be deemed to have been converted in such a way that it is brought into conformity with the apparent intentions of the parties.