

## General terms and conditions.

We're not a fan of too many rules, but we have furnished Het Raadhuy's in Kessel with great care, passion and creativity. We hope that our guests appreciate this and treat the rooms and the building accordingly. The non-smoking policy throughout the building, including in the rooms, is all part of this. We have great neighbours and we don't want to upset them. We live there too and we want to be able to continue enjoying doing so. And so there are some rules we have to agree on. If that goes without saying for you too, a warm welcome awaits you.

### 1. General

- Our terms and conditions apply to all users Het Raadhuy's. These general terms and conditions enter into force when a booking agreement is made.
- We are a member of Koninklijke Horeca Nederland, the Dutch association of Hotels, Restaurants and Cafés; anything not mentioned in these terms and conditions is covered by the Uniforme Voorwaarden Horeca (uniform terms and conditions for hotels, restaurants and cafés) ([www.khn.nl/uvh-nl](http://www.khn.nl/uvh-nl)). We will be pleased to send you a free copy of these general terms and conditions on request.
- Bookings may only be made by people with a permanent address who is over 18 years old.
- We are not liable for any damage to, loss of or theft of property belonging to our guests.
- In the event of any disputes, guests are liable for any legal and other costs; the same applies to risks relating to a stay. Our accounts determine the amount to be paid, unless guests can provide proof to the contrary.
- Guests must notify us immediately of any damage to and losses of movable and immovable property belonging to our accommodation and if necessary/desirable these will have to be paid for.
- If these general terms and conditions are infringed, if instructions/house rules are not followed and in the event of inappropriate behaviour, we may deny or refuse guests access to our accommodation with immediate effect, without further communication or without giving reasons and without refunding accommodation expenses.

### 2. Booking confirmation

- The booking agreement can be entered into verbally, by phone, in writing or by e-mail. After receipt of the booking request, we will send confirmation (assuming we have availability).
- Reference will be made to these general terms and conditions in our booking confirmation.

### 3. Payment

- The cost of your stay (less the deposit received) must be paid in cash or by chip and pin or credit card on departure. An exception to this may be made by arrangement.
- Current rates can be found on [www.het-raadhuy's.nl/en/bookings](http://www.het-raadhuy's.nl/en/bookings)

#### 4. Cancellation

- In the unlikely event that guests are unable to fulfil the booking agreement they have entered into, they are requested to notify us as soon as possible so that other people can be given the opportunity of booking that date.
- The following refunds apply in the event of a cancellation:

#### 5. Booking directly

- o No charge for cancellation up to 7 days before the start date. The deposit received will be refunded.
- o Cancellation from 7 days before the start date will incur a charge of 100% of the booking sum. The amount owed (less the deposit received) must be transferred to bank account IBAN nr. NL97 RABO 0175293120 in the name of Het Raadhuyys mentioning the room and reservation date.

Not booking directly (e.g. Booking.com)

- o No charge for cancellation up to 14 days before the start date.
- o Cancellation from 14 days before the start date will incur a charge of 100% of the booking sum. The amount owed (less the deposit received) must be transferred to bank account IBAN nr. NL97 RABO 0175293120 in the name of Het Raadhuyys mentioning the room and reservation date.

#### 6. Arrival and departure

- On arrival we will ask you for your passport or proof of identity. You will receive your electronic key on arrival. We must be notified immediately if this key is lost and you will be charged an additional €20 on departure if the key has not been found.
- You can check in from 3.30 pm on the day you arrive. You may leave your luggage with us earlier by arrangement, so that you can go and enjoy the surrounding area. You can check out until 11am on the day you leave. It may be possible to make an exception to this by arrangement. No refunds will be given if you cut short your stay.

#### 7. Breakfast

- Breakfast is served between 7.30 am and 10.30 am. Breakfast is included in the price of the room.

#### 8. Your stay

- People who are not mentioned in the booking may not make use of our B&B; exceptions may be made to this by arrangement. No one is permitted to stay without permission.
- During your stay in our B&B it is not allowed to use your own drinks, food etc. in our bedrooms, communal areas and our patio garden.

### **9. Safety and the environment**

- We like our guests to feel at home. No smoking, no open fires, clean and tidy bedrooms and sitting rooms are all part of this. No pets allowed. Our accommodation can be accessed 24 hours a day while you are staying with us.

We wish you a pleasant and relaxing stay.

Marij & Theo Peeters