

General terms and conditions.

We're not a fan of too many rules, but we have furnished Het Raadhuis 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 neighbors, 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 Raadhuis. These general terms and conditions enter into force when a booking agreement is made.
- **Staying is only possible 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.
- If these general terms and conditions are infringed, if instructions/house rules are not followed and in the event of inappropriate behavior, 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

- 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-raadhuis.nl/en/bookings

4. Cancellation

- The following refunds apply in the event of a booking directly:
 - o No charge for cancellation up to 10 days before the start date. The deposit received will be refunded.
 - o Cancellation from 10 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 Raadhuis mentioning the room and reservation date.
- The following refunds apply in the event of a not booking directly:
 - 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 Raadhuis 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.
- Check-in on the day of arrival is possible between 3.30 PM to 6.30 PM. Check-out on the day of departure is no later than 10.30 AM. Deviations from these times can be made by mutual agreement.

7. Breakfast

- The choice of time to enjoy our freshly prepared breakfast is between 7:30 AM and 9.30 AM. Breakfast is included in the room rate.

8. Your stay

- People who are not mentioned in the booking may not make use of our B&B.
- Bringing pets is allowed, this also applies to wearing swimwear on our terrace and lounge area.
- **During your stay in our B&B it is not allowed to use your own drinks, food in our accommodation.**

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