



House rules and general terms and conditions

This is a translation. In case of any discrepancy, the Dutch version prevails.

By booking with us, you agree to the arrangements below. A question about any of the points? Feel free to call or email us before you book.

In and around the house

- Pets are not allowed.
- Smoking is not permitted in the building. Please also do not throw cigarette ends around or in the house or on the terrace.
- We urgently ask you to respect the neighbours' peace and quiet between 10 pm and 8 am.
- This is a family-friendly holiday home and it is not suitable for parties.
- The tenant may not make any changes to the holiday home.
- Never pour leftover fat or frying oil into the sink or drains.
- During the rental period the tenant is responsible for the house. The tenant undertakes to keep the holiday home tidy and clean and takes care of cleaning during the stay (a vacuum cleaner and cleaning products are provided).
- Tenants behave as prudent and reasonable persons and protect the holiday home against fire, frost damage, burglary and so on during their stay.
- A final cleaning is compulsory. We do, however, expect the rubbish to be cleared away and the house to be left tidy. Any extra cleaning work is settled through the deposit.
- On departure, the key is left at the agreed place. If the key is lost, €50 is deducted from the deposit.

Number of guests

- The house is intended for a maximum of 10 people. The number of people staying in the house may not exceed the number stated in the contract, unless the owner has given prior permission. If on arrival there turn out to be more people than stated, the owner has the right to charge a supplement or to refuse people.
- The house may never be sublet, not even free of charge. Whoever rents the house for a given period uses it for the whole period with the same group. Splitting a holiday period with a second group is not permitted, and certainly not without prior agreement with the owners.

Payment, deposit and cancellation

- 50% of the rental price is paid on booking and the remaining 50% no later than two weeks before the start of the reservation.
- The deposit of €300 must be paid before you receive the key to the house.
- The deposit bears no interest and is refunded within 14 days after the stay, unless something has been damaged, lost or has gone missing, or the rented items have lost value or have not been left clean. Any damage we find is reported in writing or by email to the person responsible for the booking. That person is liable for full compensation of the damage. The deposit may be withheld for any breach of the house rules and general terms and conditions.
- The tenant undertakes to pay the difference if the deposit is insufficient.
- Cancellation is possible up to 1 month before the start of the stay, at a cost of 25% of the rental price. For cancellations less than 1 month before the start, 80% of the total cost is charged.
- There is no price reduction for early departure or late arrival.

Facilities

- Water and electricity are included in the rental price, provided use is normal.
- The tenant has free use of the TV, WiFi, electricity, heating, water supply and all household appliances. The tenant cannot claim any financial or other compensation if one of these is temporarily interrupted or out of order. Please report any fault to the landlord immediately; we will do everything we can to have it repaired as quickly as possible.

Damage and liability

- All items in the house remain the property of the landlord. If the tenant notices damage or missing items at the start of the rental, the tenant reports this to the landlord immediately (within 24 hours). If the tenant makes no remarks at the start, any damage or missing items the landlord finds after the end of the rental are irrebuttably presumed to have been caused by the tenant. The inventory is available on site.
- The tenant reports damage (breakage of equipment or loss) caused by the tenant, fellow travellers or visitors to the landlord immediately on departure, and pays compensation for it after mutual agreement.
- The tenant is responsible for all damage caused during the stay, and for all persons in the tenant's party.
- We accept no liability towards tenants for personal injury you suffer in the house during your stay, for material damage to your belongings or for theft of your belongings during the stay.

Complaints

- A complaint will only be dealt with if it is reported by phone within 24 hours of arrival at the holiday home and followed up by an email and/or a registered letter. The same rule applies if something serious happens during the stay.

Access and termination

- The owner may enter the house at any time, without the tenant's permission, to check the indoor installations or the heating, or to maintain the lawn. In doing so, the owner respects the tenant's privacy.
- The owners may end a stay, without refunding the rent paid, if the group is clearly disruptive or does not respect the house rules and good neighbourliness.

Landlords

- The owners, who are also the landlords, are Jos Buelens (+32 494 58 43 45) and Ellen Plas (+32 498 62 26 18).

Thank you for your cooperation!