

# General terms and conditions

## **1. General:**

1.1. The provision of the reserved room in the B&B is made by handing over the house key and room key.

1.2. Arrival and check-in at our B&B is between 4pm and 8pm, or otherwise by arrangement. Tenants who cannot arrive before this time must inform the landlord.

1.3. Any complaints regarding the stay must be taken up with the landlord/owner immediately at the start of the stay, but no later than 24 hours after arrival, to allow the owner of the B&B to resolve the complaint satisfactorily. After this period, no claim can be made for a defect in the accommodation.

Owner B&B de Kaepstander is not liable for the consequences of theft, accident or damage to property belonging to the lessee, except in the case of fault on his part. In such cases, however, the lessor can never be held liable for any more costs or damages than would be covered under normal third-party insurance.

On the day of departure, the lessee must leave the B&B before 10:30 am.

## **2. Reservation and payment:**

2.1. A reservation can be made via our website [www.kaepstander.nl](http://www.kaepstander.nl). All practical questions will also be answered there.

2.2. After booking the stay, you will be linked through the website to the payment page.

2.3. The payment of 100% of the total rent (incl. additional costs) must be paid at the time of booking. You will then receive a booking confirmation via email.

2.4. If a reservation is made without immediate payment, we will make a one-time request via email as a reminder to make payment. If there is no response, we will delete the reservation.

2.5. Making the payment implies that the tenant has read and agreed to the terms and conditions mentioned here and the full description of the holiday accommodation they have rented.

2.6. There is a free cancellation option up to 14 days before arrival.

2.7. If there are unforeseen circumstances that prevent you from coming: please contact us by phone or email. We will then see how we can best arrange things.

## **3. Landlord's rights and obligations:**

3.1. The landlord is obliged to make the room available to the tenant on the date and time of commencement of the rental period, clean and in good condition.

3.2. Any additional costs should be stated on the rental agreement.

3.3. Except in the case of intent or gross negligence on the part of the lessor, the lessor accepts no liability whatsoever for loss, theft, damage or injury of any kind caused to or by the tenant or the tenant's property during the rental period and/or as a result of the stay in the rented room.

## **4. Rights and obligations of the tenant:**

4.1. The tenant may not stay in the rented room with more persons than agreed upon in

this rental agreement, except with the written consent of the landlord. If the stated number of persons is exceeded without written permission, the contract shall be considered terminated without any right to compensation (which means that the tenant must leave the B&B immediately).

4.2. The tenant must use the rented object exclusively as a rented room and may not rent or use the rented object to third parties.

4.3. A group of tenants under 23 years of age is only allowed after written permission from the landlord.

4.4. The tenant shall use the rented room with care, whereby the tenant shall be liable for any damage caused to the rented object during the rental period, including damage to or loss of (part of) the inventory, unless the tenant demonstrates that the damage cannot reasonably be attributed to him.

4.5. The stay in the room takes place entirely at the tenant's risk. The tenant also assumes responsibility for his guests and/or family. The burden of proof lies with the tenant, therefore the tenant declares to be in possession of third-party insurance.

4.6 The tenant must leave the rented room with its inventory clean and damage-free on the date and time of the end of the rental agreement. If this is not the case, the lessor is entitled to charge extra costs.

4.7. The tenant is not allowed to bring pets.

## **6. Disputes:**

Despite Landlord's utmost care and effort, it is still possible that a Tenant may have a justified complaint. The lessee should report any complaints and technical faults immediately, in order to give us the opportunity to resolve the matter immediately.

Meanwhile, the tenant must take all steps that can reasonably be required of him to limit any damage. Should the complaint not be satisfactorily resolved, the tenant has the opportunity to submit the complaint in writing to B&B de Kaepstander, Koorkerkhof 10, 4331BB Middelburg, at the latest 2 weeks after the complaint arose.

## **7. Other:**

7.1. There may be work in the immediate vicinity of the rented holiday accommodation, e.g. road works and/or (re)construction activities. B&B de Kaepstander as lessor cannot accept any responsibility or liability for any nuisance.

The owner is and remains fully responsible for the general condition of the rented room.

7.3. B&B de Kaepstander is not responsible for providing incorrect information, we accept no liability for any damage that may arise as a result.

7.4. Dutch law applies to all agreements between B&B de Kaepstander and the tenant.