



## **TERMS AND CONDITIONS B&B JOHANNESBERG IN OLDEBROEK**

We welcome you to B&B Johannesburg and we would like you to take a look at our general terms and conditions.

### **1. General:**

- 1.1 These General Terms and Conditions apply to all guests of B&B Johannesburg, Zuiderzeestraatweg 11, 8096 BC, Oldebroek.
- 1.2 Wherever these terms and conditions mention "guest(s)" you can also read "tenant(s)" or "user(s)".
- 1.3 Dirk Hop and Marianne Hop are the managers/owners of B&B Johannesburg. The owners/managers are allowed to replace themselves. Wherever these terms and conditions mention "manager(s)" you can also read "owner(s)".
- 1.4 Upon entering the lease, these General Terms and Conditions will become applicable.
- 1.5 Guests are to have their own permanent place of residence.
- 1.6 Guests are to follow the instructions of the managers.
- 1.7 Upon violation of the general terms and conditions and/or the house regulations or in case of inappropriate behaviour, the managers have the right to bar guests from B&B Johannesburg, effective immediately and without further notice or statement of reasons and without restitution of payment.
- 1.8 The administration of the managers is decisive in any mutual disagreement, unless the guests can prove the opposite.
- 1.9 Guests of B&B Johannesburg are to comply with the house rules that are shared with them when they make their reservation, and which are also available in the B&B.

### **2. Rates:**

- 2.1 The rates include the costs of gas, water, electricity and heating and VAT, exclusive tourist taxes.
- 2.2 The rates are excluding the costs of a cancellation and travel insurance.
- 2.3 The rates of the B&B are subject to price alterations.
- 2.4 Mentions of prices and rates are subject to the alteration of manifest errors.

### **3. Reservation and confirmation**

- 3.1 The lease can be entered in person, over the phone, in writing or via email.
- 3.2 After they receive your request for a reservation, B&B Johannesburg will send you a confirmation via email. After that the reservation is complete.
- 3.3 For the reservation of your stay in B&B Johannesburg, no extra reservation costs will be charged.

### **4. Payment**

- 4.1 The accommodation costs should be paid by bank payment at the latest 6 weeks before arrival.
- 4.2 If you make your reservation less than 6 weeks before your arrival, you should pay your reservation costs via bank payment right away.

4.3 The costs should be transferred to account number NL87 RABO 0317 7012 31

BIC of SWIFT code RABONL2U registered to VOF Hop in Oldebroek, with mention of your name and date of arrival.

4.4 The other costs, for things like breakfast, soft drinks and snacks – you should pay when you leave. You will be able to find the costs of this on a list in the dining room of the B&B.

## 5. Cancellation

5.1 In the undesirable event that you are unable to comply with the entered rental agreement, you should let the managers know as soon as possible, so that the booked B&B rooms may still be offered to others.

5.2 In case of cancellation the guest(s) will pay a compensation to the managers. This will consist of:

5.2.1 The guest can cancel for free up to 14 days before arrival. The guest pays 50% of the total price if he / she cancels within 14 days before arrival.

5.2.2 Cancellation on the day of arrival or during your stay 100% of the total price.

5.3 In order to qualify for repayment of the amount that has already been paid (if applicable), B&B Johannesburg should receive the cancellation in writing (via email or post).

## 6. Accountability

6.1 All risks related to a stay in B&B Johannesburg are for the account of the guests.

6.2 We cannot be held accountable for personal harm resulting from a stay in B&B Johannesburg.

6.3 Damage and loss of movable and immovable property of the managers should be reported and compensated by the guests.

6.4 The managers are not accountable for damage, loss or theft of possessions of the guests. In case of dispute all the (judicial) costs are for the account of the guests.

6.5 In case of loss of keys to the B&B, all costs resulting from this are for the account of the guest(s).