



- 1. Application**
- 1.1 These General Terms and Conditions apply to all offers, reservations and agreements relating to all accommodation and other facilities leased by Hotel Houses.
- 1.2 In these General Terms and Conditions the term 'lessee' refers to the person with whom Hotel Houses concludes a contract relating to the lease/use of accommodation. The term 'user' refers to the lessee and the persons specified by the lessee who (will) use the accommodation and/or other facilities leased by the lessee. The term 'location' refers to the location/place where an accommodation of Hotel Houses has been booked.
- 1.3 These General Terms and Conditions are applicable regardless of your (prior) reference to your own conditions or other general terms and conditions. Hotel Houses refutes all General Terms and Conditions to which you refer or that are used by you.
- 1.4 Agreements that deviate from these General Terms and Conditions are only valid if agreed in writing.
- 1.5 Printing errors are not binding for Hotel Houses.
- 2. Reservations**
- 2.1 Hotel Houses only arranges reservations for persons who are 18 years of age or older. Reservations made by persons under that age are not valid.
- 2.2 Hotel Houses reserves the right to refuse to make reservations at any time, without any obligation to state the reason(s).
- 2.3 When Hotel Houses accepts your reservation it will send you a written confirmation and invoice by mail or email within 5 days after the reservation has been made. Please check that all information is correct immediately upon receipt. Any errors must be reported to Hotel Houses immediately.
- 2.4 If you have not received a written confirmation/invoice within 5 days of making the reservation please contact Hotel Houses immediately, (the reservation cannot be honoured if these documents are not present).
- 2.5 A contract is created between you and Hotel Houses upon receipt of the written confirmation of your reservation and the invoice from Hotel Houses.
- 2.6 The contract relates to the short term leasing of accommodation and/or other facilities for recreational use.
- 2.7 The lessee will transfer a payment to Hotel Houses/ the location within the period specified in the reservation confirmation. Hotel Houses is entitled to regard the contract as not concluded if Hotel Houses/ the location does not receive the agreed payment. In that case, Hotel Houses has the option to release the reserved accommodation for reservation by other parties without prior notice.
- 3. Changes to the contract**
- 3.1 Should you wish to change the contract after it has been concluded, Hotel Houses is not obliged to accept these changes. Hotel Houses reserves the right to decide whether and to what degree any changes will be accepted. Hotel Houses reserves the right to levy an alteration fee upon acceptance of any changes.
- 3.2 In principle, changes are not permitted within 2 days prior to arrival. In these cases, the cancellation costs as described in Article 12 apply.
- 4. Substitution**
- 4.1 The lessee and other users are not permitted to allow the accommodation, under whatever name and on whatever basis, to be used by any persons other than those specified in the contract, unless agreed otherwise in writing with Hotel Houses.
- 4.2 If you and Hotel Houses have agreed that you and/or one or more users will be substituted, you and the lessee and/or users that you and/or other users replace will remain liable to pay Hotel Houses any outstanding rent, the alteration costs (see art. 3.1) and any potential extra costs caused by the substitution and any cancellation fees.
- 5. Prices**
- 5.1 You then owe Hotel Houses the agreed lease sum as specified in the written confirmation and the reservation. If a reservation is for the following calendar year, Hotel Houses has the right to adjust the tourist tax if it changes
- 5.2 Discounts do not apply to existing reservations.
- 5.3 All prices include VAT, as far as applicable, unless stated otherwise.
- 5.4 The prices at www.hotelhouse.nl are not binding. You will be informed of the currently applicable price when you make a reservation. The price stated on the confirmation/invoice is binding.
- 6. Payment**
- 6.1 When the reservation confirmation has been received you must pay a deposit of 25% of the total due. Payment of this sum must follow directly online or within 7 days after the date of the reservation confirmation and invoice. Hotel Houses/ the location must receive the remaining amount of rent due no later than 1 week before the commencement of the stay at the location as specified in the booking confirmation.
- 6.2 If a reservation is made within 1 week prior to the start of your stay, the entire lease sum must be paid at once directly online or by arrival. If, on arrival at the location, it is apparent that the reservation fee has not been transferred (completely) to the locations bank account then you must pay this immediately, on site. If this payment is not made in accordance with the above, the location is entitled to deny you the use of the accommodation. If it subsequently becomes apparent that you had submitted a payment order but that the sum had not been transferred to the locations bank account by the time you arrived, any overpayment will be refunded to you.
- 6.3 Refer to 2.7. for late payments.
- 7. Arrival and departure**
- 7.1 Arrival and departure are possible on Monday till Sunday, unless stated otherwise in Hotel Houses publications. Hotel Houses specifies the arrival date in the reservation confirmation.
- 7.2 The leased accommodation can be used from 2:30 pm on the agreed arrival date as specified on the reservation accommodation. The accommodation must be vacated before 11:00 am on the agreed departure date and specified on the reservation confirmation.
- 7.3 If the use of the accommodation and/or other facility is ended before the agreed date specified on the reservation confirmation, the lessee is not entitled to a refund of (any part of) the lease price and/or extra costs.
- 8. Regulations**
- 8.1 Each unit of accommodation may only be used by the number of persons on the reservation. The maximum number permitted for each unit of accommodation is specified in Hotel Houses publications.
- 8.2 In order to allow necessary maintenance work to take place, you will permit work to be carried out on the accommodation or other facilities during your stay, without entitlement to compensation.
- 8.3 The lessee must vacate the accommodation in a clean state.
- 8.4 Contravention of the regulations in these General Terms and Conditions and park regulations and/or the failure to follow instructions issued by the owner of the location the right to eject you, the lessee, and any other user from the location without restitution of the lease fee or part thereof.
- 8.5 If the owner of the location seriously suspects that the lessee of an accommodation is acting in contravention of the law and/or Public Order and/or acting immorally, the owner of the location is entitled to enter the recreational accommodation in question.
- 8.6 It is not allowed to smoke in the accommodations or facilities.
- 8.7 Parties or gatherings are not permitted unless otherwise agreed.
- 9. Pets**
- 9.1 Depending on the accommodation, Hotel Houses permits a maximum of two pets, owned either by the lessee or the users. If you and/or other users wish to bring pets, this must be stated during the reservation process. In that case Hotel Houses will charge a fee for the extra cleaning work. Hotel Houses reserves the right to refuse entry to pets, without providing a reason.
- 9.2 Instructions relating to the locality must be followed. Pets may not cause a nuisance to other guests.
- 9.3 Visitor's pets are not permitted.
- 9.4 Pets in the park must possess a passport in accordance with the European model (from 3 July 2004). The animals must be vaccinated against rabies and identification with a chip or tattoo is compulsory. You are responsible for possessing the correct travel documents.
- 10. Breakages, losses**
- 10.1 The lessee specified on the reservation confirmation is responsible – without prejudicing the responsibility or liability of the other guests/users – for good order in and around the leased accommodation or elsewhere in at the location, insofar as this is influenced by him or his company/the other user.
- 10.2 In addition, the lessee is always liable, without prejudice to the liability of other users, for damage due to breakages and/or losses and/or damage to the inventory and/or accommodation. Any damage must be reported by the lessee to the owner of the location immediately and paid for on the spot unless the lessee can show that the damage cannot be blamed on his/her actions or those of other users or members of his company.
- 11. Internet use**
- 11.1 The location offers the renter and those accompanying the renter/ user access to the internet via Wifi. The renter is responsible for the correct use of the internet as well as for the for the necessary hardware and software.
- 11.2 Hotel Houses or the location is not liable for any loss as a result of the use of the internet or breakdowns in the network.
- 12. Cancellation conditions**
- 12.1 These cancellation conditions only apply if the agreement has been concluded directly with Hotel Houses and not with the intervention of an Online travel agency. In the case of a reservation via an online travel agency, the cancellation conditions of the relevant online travel agency apply. When a reservation is cancelled, cancellation fees are charged. The sums owed to Hotel Houses by the lessee when cancellation takes place are:
- a. Free of charge are cancellations more than two days prior to the arrival date,
- b. The first night as booked for cancellation between two and one days prior to the arrival date,
- c. The first two nights as booked for cancellations between one day prior to the arrival date and on the arrival date,
- 12.2 If you have not arrived within 24 hours after the agreed arrival date without further notice, this will be considered as a cancellation.
- 13. Advance reservation**
- 13.1 It is possible to make a booking in a period for which the rates have not yet been published. Hotel Houses will inform the lessee as soon the prices are available. The lessee has a week to make the reservation or cancel.
- 14. Liability**
- 14.1 Hotel Houses and the owner of the location does not accept any liability for theft (including theft from safes), loss or damage of items or persons of any nature whatsoever, during or as a consequence of a stay at our locatio and/or leasing/using accommodation and/or other Hotel Houses facilities.
- 14.2 Liability for damage consisting of deprivation of holiday enjoyment or damage to businesses or other consequent damage is excluded under all circumstances. Hotel Houses or the location is also never liable for damage for which claims may be submitted on the basis of travel and/or cancellation insurance policy or any other insurance policy.
- 14.3 Hotel Houses/ the location is not liable for disruptions in services or omissions in services provided by third parties.
- 14.4 You and the users are mainly liable for all losses and/or damage to the leased accommodation and/or other Hotel Houses/ the locations property that occurs during its use by you and/or other users, regardless of whether this is the consequence of your and/or third parties' (who can be counted as members of your company) actions or negligence.
- 14.5 You exempt Hotel Houses/ the location from all claims relating to damage to third parties that is (partially) a consequence of your actions or negligence or the actions or negligence of other users, your travelling companions or third parties who can be counted as part of your company.
- 14.6 Extra fees will be charged for any items that are incorrectly used or left, including but not restricted to the excessive soiling of the accommodation. These must be paid immediately.
- 15. Complaints**
- 15.1 Despite the care and attention devoted by the owners of the location you may feel that you have a justified complaint regarding your holiday accommodation. In the first instance you must submit this complaint immediately to the location owners. If you feel that the complaint has not been handled satisfactorily you have a maximum of 1 month after leaving the location to submit a complaint in writing to: Hotel Houses, Bedrijvenweg 8, 1619 BK Andijk, stating reservation number, personal data, date of stay and with location of Hotel Houses you went. The complaint will then be handled with the greatest care.
- 16. Applicable law**
- 16.1 The contract between you and Hotel Houses is subject to Dutch law exclusively.
- 17. Travel documents**
- 17.1 You are responsible for possessing valid travel documents that are required for your destination. Hotel Houses does not accept any liability for the consequences of failure to possess the correct travel documents. If you cannot show a reservation confirmation upon arrival the location owner can refuse you access.
- 18. General**
- 18.1 Any errors in printing and layout are not binding for Hotel Houses.
- 18.2 The owner of Hotel Houses will take decisions in all situations not foreseen in these general terms and conditions.