

These General Terms and Conditions apply to all guests of B&B Het Dijkhuis Eersel. These general terms and conditions take effect upon entering into a reservation.

1. Reservation

- a. The reservation of your stay can be made via our website www.hetdijkhuiseersel.nl, by telephone, by e-mail or via a booking site (such as Booking.com). After booking you will receive a confirmation by e-mail.
- b. Reservations can only be made by persons who have a fixed place of residence or stay and who are 18 years or older.
- c. Use of our B&B by other or more persons than stated in the reservation is not permitted. This can be deviated from in consultation.

2. Prices and payment

- a. The accommodation costs include VAT and tourist tax.
- b. The prices are subject to price changes or incorrect entries on the internet.
- c. The accommodation costs must be paid by bank no later than two weeks before arrival. Or you can let us know by email that you pay in cash or by PIN on arrival.
- d. The accommodation costs can be transferred in advance to IBAN account number: NL29 RABO 0309 6904 63 addressed to The Dijkhuis Eersel, stating the reservation number, the name of the guest and arrival date.
- e. Companies that regularly let guests stay with us can pay afterwards by bank. B&B Het Dijkhuis Eersel decides which companies are eligible for this.

3. Your stay

- a. You can check in from 3.30 p.m. Let us know in advance what time you expect to arrive. We are then present to welcome you. It is usually possible (by appointment) to drop off the luggage earlier and to collect the key. To be sure that someone is present to welcome you, we ask you to stick to the agreed arrival time or to inform us about a change.
- b. You can check out until 10.30 a.m. It's no problem to leave the luggage with us. You can pick it up later in the day (by appointment). In consultation you can be checked out later (if it's possible).
- c. The rooms of the B&B are located on the ground floor. There are 3 steps to the entrance.
- d. In your room the beds are covered and hair dryer, towels, shampoo and shower gel are provided.
- e. In your room you can use a coffee maker and a kettle with free coffee and tea.
- f. There is crockery, glassware and cutlery available for shared use. You also have your own fridge and microwave/oven.
- g. There is an honesty bar with drinks and chocolate/chips. You can note down what you have used and pay when you leave.
- h. If you need a stool and / or handle when showering, please let us know in advance and we will take care of it.
- i. You can park your bikes covered behind the gate.
- j. We have 2 loan bikes that you can use if they are available. Always lock the loan bicycles.
- k. Staying with more or other persons than stated in the reservation is not permitted. This can be deviated from in consultation

4. House rules and safety

- a. Our B&B has been furnished with care and attention. We think it is important that all things are handled with respect. If something unexpectedly breaks, be honest and report this.
- b. Pets are not allowed in the rooms.
- c. Smoking is only permitted on your terrace.
- d. Please use radios and other sound carriers in your room instead of on the terrace.
- e. At the entrance of the B&B there's a fire extinguisher and a first aid kit.
- f. You will find telephone numbers of emergency numbers/doctor and dentist in your room.

5. Registration and privacy

- a. We maintain a night register as a result of municipal regulations.
- b. We have published a privacy statement on our website.

6. Cancellation costs

Do you want to cancel your booking? Let us know as soon as possible.

- a. Canceling up to 4 weeks prior to your arrival date is free of charge.
- b. Cancellation costs less than four weeks and more than two weeks before the arrival date: 50%.
- c. Cancellation costs less than 14 days before the arrival date: 75%.
- d. Cancellation costs on the day of arrival or the day before: first day of your stay 100%, remainder 75%.
- e. In the event of disputes, we may apply for legal assistance.

7. Liability

- a. We are not liable for damage to or loss or theft of property of our guests.
- b. All risks related to a stay are at the expense of the guests.
- c. We cannot be held liable for personal injury resulting from the stay.
- d. The key is handed over upon arrival. Loss must be reported immediately and upon departure (if key remains untraceable) the cost of replacing the lock will be charged.
- e. In the event of disputes, (legal) costs are borne by guests. This also applies to risks related to a stay.

In the event of a violation of these terms and conditions, non-compliance with instructions and improper behavior, access to the B&B can be denied and/or refused with immediate effect, without further notice and explanation of reasons and without reimbursement of accommodation costs.

Eersel, May 22nd 2019