

General Conditions

Definitions

'B&B De kamelenmelkerij', 'Hoeve', 'B&B': B&B De kamelenmelkerij.

'Guest': a person who is registered via the booking form to stay as a guest at the B&B.

'Principal guest': a person making the reservation for the B&B using the booking form. The principal guest must be 18 years or older and is responsible for his/her accompanying guests.

'Manager': a person who manages the B&B, whether as owner of the B&B, or on behalf of the owner of the B&B.

'Third party': any other legal entity, not being a guest, manager or owner.

'Booking form': a form available on the website www.kamelenmelk.nl to be filled in to make a reservation to stay at the B&B De kamelenmelkerij.

'Booking': a confirmation from the B&B De kamelenmelkerij of receipt of a booking form completed and forwarded by the guest.

'Confirmed Booking': a booking for which a deposit of 50% of the total accommodation costs have been paid into the Rabobank account of B&B De kamelenmelkerij.

'Cancellation': the cancellation of a confirmed booking within the specified time period.

1. B&B De kamelenmelkerij

1.1 There is a description of the B&B on the website www.kamelenmelk.nl. Whilst this website has been created with the greatest of care, it is possible that there are discrepancies between the text and photos presented on the website and the actual description and appearance of Hoeve at the time of the visit by a guest. No claim can be established by a guest on the basis of any such discrepancy.

1.2 The minimum length of stay at B&B De kamelenmelkerij is one night.

1.3 The B&B is accessible 24 hours per day. The B&B part of the complex has its own entrance.

1.4 No noise is permitted between midnight and 7 a.m.

1.5 Smoking is not permitted in bedrooms, communal rooms or anywhere else indoors. Smoking is permitted outdoors.

1.6 Permission of the owners of the B&B is required in respect of family pets.

1.7 Bedrooms can accommodate up to two persons.

1.8 Check-in is possible between 4 p.m. and 10 p.m. Check-out before 10.30 a.m.

1.9 Guests may park their own cars in the B&B's own car park. Parking is at a guest's own risk.

2.0 Charges

2.1 Charges include gas, water, electricity and central heating. The charges also include VAT and excluded tourist tax.

2.2 The charges do not include cancellation or travel insurance.

2.3. Charges for the B&B are subject to contract and are subject to change.

2.4 All information on the website of the B&B (www.kamelenmelk.nl) is deemed to have been provided in good faith and is subject to change. The B&B is not liable for any apparent errors on its website.

3.0 Booking and Payment

3.1 Once the booking via the booking form has been acknowledged by the B&B, the principal guest is required to transfer a deposit of 50% of the total accommodation costs into the bank account of B&B De kamelenmelkerij.

3.2 The booking is only confirmed once this deposit has been paid. Once the booking has been confirmed, the guest will receive a confirmation from B&B De kamelenmelkerij.

3.3 The principal guest may elect to pay the total accommodation costs to the B&B in one go. This should be indicated when completing the online booking form.

3.4 The deposit or payment in full should be transferred to Rabobank Leiden, account number 1528.20.310, in the name of B&B De kamelenmelkerij.

IBAN no.: NL24RABO0152820310

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3.5 The principal guest is requested to pay any outstanding balance on arrival. This must be in cash. The B&B does not accept any credit cards or bank PIN cards.

4.0 Cancellation

4.1 In the event of cancellation at least 4 months days before the earliest arrival time (4 p.m.) on the specified arrival date, the payment already made will be refunded in full. Minus 100 euro administration costs

4.2 In the event of cancellation less than 4 months of arrival date (4 p.m.)

4.3 B&B De kamelenmelkerij is entitled to cancel the confirmed booking at least 48 hours before the earliest arrival time (4 p.m.) on the specified arrival date without the need to offer any reason, subject to a full refund of the sum already paid by the principal guest.

5.0 Damage to property

5.1 Guests must conduct themselves properly and use the B&B accommodation in accordance with the reasonable house rules of the owner/manager.

5.2 The principal guest is legally liable for any damage he/she or his/her accompanying guests cause to the B&B accommodation or any property therein.

5.3 Any damage must be immediately reported by the guest to the owner or the manager. Repair or replacement costs must be immediately paid by the guest on request by the owner/manager.

6.0 Complaints

6.1 The guest should make any complaints known to the B&B. The B&B will deal with any such complaint promptly and efficiently, in accordance with the principles of reasonableness and fairness.

7.0 Force majeure

7.1 In the event of force majeure, whether of a temporary or permanent nature, the B&B is entitled to terminate or temporarily suspend all or any part of the contract. In such an event, the guest shall not be entitled to demand compliance or claim compensation. The term 'force majeure' includes, but is not limited to: (threat of) war, civil unrest, strike, boycott, breakdown in energy supplies or transport, government measures, scarcity of raw materials, natural disasters, exceptional weather conditions, the death of any of the owners or close family members etc. as a result of which it would not be fair and reasonable to expect the B&B to comply in full or at all with the contract.

8.0 Liability

8.1 The B&B is not liable for loss caused to the guest or third party as a result of the stay in the accommodation. The guest indemnifies the B&B in respect of any such claims. The B&B is not liable for any breakdowns affecting the accommodation, such as power cuts and cuts in the supply of water, breakdowns of technical installations, or the failure to announce in good time or at all any building or road works to be carried out in the vicinity of the B&B.

8.2 The B&B can only be held liable for loss which is the result of its deliberate act or gross negligence.

8.3 Notwithstanding the provisions in sections 8.1 and 8.2, insofar as the B&B could be held liable at law under any head of liability under the user agreement, any such liability is limited to direct loss and liability for any consequential loss is expressly excluded. Liability of the B&B is limited to maximum sum that the insurer of the B&B would pay out in the relevant situation.

9.0 Privacy

9.1 The B&B shall treat all personal data with which it is supplied in strict confidence and not disclose it to any third party.

10. Final provisions

10.1 Unless rules of private international law specify otherwise, these general conditions are governed exclusively by Dutch law. Guests who are non-Dutch citizens are deemed to have agreed to comply with these general conditions.

10.2 Any disputes arising from a user agreement or these general conditions shall be brought first before a court in the Netherlands with competent jurisdiction, unless rules of private international law specify otherwise.

10.3 The Dutch version of these general conditions has been translated into English as accurately and carefully as possible. However, insofar as there is any discrepancy between this translation and the original Dutch version, the Dutch version shall prevail.

10.3 Neither party may transfer its rights and obligations to any third party unless these general conditions specify otherwise.

10.4 If and insofar as any provision of the user agreement or these general conditions proves to be void, the other conditions shall remain fully in force and the void provision shall be replaced by such article that is legally binding and that is as close as possible in scope and meaning to the original intention of the parties.