

General terms and conditions

1. General

- 1.1 These general terms and Conditions apply to all guests, customers, renters and users of
B&B De Ark
Eibergseweg 32
7161 AL NEEDE
- 1.2 In case the hosts are absent rendering of services will be taken over by others
- 1.3 These general terms and Conditions come into effect upon acceptance by the B&B of a booking
- 1.4 Guests must follow the hosts instructions
- 1.5 In case of violation of these general terms and conditions or in case of unacceptable behavior the hosts are entitled to remove or to refuse entry of guests to B&B de Ark, without further ado and without restitution of moneys already payed.
- 1.6 In case of disputes the hosts' bookkeeping department is determinative unless guests can prove the opposite.

2. Tariffs

- 2.1 Tariffs are inclusive of gas, water, electricity, heating, VAT and local Tourist taxes.
- 2.2 Tariffs may be subject to changes.
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3. Reservations and confirmations

- 3.1 Reservations can be made in person, by telephone, in writing or e-mail (or via the B&B's website)
- 3.2 Upon receiving a booking request B&B de Ark will send a confirmation. This makes the booking firm and final.

4. Payment

- 4.1 Payment for the accomodation needs to be done in cash or by pin-card before check-out of the B&B.

5. Cancellation

- 5.1 in case a confirmed booking cannot be honored, for whatever reason, the guest should notify the B&B immediately. The B&B will try to rent the accomodation to others. In case the B&B is unable to do so, the guest shall compensate the B&B.
- 5.2 In case of cancellation of a confirmed booking within 7 days prior to arrival the cancellation fee is 50% of the agreed booking price.
- 5.3 In case of no-show or in case of cancellation on the day of arrival the cancellation fee is 100% of the agreed booking price.
- 5.4 In case of early check out no restitution will be given.

6 Liability

- 6.1 All possible risks involved in a stay at B&B de Ark are at the guests responsibility.
- 6.2 B&B de Ark can not be held responsible for any peronal harm or injury incurred during the stay at B&B de Ark
- 6.3 Damage or loss of properties of B&B de Ark by guests must be reported and compensated immediately.

- 6.4 B&B de Ark can not be held responsible for any damage, loss or theft of guests belongings. In case of disputes guests will be liable for possible legal costs.
- 6.5 In case of loss of keys of B&B de Ark all resulting costs will be paid by guests.