



## GENERAL TERMS AND CONDITIONS

**§1 The owner is committed** to welcome the guests in the best way possible and to ensure that they receive all the necessary attention and information to make the most of their stay.

**§2 Duration of the stay:** The contract is valid for the dates as confirmed and will under no circumstances give the guest the rights to remain in the premises after the confirmed departure date.

**§3 Confirmation of reservation:** The reservation is confirmed and binding once the guest has returned the contract together with a deposit equal to minimum one night stay per room booked. For reservations for 4 nights or more the deposit is 25% of the total cost. Alternatively you can guarantee your reservation with a credit card (MasterCard or Visa). The owner reserves the right to debit the deposit on the card or to take a pre authorisation of the full amount of the stay of the reservation. In case the information of the credit card does not permit to take the pre authorisation, the booking will automatically be cancelled. The contract can be sent by post or e-mail.

**§4 Cancellation made by the Guest:**

As a Bed and breakfast is a small structure, a cancellation has a significant impact for us. Any cancellation has to be made in writing and sent by e-mail directly to the owners of the guesthouse, and be confirmed by the same.

Cancellations made by the guest:

- a/ Cancellation 30 days or more before the beginning of the stay: the deposit is refundable if the room can be re-rented for the full period of the cancelled reservation.
- b/ Cancellation is made less than 30 days before the confirmed arrival date the full amount of the reservation is due. The owner will do his utmost to replace the cancelled reservation and a refund will be made for the nights re-rented.
- c/ If the Guest has not arrived before 19h on the confirmed date of arrival and has not notified the owners of a later arrival time, the booking contract is automatically cancelled and the owners are free to give the room(s) to another Guest. The full price of the reservation is due.
- d/ In the case of the Guest leaving before the confirmed departure date, the owners have the right to claim the full price of the confirmed booking. A refund will be made for the nights re-rented.
- e/ It's the responsibility of the Guest to verify that he has sufficient insurance coverage.

(Our comment: Some payment cards offer travel insurance, so check the coverage before you buy any additional insurance)

**§5 Cancellation made by the owners:** If the owner has to cancel the reservation before the beginning of the stay, he has to notify the Guest and make sure the information is well received. Any deposit made will be refunded immediately and no further claims can be made. The owner will do his utmost in assisting to find an alternative accommodation.

**§5 Arrival:** The Guest is to arrive on the date as stated by the confirmed reservation, no later than 19h unless previously agreed with the owner. If the Guest is delayed he is to notify the owner. The room is guaranteed starting 16h and if the guest has not presented himself or been in contact the owner is free to give the room to another guest.

**§6 Payment:** The total cost of the stay less any deposit made in advance has to be paid before the departure, preferably in cash.

**§7 Use of the premises:** The Guest is to respect the nature of the premises and use them accordingly. The Guest is to show normal care and respect in the use of the room and is liable to reimburse the owner for any damage caused.

**Parents have the obligation to accompany their child or children to the pool.** As to the design and dangers of the construction in rock of the pool it is prohibited to jump, dive or play in the pool.

The rooms are non-smoking and guest have to ensure not to bother any non-smoker around the house.

The use of the sauna is entirely at the risk of the guest, and we recommend to verify with a GP if there are any previous health issues.

**§8 Capacity:** The reservation is only valid for the number of guests as stated in the confirmed booking. The owner have no obligation to accept any additional guest and any such refusal will in no way change the validity of the contract and will not be a reason for any refund.

**§9 Pets:** Pets are not accepted. The owner has the right to refuse any unannounced pets, and any such refusal will in no way change the validity of the contract and will not be a reason for any refund.