

## General terms and conditions B&B Villa Arion Wageningen, The Netherlands

We look forward to welcoming you. When you make your booking, you enter into an agreement with us. Please read our terms and conditions below.

### 1. Arrival and departure

Check-in is possible from 16:00 to 22:00 on the day of arrival. We ask you to leave your room before 10:00 am on the morning of departure. Other times are possible in consultation; these must be confirmed by us.

### 2. Payment methods

Payment to Villa Arion must be made in Euros and must be free of all bank charges, exchange rate fluctuations and other deductions. We are pleased to accept the following payment methods:

**Direct bank transfer in advance:** Villa Arion BIC: INGBNL2A IBAN: NL03 INGB0008145735.

Please mention the invoice number and your name clearly on the transfer. As proof, a copy of the transfer may be sent to us.

**Pin / Credit / Debit Card on site:** Visa, MasterCard, American Express, V pay

### 3. Use of B&B rooms

It is not allowed to use our rooms for parties or gatherings where occupants of neighbouring rooms might be disturbed. If upon arrival it appears that you intend to use the room for such an event, you may be refused entrance. If it is discovered that you are holding such an event after arrival you will be required to leave immediately. In such circumstances, Villa Arion is not obliged to provide or locate alternative accommodation. The share of the refund is at the sole discretion of Villa Arion.

### 4. Facilities and services

#### 4.1. Furnishing of the B&B rooms

The B&B room 'Room U' 'De Uiterwaarden' is furnished with a living and sleeping area. The room includes a kitchenette with limited equipment, cutlery, crockery and kitchen utensils. There is also a communal kitchenette which is also used by guests of the B&B room 'Room S' 'De Strang'. The kitchenette is intended for preparing coffee, tea and snacks/small meals. Unless otherwise indicated, the prices quoted include energy costs, tourist tax and a weekly cleaning service for longer stays. Use of all bed linen and towels are included and are changed with each cleaning service. Any additional costs are at the discretion of Villa Arion.

#### **4.2. Wi-Fi access**

A WIFI internet connection is available at all locations. If the internet connection is lost, Villa Arion will make every effort to reconnect as soon as possible, but Villa Arion cannot be held liable for any losses resulting from the loss of connection. By using our Wi-Fi Service, you automatically agree to the terms of use on a fair use basis.

#### **4.3. Keys**

You can access the building and your room 24 hours a day during your stay using a key that you will receive on arrival. You are fully responsible for this key for the duration of your stay. A lost key will be charged at €50.00 per key plus any additional costs incurred if additional work is required, such as locks that need to be replaced.

#### **4.4. Car Parking**

Car parking is available on our property in front of Villa Arion based on if available. Parking is at your own risk.

#### **4.5. Pets are not allowed**

Regrettably no pets of any kind are permitted under any circumstances. You are liable for any infringement of this rule.

#### **4.6. Smoking is not allowed**

Smoking, including the use of e-cigarettes, is not permitted within any part of Villa Arion. Please note that guests who do not comply will be asked to leave immediately. These guests are liable for professional cleaning of the room(s). Despite early departure, any outstanding balance of nights booked will be charged.

#### **4.7. Damage and breakage; missing items**

Please take care of our home and properties. You are responsible and liable for any breakages or damages which you cause to the accommodation or its contents. Please report these as soon as they occur, especially if you accidentally spill something – it's much easier to clean if we know what it is and act quickly. We do not normally charge for breakage, but we reserve the right to charge for repair or goods if the damage is significant. We also reserve the right to charge for missing items.

### **5. Reservation and payment**

#### **5.1. Reservations**

Reservations can be made via the booking form on the website or by contacting us via email [arion@villa-arion.nl](mailto:arion@villa-arion.nl) or whatsapp/mobile +31 6 42567291. We will respond as soon as possible after receiving your request, usually within one day and we will do our best to limit this to a maximum of 2 days. Reservations are only final after a confirmation from Villa Arion.

## **5.2. Published rates include VAT and payment**

All published rates include VAT. We reserve the right to change our prices at any time. This does not affect bookings already made.

Payment of the bill for a period of less than 7 days will be made in advance or upon check-in. A reservation for more than 7 days will be invoiced in advance and must be paid no later than two weeks before the reserved period, or immediately if the period at the time of booking is shorter. For stays longer than one month, with an expiry date of two weeks in advance, you will be invoiced per month. We reserve the right to cancel a reservation if payment is not received by the due date.

## **6. Cancellations**

### **6.1. Substantial changes and cancellation by guest**

We are a small business, so cancellations can have a big impact on us, especially if we have turned away potential guests in favor of someone who has already booked and who then cancels. However, we understand that unforeseen circumstances may occur and we try to be as helpful as possible in such cases. A "substantial change" means a change in the date or a change in the length of stay and this must be notified in writing. Notice of cancellation or substantial change will not take effect until the following day.

For a booking, the following cancellation conditions apply: free cancellation up to 21 days in advance, 25% of the costs up to 7 days in advance, 90% of the costs up to 24 hours before start time of the booking and thereafter 100% of the costs.

*We take all bookings in good faith. As we are unable to assess reasons for change, cancellation or non-arrival, guests are reminded that no exceptions to the above conditions will be made and that any booking with Villa Arion for accommodation or services (oral or written) constitutes a legally binding contract. For this reason, we advise you to take out a suitable insurance to cover you against unexpected costs such as cancellation. In addition, we can take legal action through the Dutch court to collect outstanding debts.*

### **6.2. Cancellation by us**

If it is necessary for us to cancel a booking, we will contact you immediately. Any payments will be refunded in full. If you wish, we will try to book you in a similar room at another local bed and breakfast or hotel of the same or lower Dutch classification. If the accommodation is more expensive than Villa Arion B&B, we will pay the difference for the first night of your stay. Our liability does not extend beyond these terms and conditions.

## **7. Change of room**

When it is necessary to change the reserved room to the other room, we reserve the right to do so. This may arise, for example, when the room is needed to meet the specific necessary needs of another guest or when it is unusable due to circumstances beyond our control.

## **8. Privacy and data protection**

We handle your data with care, as follows from the General Data Protection Regulation (GDPR). We collect information that is necessary for us to process your booking and information that is necessary due to regulations for Bed and Breakfasts of Wageningen municipality. We exercise the utmost care in this, but bear no liability to you in the event that a data transmission over the Internet is not completely accurate or secure. We do not share information with third parties except to the extent necessary to process your booking or under Dutch law.

## **9. Liability**

We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions, unless proven to be caused by a negligent act by ourselves or our employees whilst acting in the course of their employment for Villa Arion.

## **10. Force majeure**

We will not be liable for any delay, loss, damage or expenses incurred if your booking needs to be altered or cancelled or we are unable to perform our contractual obligations as a result of events beyond our reasonable control, which shall include but not be limited to events such as war, civil strife, terrorist activity, labour disputes, natural or man-made disaster, fire, flood, and adverse weather conditions.

## **11. Termination Policy**

Villa Arion B&B reserves the right, in its discretion, to terminate a persons stay without notice, when necessary due to unacceptable behavior or as a result of actions that may endanger or offend others (Please note that non-compliance with our non-smoking policy may include termination). In such circumstances, an outstanding account must be settled; no refunds will be made.

*We reserve the right to amend these terms and conditions at any time. If any provision of this Agreement is found to be unenforceable by a court of competent jurisdiction, the other provisions shall nevertheless remain in full force and effect. This agreement is governed by Dutch law and the parties hereby submit to the non-exclusive jurisdiction of the Dutch courts.*