

TERMS and CONDITIONS Bed & Breakfast Tussen Spoor en Singel Utrecht

1. In General

- Terms and Conditions apply to all guests of Bed & Breakfast Tussen Spoor en Singel, Hugo de Grootstraat 13, 3581XR Utrecht.
- Arineke Elsenaar is the owner and manager of Bed & Breakfast Tussen Spoor en Singel, further referred to as "the owner". The owner may replace his position by a substitute.
- The person making the booking is hereafter referred to as "guest", this should never be more than two people unless agreed with the owner.
- By entering into a lease agreement, these Terms and Conditions apply.
- Upon request, a copy of these Terms and Conditions shall be provided to the user, it can also be downloaded from the website www.tussenspoorensingelutrecht.nl.
- Guests should have a fixed place of residence.
- At the request of the owner Guests are obliged to show an ID (such as a passport or driving license).
- The owner is entitled to make a copy of this ID
- The owner is not liable for any damage, loss or theft of property of the guest. In disputes all legal and other costs have to be paid by the guest.
- All risks relating to a stay in Bed & Breakfast "Tussen Spoor en Singel Utrecht" will be borne by the guests.
- Damaged and missing items within the property of the owner must be reported and paid by the guests to the owner promptly.
- Guests have to obey the instructions of the owner.
- In breach of these Terms and Conditions or in case of any inappropriate behaviour by the guest, the owner of the Bed & Breakfast may immediately and without reason and without paying any refund, deny or refuse the guest to further access the B&B.
- In case of any disagreement the owners administration is binding, unless the guest can prove differently.
- Guests of Bed & Breakfast Tussen Spoor en Singel must behave accordingly to the Rules and Regulations below.

2. Booking and confirmation and payment

- No additional fees will be charged when making a reservation or staying at 'Bed & Breakfast Tussen Spoor en Singel'. For certain bookings this might exclude VAT.
- The booking can be made verbally, by E-mail or via an online booking.
- After receiving your reservation request Bed & Breakfast Tussen Spoor en Singel will send a reservation confirmation, also requesting to transfer the total amount of your stay into the owners account NL80INGB0002668796 at the name of A.B.C. Elsenaar, Utrecht, if needed the BIC code is INGBNL2A.
- By receiving the amount to be paid in the owner's bank account you will your reservation is assured..

- The amount to be paid should be received in the owner's account at least 8 days before check-in date. If not, the reservation is considered to be cancelled.
- Reservation and booking confirmations are subject to these Terms and Conditions.
- The owner may agree changes to these terms and conditions in consultation with the guest.
- Rental rates can be found on our website.

3. Booking Cancellation Policies

- In case of cancellations by the guest the following rules apply:
 1. If the guest wants to cancel or change their booking no fees will be charged if they notify the owner at least 7 days before the date of arrival. If payment to the owner has already been made, a refund will be made.
 2. Full price will be charged if the owner is notified less than 7 days before the date of arrival or if guests do not check-in ('no-show')

RULES AND REGULATIONS

Arrival and departure

- Check in time from 2.00 pm, to be agreed with owner beforehand.
- Check out before 11.00 am.
- Any deviation from the agreed check-in and check-out times can only be made after consultation with the owner.
- Only bookings with a minimum stay of 2 nights are accepted.
- No refunds will be paid if the guests have to depart earlier than booked.
- Guests may leave luggage at the bed and breakfast for an agreed time before or after your stay.

Breakfast

- Breakfast is served at an agreed time on a trolley outside your room.

Your stay

- Use of the room by other persons than the guests is not allowed.
- Visitors of the guests may not stay within the B&B without the consent of the owner and if consent is given an additional payment will be agreed.
- The Bed and Breakfast must be kept clean and tidy by the guest.
- A First Aid kit is in the owners house and available for use by the guest.
- Guests may not smoke anywhere indoors
- Smoking is permitted on the room's balcony.
- It is requested for guests to not wear shoes inside the property, if needed slippers are provided by the owner.

- No pets allowed.
- From 10:30 pm we ask our guests to keep noise to a minimum.
- Guests are obliged to properly lock the front house door and the door of the bicycle shed if used.
- Drinks and snacks from the minibar should be paid on the day of your departure.

We wish you a pleasant stay!

Arineke Elsenaar

www.benbtussenspoorensingelutrecht.nl