

WEBSITE USE TERMS AND CONDITIONS

Introduction: These terms and conditions apply to the use of the BnB Assistant booking website (“Website”) and the services offered through this website (“Services”) to book a holiday home. By accessing or using the Website or Services, you agree to be bound by these terms and conditions. BnB Assistant is registered under number 73846384 at the Chamber of Commerce in Amsterdam, the Netherlands.

1. **Eligibility:** To use the website and services, you must be at least 18 years old and have the legal capacity to form a binding contract. If you are under the age of 18, you may only use the Website and Services with the involvement of a parent or guardian.
2. **Booking Process:** To make a booking you must complete the online booking form on the Website and pay the required deposit or full payment. Your booking will be confirmed upon receipt of the deposit or full payment.
3. **Payment:** Payment can be made by credit card, debit card or any other payment method made available on the website. All prices on the Website are in the specified currency and are subject to change without notice.
4. **Cancellation and Refund:** Cancellation policies vary by holiday home and are displayed on the website at the time of booking. In case of cancellation, a refund will be made in accordance with the cancellation policy of the specific holiday home.
5. **Occupancy and use:** The number of guests occupying the holiday home may not exceed the maximum occupancy stated on the Website and the number of guests stated in the booking confirmation. The tenant is not allowed to rent out the holiday home to third parties. Any misuse of the holiday home or violation of the terms and conditions will result in termination of the booking without refund.
6. **Responsibilities:** You are responsible for your own acts and omissions and are also responsible for the acts and omissions of anyone you invite to participate in or allow access to the vacation rental. This means, for example: (i) you are responsible for leaving the holiday home (and related personal property) in the condition it was in when you arrived, (ii) you are responsible for paying all claim amounts necessary to cover damage caused by you, your fellow traveller(s), your guest(s) or your pet(s), and (iii) you must act with integrity, treat others with respect and at all times comply with applicable laws to live. If you book for an additional guest who is a minor or bring a minor to the vacation rental, you must be legally authorized to act on behalf of the minor and are solely responsible for supervising that minor.
7. **Insurance:** It is highly recommended that you purchase travel insurance to cover unexpected events such as travel cancellation, medical expenses or loss of personal belongings. The Website is not liable for any costs incurred as a result of such events.

8. Typographical errors: In the event that a property, service or product is incorrectly listed at an incorrect price, BnB Assistant reserves the right to refuse or cancel any reservations made for a property, service or product with an incorrect price . BnB Assistant reserves the right to refuse or cancel such reservations, whether or not the reservation has been confirmed and your credit card has been charged. If your credit card has already been charged for the purchase and your reservation is cancelled, BnB Assistant will place a credit on your credit card account for the incorrect price.

9. Limitation of Liability: In no event shall the website or its affiliates be liable for any damages whatsoever, including without limitation direct, indirect, special, punitive, incidental or consequential damages arising out of or in connection with the use of the website or Services.

10. Indemnification: You agree to defend, indemnify and hold harmless the Website and its affiliates from and against all claims, liabilities, damages, losses and expenses, including without limitation reasonable attorneys' fees and expenses, arising out of or in any way related to your use of the Website or Services.

11. Applicable law and jurisdiction: These terms and conditions are governed by and construed in accordance with the laws of the country in which the holiday home is located. All disputes arising out of or in connection with these terms and conditions are subject to the exclusive jurisdiction of the courts of that country.

GENERAL CONDITIONS / RENTAL CONDITIONS

Identity of the entrepreneur

Name: BnB Assistant

Address: Plaswijk 50, 3645AW, Vinkeveen, The Netherlands

Email address: info@bnbassistant.com

Telephone: +31 (0)85 2106622

Chamber of Commerce number: 73846384

VAT identification number: NL196161770B01

1. Reservation by means of a request: When you make a request you will receive a quote from us. If you have accepted the offer for reservation for renting a holiday home, you have agreed to the corresponding terms and conditions. After you have agreed to the quote, you will receive a message from us at your e-mail address and the invoice will be sent with it. This shows the amounts to be paid with the due date for the payment.

1.2 Reservation by means of a direct booking: When you book directly, you indicate during the reservation process that you agree with the associated conditions by ticking this box. You will then receive the invoice by e-mail. This shows the amounts to be paid with the due date for the payment.

2. Payment: In the invoice we ask you to pay a deposit of 10% of the rent within 7 days after the invoice date. The remaining amount of the invoice must be paid 30 days before the arrival date. Once you pay the deposit, the reservation is final. If we have not received your payment within the requested payment term, we will send you a reminder. If the payment is not made immediately after that, the reservation will expire and the cancellation conditions will apply.

3. Cancellation:

In case of cancellation up to 30 days before the arrival date, the cancellation costs are 10% of the total rent.

In case of cancellation 30 to 7 days before the arrival date, the cancellation costs are 50% of the total rent.

In case of cancellation less than 7 days before the arrival date or in case the guest does not show up without canceling (no-show), the cancellation costs amount to 100% of the total rent.

In the event of premature termination of the stay in the holiday home, no refund of the rent will be provided and the tenant will remain obliged to pay the costs for final cleaning and any other costs such as water and electricity consumption. In case of cancellation by BnB Assistant in case of force majeure and/or other special circumstances, BnB Assistant undertakes to refund the payments already received to the tenants. In that case, the tenants and/or travel companions cannot claim compensation in any form whatsoever. BnB Assistant advises tenants to take out cancellation insurance.

4. Arrival and departure times: Check-in is possible from 15:00. Check-out differs per property and is at 10:00 or 11:00 am. The exact arrival and departure times are agreed with the manager. If you would like to check in earlier or check out later, please contact us about the possibilities. Upon arrival, the holiday home is made available to the tenants by the local manager by handing over the keys.

5. Rules during the stay and on departure:

5.1 Smoking in the house is not allowed. That is allowed outside, provided that no rubbish is left behind.

5.2 Pets and stray cats/dogs are not allowed.

5.3 The rented property is exclusively intended as a holiday home for the reserved period. Permanent residence is not allowed.

5.4 The maximum number of persons/sleeping places is stated in the invoice and in the advertisement. It is not allowed to stay with more guests than stated without consultation with BnB Assistant. For homes with 5 bedrooms, 4 rooms are made available for reservations for 8 people or less. The 5th bedroom can be booked for €100 per night.

5.5 Be considerate of the neighbors, avoid noise nuisance as much as possible.

5.6 The tenant is not permitted to make any changes to the property or contents.

5.7 The tenant is obliged to report breakage of crockery or any other damage to the manager.

5.8 The tenant is responsible for the loss of keys that were handed over at the start of the rental period. In case of loss of keys, the costs of new keys and/or locks will be passed on to the tenant.

On the day of departure, all keys must be returned to the manager. The tenant is responsible for this.

5.9 During the stay, the holiday home must be kept tidy. On departure, the holiday home and terrace must be left tidy, free of waste and broom clean.

5.10 Do not throw sanitary napkins, tampons, wet wipes, etc. in the toilet, but in the waste bin.

5.11 Towels, kitchen linen and bed linen must be washed by the guest during the stay. An intermediate cleaning can be booked in consultation. Please indicate when booking if desired. On departure, the towels and bed linen of the last day can be left on the floor of the bedroom for the cleaning team.

5.12 The crockery and accessories must be cleanly placed back in the drawers and cupboards.

5.13 Use of swimming pools is entirely at your own risk. BnB Assistant advises not to let children in and around the pool without adult supervision. Both BnB Assistant and the homeowner cannot be held liable in any way for injury or damage in any form whatsoever as a result of using the swimming pool.

6. Liability: BnB Assistant excludes the following liabilities:

- - The failure of technical and/or household appliances and the failure of power and/or water.
- - Consequences of burglary and the loss of personal belongings. Always lock the holiday home when you leave.
- - Damage and/or injuries resulting from accidents that take place in the rented holiday home or around the house.
- - Construction activities in the vicinity of the rented holiday home.

If the above inconveniences occur, you can of course call the managers on site. They will always try to help you as soon as possible.

7. Complaints: In the unlikely event that you have any complaints about your stay, please pass them on to the manager as soon as possible. The administrator will try to resolve your complaints as quickly as possible and as well as possible. We would like to receive a written description of the complaint from you no later than 14 days after your return home. BnB Assistant will register and process it. Complaints that we receive after check out and which we have not heard during your stay in the rented accommodation will not be processed.

BnB Assistant is not liable for independent acceptance by the tenant of another rental property, hotel or other accommodation without the knowledge and permission of BnB Assistant. All resulting costs are for the account of the tenant.