

General Conditions "Domaine la Chapelle"

1. Reservations and payment : Apartments, hotel rooms and camp site. After receiving your reservation (e-mail, telephone) we (Roland and/or Angélique Maessen, here after to be known as the landlord) will send you a confirmation in duplicate. To finalize the reservation the copy should be signed and returned as quickly as possible by you (here after known as the tenant) 30 % of the total amount due must be paid within 10 days of receiving the letter of confirmation. The remaining 70% must be paid no later than 4 weeks before the rental period begins. Should the total amount due not be paid on time, the tenant is then obliged to cover the costs of the reservation administration. Reservations made 4 weeks or less before the agreed arrival date of the tenant are to be paid in full by confirmation of the booking. The reservation is final only when the amount due has been received in full. If the amount due is not paid on time then the landlord has the right to cancel the reservation. In this case the obligation to pay the amount due still applies.
 2. Additional costs: Additional costs (central heating, electricity, meals, drinks, final cleaning, etc) incurred during the lease period are to be paid in Euros before departure. Payment with bankcards is also possible.
 3. Changes and Cancellations: Changes and cancellations must be made in writing (letter, or email). Changes can only be made in consultation with the Landlord and with express permission from the landlord. A fee of 35 euro for administration costs is charged for any changes or cancellations. Further charges apply as follows: Cancellation of 4 months before the rental period 50% of the total rental fee Cancellation of 4 weeks before the rental period 75% of the total fee Cancellation of less than 4 weeks before the rental period 100% of the total fee The cancellation costs are calculated from the day (Monday to Friday) that the cancellation letter arrives. Cancellation insurance is the responsibility of the tenant. If the Landlord cancels the booking then the amount paid by the tenant will be returned as well as any deposit paid. In this situation the landlord will, in consultation with the tenant endeavour to make a new booking or alternative arrangements. If, due to unforeseen circumstances the accommodation is uninhabitable (for example due to fire, flooding or technical faults), the Landlord cannot be held responsible.
 4. Arrival and Departure: The hired accommodation (rooms, apartments and camp sites) is available for use after 4pm. Checkout time is 10am. The rooms in the hotel can be rented per night, per long weekend or per week. The apartments are rented per week, depending on the season the apartments can be rented per midweek or for a long weekend. The camp sites can be rented per day.
 5. Maximum number of people: It is not permitted to use the accommodation for more people than agreed to at the time of booking without express permission from the Landlord. The Landlord reserves the right to refuse access to tenants who disregard this agreement, and to tenants who conduct themselves in a disorderly manner.
 6. Bond for the Apartments: The tenants are obliged to pay a bond for the apartments. If there is no damage, the inventory is complete and the account has been settled, the bond will be repaid in full. The Landlord reserves the right to hold the bond money to compensate loss or damage.
 7. Cleaning of the Apartments): The tenant is obliged to pay for the cleaning at the end of their stay. The tenant has to leave the cottage tidy and in a reasonable state. The landlord reserves the right to determine if this obligation has been met. If this is not the case (determined by the landlord) bond money can be withheld as compensation for the extra cleaning costs.
 8. Pets: Pets are not permitted in the rooms. Pets are allowed in the apartments with previously arranged approval from the landlord. Every pet must be held on a leash and a health certificate must be shown.
 9. Problems and complaints: Should there be any problems or complaints it is advisable to directly report this to the landlord. The landlord then has the opportunity to address and rectify the problem as quickly as possible. Complaints received after departure cannot be considered.
 10. Liability: The landlord accepts no responsibility for damage, theft, loss, injury or accidents involving the tenants during the rental period, irrespective of the cause. The tenant is obliged to report damage to the accommodation immediately. The tenant is responsible and liable for all damage to the accommodation in the specified rental period. 1
1. Use of pool and playground: The landlord accepts no responsibility for injury or accidents involving the tenants during the rental period when using the swimming pool, playground or other facilities.