

## BOOKING & CANCELLATION CONDITIONS

### PAYMENT

When making a reservation, you pay the total amount of your stay or a deposit. In the case of a deposit, you can transfer the remaining amount no later than 7 days in advance to ING BANK, in the name of De Zeeuwsche Hoeve, IBAN NL68INGB0007728144, stating your name and arrival date. If you prefer to pay by debit card or cash upon arrival, this is also possible - please contact us to discuss the options.

### CHECK-IN & CHECK-OUT

Check-in between               **15:00-20:00 uur**  
Check-out at latest           **10:30 uur**

### BICYCLE RENTAL

We can have bicycles delivered to our accommodation. If you are interested, please contact us (at least 1 day in advance). Normal bicycle with gears EUR 10.00 per day. Electric bicycles EUR 22.50 per day.

### HOUSE RULES

- In case of damage in and around the guest house, the costs incurred are for your own account.
- De Zeeuwsche Hoeve is not responsible for damage to, loss or theft of property of guests. Stay and use of resources, garden and also parking is at your own risk.
- Any damage must be reported to Hans or Marlene.
- Pets are only welcome in guest house Hemel on request. Additional costs €35= per booking.
- All guest houses must be left tidy and vacuum-clean upon departure. The dishes must be done.
- Unfortunately, it is not possible to charge electric cars.

### CANCELLATION

When a definite reservation for De Zeeuwsche Hoeve has been made and confirmed, the following applies to cancellation of that reservation:

- In case of cancellation more than 28 days in advance, cancellation is free,
- In case of cancellation from 28 to 21 days before the arrival date, the cancellation costs are 25%,
- In case of cancellation from 21 days to 14 days before the arrival date, the

cancellation costs are 50%,

- In case of cancellation from 14 days to 7 days before the arrival date, the cancellation costs are 75%,

- In case of cancellation 7 days or less before the arrival date, the cancellation costs are 100%.

For group reservations (multiple cottages) we apply different conditions:

- In case of cancellation more than 90 days in advance, cancellation is free,

- In case of cancellation from 90 days to 45 days before the arrival date, the cancellation costs are 50%,

- In case of cancellation 45 days or less before the arrival date, the cancellation costs are 100%.

In order to be eligible for a refund of the amount paid, you must notify us of the cancellation as soon as possible by e-mail or telephone.

In case of early departure, no refund will be made, cancellation costs are also due if you do not show up (No Show).

## **QUESTIONS ABOUT RENTAL**

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De Zeeuwsche Hoeve accepts special requests, please feel free to contact us (without obligation).

Children and extra beds: Children of all ages are welcome. There is no possibility for extra beds in the guest rooms. Baby cots can be rented.

Methods of payment at De Zeeuwsche Hoeve: Cash, PIN.

Small note: Please note that our B&B Storm en Sterre has steep stairs and that these guest rooms may therefore not be suitable for older guests and/or people with a physical disability.

*Could you please let us know in advance what your expected arrival time is?*

*Then we will be ready to welcome you!*