



GENERAL TERMS AND CONDITIONS

Chamber of Commerce No. 83254277 – Marieke Schriks

Concerning Bed & Breakfast Kerkstraatje3

These general terms and conditions apply to all bookings and stays at Bed & Breakfast Kerkstraatje3, regardless of the sales channel used, and to all guests who have reserved a room. These general terms and conditions form an integral part of the booking agreement and take effect at the moment the booking agreement is concluded.

ARTICLE 1 – DEFINITIONS

1. Operator: Marieke Schriks, owner and operator of Bed & Breakfast Kerkstraatje3.
2. Bed & Breakfast Kerkstraatje3: the accommodation operated by the operator, located in Zutphen, the Netherlands.
3. Guest: the natural person who enters into a booking agreement with the operator.
4. Co-guest: any person staying in the accommodation together with or on behalf of the guest, with the consent of the operator.
5. Booking Agreement: the agreement between the guest and the operator concerning the recreational stay at Bed & Breakfast Kerkstraatje3.
6. Room: the room or suite reserved by the guest within Bed & Breakfast Kerkstraatje3.
7. Agreed Price: the total amount payable by the guest for the stay, including agreed extras and excluding tourist tax.
8. Information: all written and electronic information concerning the stay, the accommodation, facilities, house rules and conditions.
9. Cancellation: the written termination of the booking agreement by the guest, regardless of the moment at which it occurs.

ARTICLE 2 – CONTENT OF THE AGREEMENT

1. The operator provides the guest with a room exclusively for recreational purposes and expressly not for permanent residence, for the agreed period and at the agreed price.
2. Prior to concluding the agreement, the operator provides the relevant information on which the agreement is based and communicates any changes thereto in a timely manner.
3. If this information deviates materially after the agreement has been concluded, the guest has the right to cancel the agreement free of charge.
4. The guest is obliged to comply with these general terms and conditions, the house rules and all other information provided, and shall ensure that co-guests and visitors do the same.
5. Deviations from these terms and conditions are only valid if expressly agreed in writing.
6. The house rules form an integral part of this agreement. The guest declares to have taken note of the house rules and undertakes to comply with them. The guest shall ensure that co-guests and visitors also comply with the house rules.

ARTICLE 3 – RESERVATION

- 1.A booking agreement may be concluded orally, by telephone, by email, via WhatsApp or in writing.
- 2.A reservation is only final after written confirmation by Bed & Breakfast Kerkstraatje3.
- 3.The reservation confirmation refers to these general terms and conditions.
- 4.Guests must have a permanent place of residence or stay.
- 5.The operator may appoint a substitute.

ARTICLE 4 – PRICE AND PRICE CHANGES

- 1.The agreed price is based on the rates applicable at the time of booking.
- 2.Prices are variable and depend, among other things, on the booking moment, length of stay, season and selected extras such as breakfast or late check-out.
- 3.If, after conclusion of the agreement, cost increases occur that directly relate to the stay, such as taxes or levies, these may be passed on to the guest.
- 4.Prices include VAT, bed linen, towels, water, electricity and heating, and exclude tourist tax.
- 5.No standard cleaning fee is charged. However, if the accommodation is left heavily soiled, unhygienic or damaged, the operator reserves the right to charge additional cleaning, repair or replacement costs.

ARTICLE 5 – PAYMENT

- 1.After reservation, the guest receives an invoice.
- 2.Upon making the booking, a deposit of 10 percent of the total stay is required.
- 3.The remaining amount must be paid in full no later than 14 days prior to the arrival date.
- 4.If the booking is made within 14 days prior to arrival, the full amount is payable immediately upon reservation.
- 5.All payments must be completed before arrival. Payment on the day of arrival or during the stay is not possible.
- 6.If payment is not made in full or on time, the operator is entitled to cancel the booking. In that case, the cancellation conditions remain fully applicable.
- 7.Extrajudicial collection costs and statutory interest due to late payment shall be borne entirely by the guest.

ARTICLE 6 – CANCELLATION

- 1.Cancellation is only valid if made in writing.
- 2.The booking may be cancelled or amended free of charge up to 14 days prior to the arrival date.
- 3.In case of cancellation within 14 days prior to arrival, the guest owes 100 percent of the total amount for all booked nights, excluding tourist tax.
- 4.These cancellation costs constitute compensation for the reserved stay and are independent of use, cleaning or re-letting of the room.
- 5.Amounts already paid will be set off against the cancellation costs.
- 6.In case of a no-show, 100 percent of the total amount is likewise due.
- 7.In case of early departure, the full amount for the originally booked period remains payable.
- 8.Personal circumstances of the guest, including illness, death of a relative or other forms of force majeure, do not entitle the guest to a refund.
- 9.Breakfast may be cancelled free of charge up to 3 days prior to arrival. Thereafter, it will be charged in full.
- 10.The guest is advised to take out cancellation insurance.

ARTICLE 7 – ARRIVAL AND DEPARTURE

- 1.Check-in is possible from 3:00 PM to 11:00 PM. Arrivals after 8:00 PM must be reported at least one working day in advance.
- 2.Check-out must take place no later than 10:00 AM.

3.Late check-out until 1:00 PM is possible for a fee and only by prior arrangement, as is early check-in from 1:00 PM.

4.Guests are responsible for properly locking doors, handling access codes with care, and for their personal belongings.

ARTICLE 8 – EARLY DEPARTURE

In case of early departure, the guest remains liable for the full amount of the agreed tariff period, including any reserved breakfast.

ARTICLE 9 – IMMEDIATE TERMINATION

The operator is entitled to terminate the agreement with immediate effect in the event of violation of these general terms and conditions and or the house rules, nuisance, dangerous situations or unlawful conduct. No refund shall be granted. Dangerous situations include, in any case, violations of fire safety regulations, including the use or charging of fire-hazardous electrical equipment or batteries in the accommodation. Acts or omissions resulting in injury, health damage or incapacity for work of the operator or third parties shall be regarded as a serious breach.

ARTICLE 10 – LAWS AND REGULATIONS

The operator ensures compliance with applicable laws and regulations in the field of safety, environment and fire prevention.

ARTICLE 11 – PERSONAL DATA

Personal data are processed in accordance with the General Data Protection Regulation and are used exclusively for administrative, legal and safety purposes.

ARTICLE 12 – LIABILITY

- 1.Stay at Bed & Breakfast Kerkstraatje3 is entirely at the guest's own risk.
- 2.The operator is not liable for damage, loss, theft, injury or malfunctions.
- 3.The guest indemnifies the operator against claims by third parties.
- 4.The guest is fully liable for all damage suffered by the operator as a result of acts or omissions of the guest, co-guests or visitors in violation of these general terms and conditions, the house rules or safety regulations, including but not limited to bodily injury, health damage, incapacity for work, loss of earning capacity and business losses of the operator.

ARTICLE 13 – HOUSE RULES AND FIRE SAFETY

- 1.The use of open flames, candles, tea lights, barbecues and other fire-hazardous items is strictly prohibited throughout the entire accommodation.
- 2.This prohibition is also relevant for fire safety and insurance purposes.
- 3.Violation may result in immediate termination of the stay without refund and liability for damages. The applicable house rules are provided to the guest prior to or upon arrival and are available digitally upon request. Violation of the house rules may result in immediate termination of the stay without refund and liability for any resulting damage.

ARTICLE 14 – CAMERAS

Security cameras are present in public areas for safety and security purposes, in compliance with the General Data Protection Regulation.

ARTICLE 15 – ELECTRIC BICYCLES AND BATTERIES

- 1.These provisions apply exclusively to guests who bring an electric bicycle, e-bike, to the accommodation. Other electric vehicles, including but not limited to fat bikes, speed pedelecs,

scooters, steps and comparable vehicles, are not permitted at Bed & Breakfast Kerkstraatje3. By making a reservation and or entering the accommodation with an electric bicycle, the guest declares unconditional acceptance of these provisions. The operator has no duty of control or supervision. Failure to exercise control or supervision does not affect the validity of these provisions and does not limit the guest's full responsibility and liability.

2.The guest is required to store and transport each battery in a fire-resistant battery bag or box. The guest declares to have such a facility and to use it. Failure to comply is entirely at the guest's own risk.

3.It is strictly prohibited to bring batteries into rooms or other indoor areas of the accommodation, even if stored in a fire-resistant bag or box. Batteries may only be stored outdoors, in or on the bicycle, disconnected or switched off, or in the storage area designated by the operator.

4.Charging batteries is only permitted via the outdoor socket designated by the operator, the charging point, only between 8:00 AM and 8:00 PM and only in dry weather conditions. Only one battery may be charged at a time. Use of other sockets is prohibited, even if the battery is located outdoors.

Reservation of the charging point via the designated list is mandatory. The use of personal extension cords, power strips or adapters is prohibited. Only the guest's original battery charger may be connected directly. During charging, the battery must be detached from the bicycle and placed in a stable and unobstructed position. Batteries may not be stacked or covered.

5.Bicycles must be placed stably in the courtyard, with passageways and emergency exits kept clear at all times. Batteries must not rest against each other. Placing bicycles against the street façade is permitted, provided batteries are disconnected or switched off. Charging at the façade is not permitted.

6.Liability and sanctions. Storage, transport and charging of batteries are entirely at the guest's own risk. The guest is fully liable for all damage, including fire damage, smoke damage, consequential damage, personal injury, business losses and third-party costs, resulting from the use, storage or charging of batteries or electric bicycles. In case of violation of this article, the operator is entitled to terminate the stay immediately without refund, recover damages in full and, where appropriate, file a police report.

ARTICLE 16 – ELECTRONIC DEVICES IN THE ROOM

1.These provisions apply to the use and charging of electronic devices in the rooms, including but not limited to mobile phones, laptops, tablets, power banks, cameras and comparable devices. By making a reservation and staying at the accommodation, the guest declares acceptance of these provisions. The operator has no duty of control. The guest remains fully responsible and liable.

2.Only original or officially certified chargers, batteries and cables may be used. The use of defective, damaged or non-certified chargers, batteries or cables is prohibited.

3.Charging is only permitted on a hard, flat and dry surface. Charging on beds, sofas, cushions, textiles or in damp areas is prohibited. Plugs and chargers must be in good condition and properly inserted into the socket.

4.The use of personal extension cords, power strips or multi-plug adapters is prohibited unless expressly permitted in writing by the operator in advance.

5.Use and charging of electronic devices are entirely at the guest's own risk. The guest is fully liable for all damage resulting from improper, unsafe or careless use of electronic equipment.

ARTICLE 17 – MISCELLANEOUS PROVISIONS

1.In the event of violation of these terms and conditions, access to the accommodation may be denied without refund.

2.The operator's administration is decisive, unless the guest proves otherwise.

3.In the event of force majeure, the operator is entitled to cancel the booking without liability for damages.

ARTICLE 18 – ACCEPTANCE

By entering Bed & Breakfast Kerkstraatje3, the guest declares acceptance of these general terms and conditions.

ARTICLE 19 – APPLICABLE LAW

All agreements are governed exclusively by Dutch law. Disputes shall be submitted to the competent court in the judicial district in which Bed & Breakfast Kerkstraatje3 is located.

Marieke Schriks – 2 February 2026

Bed & Breakfast Kerkstraatje3

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The Netherlands