Terms and Conditions and House Rules ‘Ganderhoeve’

The following conditions apply to the booking confirmation between the owner of the holiday-home ‘Ganderhoeve’ and the renter(s) which have been established by Ganderhoeve on behalf of the renter. The conditions will be active at the time the renter has received a booking confirmation and has made the payment and is valid until two weeks after the date of departure.

1. Arrival and departure

On the day of arrival you can pick up the key after 15:00 on Steverinkstraat 71, 7011JK in Gaanderen, unless stated otherwise on the booking confirmation. In the case of cleaning work, an earlier arrival is usually not possible.
On departure day, you can provide the key to us personally or deposited it before departure at 10.30 latest in the mailbox of Steverinkstraat 71, so that the cleaners can do their work. In case of late delivery of the key, we are required to hold a portion of the deposit, as this causes the house not to be cleaned on time for the next guests. We ask for your understanding and count on your cooperation.

2. Return home, damage and damage

The house must be cleaned and kept clean. Furniture and kitchen inventory are in their original place and are complete. The dishes must be cleaned and the dishwasher cleaned, the stove and the oven cleaned, the fridge cleaned and emptied, the garbage bags in the gray barrel and bottles deposited in the glass bowl. Wood stove must be delivered empty.

A deposit will be processed in the total amount to be paid. After your departure we will check if everything in the house is in order and return the deposit within 14 days. Any damage, contamination or loss will be deducted from the deposit. We always review all reasonableness. The irregularities are photographed by us and sent to you. In practice, we rarely have to hold on to the deposit and treat the guests with much respect. Not it complying with the following house rules (which you will also find in the holiday house), will result in the deposit being non-refundable.

If you discover any damage or shortcomings during your stay, you will notice Ganderhoeve immediately. Any actions can be taken immediately so that the consequences and inconvenience to you and your hired successor are kept as limited as possible.

In case of damage that exceeds the amount of the guarantee, the owner will contact the renter directly to discuss a satisfactory solution together and, if necessary, through your WA insurance, to pay compensation for the damage.

3. Renters

Accommodation of more persons in the holiday home than agreed on the booking confirmation and/or the maximum number applicable to that property is expressly prohibited without permission from Ganderhoeve and may lead to the premature termination of the lease agreement on the one hand without refund of payment/rent .
Subcontracting or door rental is expressly prohibited. Also, it is not allowed to use the house

for commercial purposes or as a party location.

4. General house rules

We kindly ask you to treat the property with great respect. You are bound to adhere to the rules of the house. Failure to comply with one or more rules will unfortunately result in the complete deposit not being returned.

a. Smoking indoors is not permitted.

b. If you cause nuisance to local residents, such as not respecting the night's rest (after 22.30 p.m.) or generally applicable rules of conduct, such exclusively at the discretion of a Ganderhoeve employee, the landlord / manager or Ganderhoeve has the right to terminate the agreement with immediate effect and to deny the tenant and the co-tenants access to the holiday home, without refund of rent and / or deposit.

The night's rest must be respected from 10.30 p.m. We kindly but urgently request that you respect this night's rest for the sake of the neighbors.

This means no loud conversations, music or any other noise!

c. The burning of open fire (outside the existing fire pits), fireworks is in the vicinity of the house is expressly forbidden. Barbeque (outside) is only allowed on any barbecue available at the house and on electric grills. No grease spots or other stains may be left behind.
d. To prevent clogging, flushing of items not belonging to a toilet is not allowed.
e. Pets in the house are not allowed.
f. Refuse to deposit in the designated container (s). Bottles can be lost in the storage bin and must not be left in the holiday home.

g. Tents, Caravans, Campers, etc., may not be placed in conjunction with the manager at the property.

5. Cancellation

- If you cancel within 24 hours after booking, you are entitled to a full refund of the booking amount, plus the booking fees.
- In case of cancellation up to the 42nd day before the start of the stay, the cancellation costs are 30% of the travel sum, plus the booking fees.
- In case of cancellation from the 42nd to the 28th day before the start of the stay, the cancellation costs are 60% of the travel sum, plus the booking fees
- In case of cancellation from the 28th day to the first day of stay, the cancellation costs are 90% of the travel sum, plus the booking fees.
- In case of cancellation on the first day of stay or later, the cancellation costs are 100% of the travel sum, plus the booking fees.

6. Payment

Ganderhoeve has been authorized by the landlord to receive the rent. Your booking will only be finalized if the (on) payment has been credited to the bank account. For bookings with arrival date within 14 days, the full amount must be paid at once. If the arrival date is 30 days or more from the day of booking, you can request a deposit first. This consists of 20% of the rent plus the booking fee. No later than 21 days before arrival, you will pay the balance. Bookings on 2 or less days prior to arrival, either directly with an emergency payment, via internet banking (on working days only) or (as previously mentioned payment methods are not possible), must be paid on arrival. If upon arrival the full amount is not received by Ganderhoeve, you are not entitled to contact the holiday home and no key is handed over.

If the deposit, payment of the balance or the entire payment has not been received within the stipulated time frame (s), you will receive a reminder with the final receipt date. If you still do not have the outstanding payment, Ganderhoeve will cancel your booking. In this case, you are bound by the cancellation scheme as described in article 5. In addition to the cancellation costs, in this case, the collection fee (15% of the amount due) and the legal costs incurred are borne by the tenant.

7. Complaints

If you have a complaint about the holiday home or about a Ganderhoeve service, we ask you to inform us immediately. You can call between 09:00 and 21:00. Only in case of emergency can you contact outside of these times. Ganderhoeve takes your complaints seriously and will try to solve them satisfactorily. If defects in the holiday home cannot be repaired within a reasonable time and at the expense of the lessee's holiday pleasure, Ganderhoeve will contact the landlord to determine if a compensation is possible. Complaints that Ganderhoeve will only be heard on the day of departure or thereafter can never suffer from claims.

8. Liability

The landlord and Ganderhoeve are not responsible for the consequences of accidents, theft or damage of tenants or third parties in or near the holiday home.The use of the various equipment, stove (s), BBQ, toys (such as play equipment, go-karts, diving frame or trompoline) are entirely at the risk of the tenant himself. In the event of demonstrably non-compliance with the obligations under the lease and in the event of gross negligence and intent, the lessor can be held liable by the tenant, provided that the damage is not covered by insurance from the tenant. In the event of force majeure such as a strike, natural disaster, terrorist action, fire and exceptional weather conditions that have already made it possible to start or are about to start, any amounts paid and lost vacation days will not be compensated. The tenant is liable for (the consequences of) accidents, damage and theft in and near the home if it arises due to negligence, fault or intent of the tenants or their acquaintances.

9. Disclaimer

Ganderhoeve is committed to presenting the offered holiday home in a clear and fair way on her website and keeping this information as current as possible. However, if certain pictures and / or descriptions do not correspond to reality, no rights can be derived from this and the agreement in force.