

House Rules

Check in

Check in after 15PM, there is no 24h reception, please contact us before arrival to receive the check in instructions.

Payment

Payment is before or on arrival day.

Self service check-in

It is possible to do a selfservice check- in if that will be the most convenient for one of us. We will then send you the details before or on the day of arrival.

You will get an unique code to get in.

Parkingspot (reservation)

Parking is on reservation only. If you choose to make a reservation, you will get instructions at check-in or in the selfservice check- in. Parking is at own risk at all times.

Pets (reservation)

In Loft 6 there are no pets allowed.

In all other places: Pets only on reservation with payment of the petfee. Pets are not allowed to make any kind of nuisance or be left alone in the house. Not allowed to sit on the furniture.

Pets need to be leashed when you walk them in and around Groningen, but there are unleashed walking zones which are marked with special plates. Always remove any pet remainings in the neighborhood. Unleashed walkingzones are: Noorderplantsoen park, Stadspark, Hoornseplas (only off season). More info: <https://www.doggydating.com/hondenlosloopgebied/groningen>

Breakfast (reservation)

Breakfast delivery service is open at Monday till Saturday after 9am and not on Sundays- and holidays)

If you have paid for the breakfast delivery with your reservation: In case of breakfast delivery you are responsible in opening the door for the delivery service. Costs will not be refunded.

You are responsible yourself in informing us about any allergies with the reservation. We don't take any responsibility for allergic reactions.

Emergency

In case of life threatening emergency press 112 (Dutch emergency number)

Malfunctions in the apartment

Report any malfunctions in the apartment to your host, so they can fix it as soon as possible.

In case of normal questions just call/ text your host.

Bikes

The use of any free bikes at are on your own risk. Please rent a bike if you have any special wishes regarding cycling.

Check out

Check out before 10AM.

Checklist before checkout

Before checking out, please put the dishwasher on/ make sure there are no dirty dishes any more.

Before checking out, make sure the apartment are in the same state as you got them at check in.

Accidental damage

In case of any damage you are obligated to report this to us. With a good insurance (we have one and most travel insurances cover a lot) most of the time we can settle things really fast and properly without any hassles. We are experienced in this so trust us.

If you go out

When you are not in the appartement, close all windows and doors, temperature down and no pets in the house. Put all machines off.

Visitors at the house

Visitors are allowed, please inform us about it in case of emergency we need to know who is in the building.

No parties, do not leave a mess or make noise.

Garbage

Glass goes in glass separation bin in city and plastics paper and kitchen in normal garbage bags. For inbetween throwing away garbage, please contact us to give you the right instructions.

Additional Lakehouse Rules

There are a few house and surrounding rules:

In summerseson from april till october, never ever biking on the path

No smoking!!

No swimming near the boat houses or jumping in the water.

Please be careful with any fire or the stove/ eletrical cooking plate.

The house is made of wood and reed.

Put the dishwasher on before checking out. Get the bedlinnen of the beds and put it in the livingroom before leaving.

Close doors and windows before checking out

Leave the house the way you have found it on check in! No mess no partys.

The lake is freely accesisable, so be aware that children can fall in the water. We don't take any responsibility for any damage of your personal things and any other personal damage or accidents and injuries.