



## Vakantievilla 't Pronkje

Holiday villa 't Pronkje Terms and Conditions; Show off. EXCLUDE THE RIGHT OF WITHDRAWAL

Pronkje points out that reservations you make are legally final. A right of withdrawal (the so-called reflection period) of 14 days does not apply to the agreements you conclude with Pronkje.

### 1. APPLICATION

1.1 These General Terms and Conditions apply to all offers, reservations and agreements about all accommodations and other facilities that are rented out by Pronkje.

1.2 In these General Terms and Conditions, the terms "tenant" and "you" are understood to mean: the person who enters into an agreement with Pronkje regarding the rental / use of accommodation and / or other facilities. Under the understanding "User" (hereinafter also referred to as guest) is understood to mean: the tenant and the persons specified by the tenant who (will) use the accommodation and / or other facilities rented by the tenant.

1.3 These General Terms and Conditions apply regardless of your (prior) reference to any of your own terms and conditions or to other general terms and conditions. Pronkje rejects all general terms and conditions to which you refer, or which are used by you.

1.4 Agreements deviating from these General Terms and Conditions are only valid if agreed in writing.

### 2. RESERVATIONS

2.1 Pronkje only accepts reservations from persons who are 25 years or older. If the age has not been made known to Pronkje and it appears that there is no tenant older than 25 years present in the travel party, Pronkje always has the right to cancel the agreement with immediate effect, in such a case no refund will be made of the rent or part thereof.

2.2 Pronkje reserves the right to refuse deviating reservations, in particular groups, without stating reasons, or to impose special conditions on them.

2.3 If Pronkje processes your reservation, Pronkje will send you a confirmation and invoice within no more than 3 days after making the reservation. You must check this for correctness immediately upon receipt. Any inaccuracies must be reported immediately to Pronkje.

2.4 If you are not in possession of a confirmation / invoice within 3 days after making the reservation, you must immediately contact the reservation department, failing which no appeal can be made to the reservation.

2.5 An agreement is concluded between you and Pronkje when Pronkje has confirmed the reservation to you and the down payment has been paid.

2.6 The agreement concerns the rental of accommodations and / or other facilities for recreational use, which by its nature is of short duration.

### 3. CHANGES TO THE AGREEMENT

3.1 If, after the conclusion of the agreement, you wish to make changes to the agreement, Pronkje is not obliged to accept them. It is at the free choice of Pronkje to determine whether and to what extent these changes are accepted by it. In case Pronkje accepts your changes, Pronkje will charge you change costs.

3.2 If you want to reduce the number of accommodations after the conclusion of an agreement for more than one accommodation, the cancellation conditions apply, as described in article 14 of our General Terms and Conditions.

### 4. IN-PLACE

.1 The tenant and other users are not permitted to hand over the accommodation, under whatever name and for whatever reason, to persons other than the persons mentioned in the agreement, unless otherwise agreed with Pronkje.

4.2 If you and Pronkje have agreed that you and / or one or more users will be replaced, you will remain jointly and severally liable to Pronkje in addition to the tenant and / or users who replace you and / or other users for the payment of the part of the rent, the alteration costs (see art. 3.1) and any additional costs because of the replacement and any cancellation costs.

## 5. PRICES

5.1 You owe Pronkje the agreed rental price, as stated in the confirmation also invoice of the reservation.

5.2 Price discounts and / or special offers can no longer be used if the confirmation of the reservation / invoice has been sent by Pronkje.

5.3 All prices are, where applicable, inclusive of VAT, unless stated otherwise.

5.4 Pronkje has the right to implement and settle price increases because of interim adjustments to statutory regulations or provisions (including, but not limited to VAT, tourist tax, insurance tax) over which Pronkje has no influence.

## 6. EXTRA COSTS

6.1 In addition to the rental price, you / the tenant also owes reservation and handling costs, final cleaning, bed linen and tourist tax.

6.2 The tourist tax contribution is determined by the municipality of Groningen. You / the tenant owe Pronkje at all times the tourist tax set and applicable by the relevant municipality.

## 7. PAYMENTS

7.1 Within 5 days after making a reservation, you must pay a deposit of 40% of the total amount to be paid.

7.2 The remaining amount of the rental price together with the deposit (if applicable) must be received by Pronkje no later than 4 weeks before the day of commencement of the stay at the Pronkje accommodation as stated in the confirmation of the reservation.

7.3 For reservations within 4 weeks but up to 5 days before the start of your stay, the total amount must be paid.

(Including any deposit) to be paid within 5 days after making the reservation. For reservations within 5 days before the start of your stay, the total amount to be paid (including any deposit) must be paid immediately upon booking. If it appears on arrival that the amount has not yet been (fully) credited to Pronkje's bank account, you must still pay the (remainder of the) amount on the spot. In the absence of payment in accordance with the foregoing, Pronkje may deny you the use of the accommodation or other facility. If it later turns out that you had given a payment order, but the amount had not yet been credited to Pronkje's bank account upon arrival, the excess payment will be refunded afterwards.

7.4 In case of late payment of the amounts invoiced to you, you will be in default immediately after expiry of the payment term. If (timely) payment is not made, Pronkje is entitled to dissolve the agreement.

(Cancel). You are liable for all damage that Pronkje suffers or will suffer as a result thereof, including all costs that Pronkje has had to incur in connection with your reservation and the dissolution.

Pronkje in any case has the right to charge cancellation costs per accommodation. In that case, the provisions of article 14 apply.

7.5 Pronkje always has the right to set off claims against you for whatever reason against the amounts paid by you for whatever reason.

#### ARRIVAL AND DEPARTURE

8.1 The rented accommodation can be occupied from 16:00 on the agreed day of arrival as stated on the confirmation of the reservation. On the agreed day of departure as stated on the confirmation of the reservation, the accommodation must be vacated before 11 am.

8.3 If the use of the accommodation and / or other facility is terminated earlier than on the agreed date as stated on the confirmation of the reservation, the tenant is not entitled to a refund of (part of) the rent and / or costs by t Show off. If you have taken out travel insurance and you meet the conditions set by the insurance company, you can submit a claim for early termination of your stay directly to the insurance company.

## 9. REGULATIONS

9.1 All guests must adhere to the rules set by t Pronkje, laid down in, among other things, the welcome information (plastic sheet with information about the accommodation). If this is not available at the accommodation, you can request this upon arrival via the hostess.

9.2 According to local regulations, all guests are required to provide proof of identification upon "check-in" upon request. If the guests cannot show proof of identity, t Pronkje can decide not to accommodate the guests.

9.3 Each accommodation may only be occupied by the maximum number of persons stated on the website of t Pronkje for the accommodation concerned.

9.4 For safety reasons it is not allowed to place tents near the accommodation.

9.5 The tenant must deliver the accommodation broom clean (ie: do not leave dirty dishes, remove bed linen and put it in pillowcases, clean kitchen, refrigerator, place garbage bag in the container.

9.6 The tenant and users are obliged to rent bed linen from Pronkje with the accommodation.

9.7 If the manager has serious suspicions that the tenant of an accommodation is acting in violation of the law and / or public order and / or morality, the management is authorized to gain access to the accommodation.

## 10. PETS

10.1 Depending on the accommodation, a maximum of one or two pets of the tenant or users are allowed by t Pronkje. If you and / or other users wish to bring pets, you must indicate this immediately when booking. In that case, Pronkje will charge you a surcharge, which will be paid by you. Pronkje reserves the right (without giving reasons) to refuse pets in the accommodation. In any case, pets are not allowed in some accommodations.

10.2 Pets have no access to bathrooms, bedrooms, swimming pools, the pets may not cause any nuisance to other guests.

10.3 A dog basket must be brought along for dogs and protection against fleas is mandatory for dogs brought along, with drops, pills and a flea collar suffice.

10.4 Caged animals may be taken along free of charge, provided this is specified when booking.

10.5 Visitors' pets are not allowed.

10.6 For the transport of animals to countries within the EU, they must be in possession of a passport according to the European model (from 3 July 2004). The animals must be vaccinated against rabies and identification by chip or tattoo is mandatory. You are yourself Responsible for having the correct travel documents required for your destination.

## 11. USE ACCOMMODATION; INVENTORY

11.1 The tenant / user and those accompanying the tenant are each jointly and severally liable for an orderly course of affairs in and around the rented accommodation and for the use of the accommodation and the equipment present therein.

11.2 In addition, the tenant / user and those accompanying the tenant are always jointly and severally liable for damage caused by breakage and / or missing / or damage to inventory and / or accommodation. Any damage must be reported immediately by the tenant to Pronkje and immediately reimbursed on the spot, unless the tenant can demonstrate that the damage was not due to the fault of himself, other users or one of the members of his party.

11.3 The use of a barbecue at the accommodations is permitted, provided it is at least 3 meters from trees, shrubs, fences, buildings, and the Accommodation. There should also be a bucket with approx. 10 liters of water within easy reach of the barbecue for emergencies. Only electricity, gas, charcoal, and briquettes may be used as fuel for the barbecue. The last two fuels mentioned may not be used in houses with a thatched roof and / or located in the dune area. The landlord reserves the right to prohibit the use of a barbecue in special circumstances (eg extreme drought). Leave the BBQ grid clean after use.

## 12. INTERNET USE

12.1 Depending on the accommodation, Pronkje offers the tenant / user and those who accompany the tenant access to the internet via a WiFi network.

12.2 The tenant is responsible for the correct use of the internet as well as the necessary hardware and software, configuration, peripherals, and connections to support them and for measures to protect the computer or operating system.

12.3 Pronkje is not liable for damage resulting from the use of the internet or because of malfunctions in the network.

12.4 The tenant / user and the person accompanying the tenant must behave when using the internet as may be expected of a responsible and careful internet user, must respect the legal rules and refrain from behavior that disturbs other internet users. however, whereby damage is done to Pronkje in the broadest sense of the word. The tenant / user and the person accompanying the tenant will refrain from visiting internet websites that have an unlawful character or that are inconsistent with Pronkje's reputation as a provider of accommodations.

12.5 In the event of detection or suspicion of nuisance from third parties and / or (other) internet abuse by the tenant / user or the person accompanying the tenant, Pronkje has the right to block or partially block access to the internet without further notice.

12.6 The tenant indemnifies Pronkje against claims from third parties for compensation for damage that these third parties could (attempt to) recover from Pronkje in any way, insofar as this claim is based on the use by the tenant / user and those accompanying the tenant, was made from the Internet.

### 3. DEPOSIT

13.1 Pronkje may require a deposit from you at the start of the booking. The deposit is stated in the booking confirmation. If circumstances warrant it (eg groups), the required deposit can be increased by Pronkje.

13.2 The deposit serves to guarantee damage and / or costs - in the broadest sense of the word - that Pronkje may suffer in case of non-fulfillment of the obligations of the tenant / user and those accompanying the tenant.

13.3 If the deposit is not paid before arrival, Pronkje is entitled to deny the tenant and / or other users access to and use of the accommodation.



13.4 If you fail to pay the deposit, Pronkje is also entitled to dissolve (cancel) the agreement with immediate effect.

13.5 The deposit or any remainder thereof will be settled after settlement of claims (damage to Inventory / accommodation and / or other costs) of Pronkje will be refunded to the tenant and / or users. Any

(Further) claims for damages are not canceled by this restitution. Refunds will be made no later than 1 weeks after departure to the IBAN number known to Pronkje.

#### 14. CANCELLATION FEES

14.1 If a reservation is canceled up to 28 days before the day of arrival, this is free of charge. In case of cancellation from the 30th day to the 14th day before arrival, 35% of the net rental amount (excluding cleaning and bed linen + tourist tax) is due. In case of cancellation from the 14th day to the 7th day, 50% of the net amount is due. In case of cancellation after the 7th day before arrival and 75% of the total amount is due and within 24 hours 100% of the net rental amount.

14.2 In case of travel restrictions by the government, including about COVID, we can move bookings in consultation, or you will receive a voucher. This only applies if the deadlines for free cancellation have passed.

14.3 You can insure yourself against cancellation risks by taking out cancellation insurance together with your reservation. Pronkje itself does not offer Insurance.

14.4 If you have not arrived within 24 hours after the agreed date without further notice, this will be considered a cancellation. In that case you owe the full total amount. After 48 hours, Pronkje is free to rent the house to someone else.

14.5 If a reservation is rebooked to another date in an exceptional situation and subsequently canceled, cancellation costs are owed. These always amount to 100% of the total travel sum of the

originally booked period. The provisions of article 14 apply to (possible) additional costs arising from the rebooking.

## 15. FORCE MAJEURE AND AMENDMENT

15.1 In the event that Pronkje is able to perform the agreement in whole or in part due to force majeure, whether or not temporarily, Pronkje may submit a change proposal for another period, etc. within 14 days after it has become aware of the impossibility to comply with the agreement. ).

15.2 Force majeure on the part of t Pronkje exists if t Pronkje is prevented in whole or in part from the performance of the agreement, whether temporarily, by circumstances beyond the control of Pronkje, including danger of war, personnel strikes, blockades, fire, floods and other faults or events.

15.3 You are entitled to reject the change proposal. If you reject the change proposal, you must make this known within 14 days of receipt of the change proposal. In that case, Pronkje has the right to dissolve the agreement with immediate effect. You are then entitled to remission and / or refund of (the already paid part of) the rent. In that case, Pronkje will not be obliged to pay compensation for any damage.

15.4 Occasionally, construction work takes place in the immediate vicinity of an accommodation. Pronkje cannot accept any responsibility for this. The same applies to noise nuisance from neighbors, church bells or agricultural implements. Pronkje cannot protect you against environmental problems in your holiday region (eg pollution of sea water) and advises you to follow any publications about this in the media.

## 16. TERMINATION

Pronkje has the right to terminate the agreement with immediate effect at any time if personal data of you and / or other users are incomplete and / or incorrect when booking. In such a case, no refund will be made of the rent or part thereof.

## 17. LIABILITY

17.1 Pronkje accepts no liability for theft (including theft from bungalow lockers), loss or damage of or to goods or persons, of whatever nature, during or because of the rental / use of accommodation and / or other facilities of Pronkje, unless there is intent or gross negligence on the part of Pronkje.

17.2 Pronkje is not liable for disruptions in the services or defects in services provided by third parties.

17.3 You / the tenant and each user are jointly and severally liable for all loss and / or damage to the rented accommodation and / or other property of Pronkje that arises during the use thereof by you and / or other users, regardless of whether this is the result of an act or omission of yourself and / or third parties who are in or around the accommodation with your permission.

17.4 You / the tenant indemnify Pronkje against all claims about damage from third parties that are the result of any act or omission of yourself, other users, your traveling companions or third parties who are in or around the accommodation with your permission.

17.5 In case of incorrect use or incorrectly leaving the accommodation, including but not limited to excessive pollution, additional costs will be charged, which you are then obliged to pay immediately.

## 18. COMPLAINTS

18.1 Despite Pronkje's care and effort, you may believe you have a justified complaint about your holiday accommodation. You should submit this complaint first to the management authority on site and report directly to the management of your stay. If the complaint is not handled to your satisfaction, you have the opportunity no later than 1 month after departure from your stay to submit the complaint in writing to: Pronkje o.v.v. reservation number, name and address details, date of stay. The complaint will then be handled with the utmost care.

## 19 FURNISHING AND DISTRIBUTION OF THE HOUSES

19.1 If the facilities of the houses differ, we will only mention the facilities that all houses have in the description.

19.2 Sometimes something has to be replaced in an accommodation, as a result of which the furnishings and inventory may deviate from the photos and description on the websites where the accommodations are offered. No rights can therefore be derived from the images on the websites where the accommodation is listed.

## 20. APPLICABLE LAW

The agreement between you and Pronkje is exclusively governed by Dutch law.

## 21. TRAVEL DOCUMENTS

You are responsible for having the valid travel documents required for your destination. Pronkje accepts no liability for the consequences arising from not being in possession of the correct travel documents.

## 22. PRIVACY

21.1 All information you provide to us will be included in a file. The data file is used for our guest administration. This data can also be used to provide targeted information and offers about our and related products and services.

21.2 At your request, we will correct, supplement, delete or block your data, in case the data is, for example, factually incorrect. This may mean that you can no longer use (part of) our services. You have the right to request us to inform you whether personal data concerning you is being processed.

## 22. GENERAL

22.1 Pronkje will send its correspondence digitally unless this proves impossible.

22.2 Obvious printing and typing errors are not binding for Pronkje.



Vakantievilla 't Pronkje  
aan het water & in de natuur

22.3 With these General Terms and Conditions all previous publications of general terms and conditions are canceled.