



Homestay Verstekkie – Enter with a happy heart

Terms and Conditions Homestay Verstekkie

We warmly welcome you to Homestay Verstekkie. By making a reservation, these terms and conditions come into effect. We kindly ask you to familiarize yourself with these terms and conditions.

Definitions:

Owner:

Lex Vermin & Jaime Schuurmans-Stekhoven

Manager:

Substitute in the absence of the owner

Guest:

Main guest and accompanying guests staying at the Homestay

Third Parties:

Any other legal entity that is not a guest, manager, or owner.

Contact & Bookings

Via onze website: www.homestayverstekkie.nl

- Via our website: www.homestayverstekkie.nl
- Via email: homestay.verstekkie@gmail.com
- By phone: +31 6 46 34 77 99 (Lex) or +31 6 11 92 37 77 (Jaime)

Cancellation

The revocation or termination of the final reservation within the applicable period.

You are responsible for arranging your own cancellation and/or travel insurance.

Stay

The entire period between check-in and check-out.

1. Homestay Verstekkie

1.1 Homestay Verstekkie is described on the website: www.homestayverstekkie.nl.

This website has been created with the utmost care, but there may be differences between the texts and/or photos presented on the website and the actual situation at Homestay Verstekkie at the time of the guests' visit.

No rights can be derived by guests from such differences.

The main guest must be 18 years or older, is responsible for their fellow guests, must have a permanent residence or place of stay, and carry a valid identification document.



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A stay at Homestay Verstekkie requires a minimum of 2 nights and may last a maximum of 31 days (exceptions may be discussed).

- 1.2 Guests may park their car on the premises, in front of the grey gate to the right of the house. A maximum of 2 cars can be parked at this location.
If you are arriving with additional cars, paid parking is available on the street. Parking costs are not reimbursed and are the responsibility of the guest.
Parking is entirely at your own risk.
- 1.3 The owner or manager will inform you which areas at Homestay Verstekkie are available and accessible to you.

The outdoor area has boundaries distinguishing communal and private use. Guests are not allowed to enter private areas unless otherwise indicated by the owner or manager.
- 1.4 Unfortunately, our Homestay is not suitable for pets (for hygiene reasons), children under 16 years of age, wheelchair users, or guests with limited mobility.
- 1.5 Our Homestay has 2 rooms, each accommodating a maximum of two persons per room.
- 1.6 Upon request, a baby (up to 2 years old) may stay. The following items are available for babies: a cot/travel bed (with mattress), high chair, and baby bath.
- 1.7 We strive to ensure our guests enjoy a carefree stay. However, we accept no responsibility for loss, theft, accidents, personal injuries, medical expenses, or damage to property caused by personal negligence or circumstances beyond our control.
- 1.8 Naturally, we expect guests to report any damages or losses to us. Any associated costs will be charged to the guest.
- 1.9 Homestay Verstekkie is not liable for any consequences of malfunctions in or around the accommodation, such as power outages, Wi-Fi interruptions, water supply issues, or technical installations.
Should such malfunctions occur, Homestay Verstekkie will do its utmost to minimize any inconvenience to guests.
- 1.10 We expect our guests to follow any instructions given by the owner or manager.
- 1.11 The owner or manager reserves the right to deny or terminate access to Homestay Verstekkie with immediate effect and without further notice or refund in the event of



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violations of these Terms and Conditions or inappropriate behavior.

The owner's administration is decisive in the event of disputes unless the guest can prove otherwise.

- 1.12 We expect guests of Homestay Versteckkie to comply with the house rules and these Terms and Conditions.
- 1.13 The use or possession of drugs, excessive alcohol consumption, hosting of events, or creating digital media (film/photos) is not permitted. Failure to comply may result in the owner or manager denying or terminating access to Homestay Versteckkie with immediate effect and without further notice or refund.

2. Pricing

- 2.1 Quoted prices include taxes, a welcome gift, consumables (coffee/tea/etc.) in reasonable quantities, towels, made-up beds, water, electricity, and final cleaning.
- 2.2 Prices exclude the cost of cancellation and/or travel insurance and/or any other additional expenses.
- 2.3 The prices of Homestay Versteckkie are non-binding and subject to change at any time.

3. Reservations and payment

- 3.1 After you submit a reservation request, we will respond as soon as possible with the relevant details and whether the Homestay is still available for your requested dates.
If the Homestay is available, you will receive a price quotation for your desired stay.
- 3.2 The reservation is only final after receipt of full payment. Once payment has been received, a payment receipt and booking confirmation will be sent to you by email.
- 3.3 If you agree to the price quotation, payment must be made within 5 calendar days of receiving the quotation.

If payment is not received on time, a one-time reminder will be sent by email. The guest then has an additional 2 days to complete the payment.

If payment is still not received within 2 days after the reminder, the reservation request will automatically be cancelled.



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- 3.4 For reservation requests with arrival within 14 calendar days, payment must be made immediately.

4. Cancellation

- 4.1 The following conditions apply in the event of a reservation cancellation:

- **Cancellation more than 14 days prior to the arrival date:** no cancellation fee (free cancellation).
- **Cancellation between 14 days and 3 days prior to the arrival date:** 50% cancellation fee.
- **Cancellation 3 days or less prior to the arrival date:** 100% cancellation fee.

- 4.2 Only at the discretion of the owner or manager (e.g., in the case of emergencies) can exceptions to the cancellation policy be made.

To qualify for any refund, cancellations must be communicated in writing via email to the owner.

After consultation, any agreed refund will be processed within two weeks.

- 4.3 No refunds will be given in the event of early departure.

- 4.4 Homestay Verstekkie may terminate the reservation agreement only in cases of force majeure, natural disasters, extreme weather conditions, fire, death of the owners or their family, hospitalization, or the unannounced sale of the property.
In such cases, the owner or manager will offer the guest an alternative as soon as possible.

If no alternative is available or the guest does not accept the offered alternative, the full amount paid will be refunded. Any additional costs resulting from the termination will not be reimbursed by the owner.

- 4.5 We strongly recommend taking out travel and/or cancellation insurance.

5. Arrival and Departure

- 5.1 On the day of arrival, the Homestay is available from 4:00 PM, and check-in is possible until 9:00 PM.

We appreciate it if you inform us of your expected arrival time in advance.

- 5.2 Arrival times outside of the above are only possible by prior arrangement.



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- 5.3 On the day of departure, guests are required to vacate the Homestay by 11:00 AM to allow for cleaning.

6. Complaints

- 6.1 We strive to make your stay as pleasant as possible.

Despite our best efforts, it is possible that you may have a complaint or comment. To allow us to address it appropriately, we kindly ask that you inform us as soon as possible, either in person, by email, or by phone.

7. Liability

- 7.1 Homestay Verstekkie cannot be held liable for any damages suffered by the guest or third parties as a result of the stay at the Homestay. The guest indemnifies Homestay Verstekkie against any such claims.
- 7.2 Homestay Verstekkie is not liable for disruptions in or around the accommodation, such as failures or outages of electricity, Wi-Fi, water supply, or technical installations, nor for unannounced construction and/or roadworks in the vicinity of the Homestay.
- 7.3 Homestay Verstekkie accepts no liability for loss, theft, damage, or accidents caused by persons and/or property during or as a result of the stay at the Homestay.
- 7.4 The main guest named in the booking confirmation is responsible for maintaining order in and around the Homestay.
- 7.5 Guests are expected to handle all items with care and to leave the Homestay in a neat and orderly condition.
This also applies to the use of facilities in the Homestay such as the kitchen, indoor and outdoor areas, and the surrounding grounds of Homestay Verstekkie.
- 7.6 Any breakage or damage must be reported to the owner immediately.
- 7.7 Any repair and/or replacement costs must be reimbursed by the guest to the owner upon first request.
- 7.8 Should it become apparent after check-out that items were left damaged and not reported to the owner, the guest will still be invoiced for the cost of repair and/or replacement.



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Homestay Verstekkie – Enter with a happy heart

8. Safety

- 8.1 For your own safety and that of Homestay Verstekkie, smoking indoors is prohibited; smoking is only allowed in the garden surrounding the Homestay. Open flames (including candles) are prohibited both inside and outside. Existing tealight holders may be used.
- 8.2 Misuse of fire extinguishing equipment or disabling the smoke detector is not allowed.
- 8.3 Other facilities on the property must be used with care and according to their intended purpose by guests.
- 8.4 The safety of any small children must be ensured by the parents or guardians.

9. Final Provisions

- 9.1 Unless otherwise stipulated by international private law, these terms and conditions are governed exclusively by Dutch law. Non-Dutch-speaking guests are deemed to have agreed to these general terms and conditions.
- 9.2 All disputes arising from the user agreement or these terms and conditions shall, in the first instance, be settled by the competent court in the Netherlands, unless otherwise required by international private law.
- 9.3 Neither party may transfer their rights and obligations to third parties unless otherwise specified in these terms and conditions.
- 9.4 If any provision in the user agreement or these terms and conditions is found to be invalid or unenforceable, the remaining provisions shall remain in effect, and the invalid provision shall be deemed amended to conform to the apparent intentions of the parties.

Homestay Verstekkie

Bilserbaan 9, 6217JD, Maastricht
Lex Vermin (+31 6 46 34 77 99)
Jaime Schuurmans-Stekhoven (+31 6 11 92 37 77)

We wish you a pleasant stay in our Homestay!