

General Conditions

We welcome you to B&B 't Verschil and ask you to acquaint yourself with these general conditions.

1. General

- First Line Consulting is the owner and manager of B&B 't Verschil. The company is represented by Guy GEUENS & Els DE WINNE, or may be replaced by a family member or an acquaintance, should circumstances so require.
- These general conditions apply to all users of B&B 't Verschil, established at Nederholbeekstraat 95 in 9680 Etikhove (Belgium).
- Upon entering into a tenancy agreement, these general terms and conditions shall take effect.
- On request, a copy of these general conditions will be provided free of charge to the users.
- The manager is not liable for damage, loss or theft of property of the users. In the event of a dispute, all (legal) costs are to be borne by the users.
- All risks with respect to a stay in B&B 't Verschil are for the account of the users.
- Damages to and loss of movable and immovable property of the owner must be reported and compensated by the users to the owner during their stay.
- Guests must follow the instructions of the manager.
- In case of breach of these general conditions and in case of inappropriate behaviour, the manager may deny and/or refuse the guests access to B&B 't Verschil, without further notice or explanation and without refund of the accommodation expenses.
- The administration of the manager is decisive in case of mutual disagreement, unless the users can prove otherwise.
- Guests of B&B 't Verschil are required to comply with the following Internal Regulations.

2. Reservation and confirmation

- The rental agreement can be entered into (based on availability) via e-mail or via the reservation form on the website (www.t-verschil.be), or via other booking channels.
- When booking by e-mail we will provide you with the details to make your payment by bank transfer. Your reservation is final after we have received and confirmed your payment at the e-mail address you used to contact us.
- When booking through the reservation form on the website (www.t-verschil.be) you pay directly and immediately afterwards you receive a confirmation of your reservation via e-mail. After this confirmation your reservation is final.
- The reservation form on the website refers to these General Terms and Conditions.

3. Payment

- All accommodation costs must be paid within 7 days of the reservation request on bank account number BE70 7380 3919 8025.
- In exceptional cases and only in consultation, the accommodation costs can be paid in cash or via Payconic upon arrival.
- The current rates can be found under 'Prices' on our website.
- We use a deposit of € 75 regardless of the length of your stay. This will be charged in advance together with the rental price. After inspection of the accommodation, the deposit will be refunded to your account (the same account used to pay the rent) within 5 working days after your departure.
- If you have paid your stay and deposit on arrival, you must fill in the deposit form with your bank details so that we can refund the deposit to your account.

4. Breakfast

- Breakfast is served in the breakfast room in buffet form from 8.00 a.m. or by arrangement.
- Guests are responsible for informing themselves of any allergies, food intolerances or diets.

5. Cancellation

- We understand that there can always be unforeseen circumstances which make it impossible for you to come. Should this be the case, we kindly ask you to notify us as soon as possible.
- There will be a full refund for cancellations made up to 14 days before the start date. After that there will be no refund.

House rules

1. Arrival and departure

- On the day of arrival you are welcome in your accommodation between 15.30h and 18.30h. Later arrival is possible, but only after consultation. Luggage can - if possible for us - be brought earlier.
- On the day of departure we like to say goodbye before 11.00h or by mutual agreement.
- For identification purposes we will ask you to show your passport or ID card. We will make a copy of it, which will be destroyed within 7 working days after your departure.
- In case of premature departure there will be no refund.

2. Your stay

- Use of B&B 't Verschil by other persons than the tenants is not allowed.
- We kindly ask you to treat the inventory and furniture neatly during your stay.
- We also kindly ask you not to cause any noise nuisance, since we also live here as a family. This means that between 10 p.m. and 7 a.m. you should be quiet enough not to disturb the other residents.

3. Safety and Environment

- Parking is free on our own grounds at the back.
- A first aid kit is available.
- The B&B is completely smoke-free, also outside (in front and behind the house).
- The bedrooms are suitable for a maximum of two persons. A cot can be added on request.

If you have any questions about the above, you can always contact us.

Kind regards,
't Verschil
Guy & Els.