

# General conditions hotel & restaurant Villa de Duinen

## 1. Cancellation policy accommodation

The KHN [conditions](#) apply in addition to our general terms and conditions Villa de Duinen.

Cancellations must at all times be reported in writing, by e-mail, and must comply with the conditions below.

### 1.1 Canceling booking standard rate

Cancellations up to 72 hours before arrival are free of charge. If you want to cancel your booking within 72 hours before the arrival date, we will charge the total cost of the reservation value. Please note that the day of arrival starts at 0.00 am. Different cancellation conditions apply for group bookings, see rules 1.3 and 1.4.

All bookings during official holidays apply different booking values, namely cancellation free of charge up to 14 days before the arrival date.

### 1.2 Canceling a non-refundable booking rate

Non-refundable rates booked cannot be canceled free of charge.

### 1.3 Cancellations group booking hotel

A group booking is valid from a purchase of 4 hotel rooms.

When a reservation for accommodation only, with or without breakfast, has been made for a group, the following applies to cancellation of that reservation (unless otherwise agreed in writing).

In the event of cancellation before the time at which the first accommodation must be provided pursuant to the Catering Agreement, hereinafter referred to as "the commencement date", the Customer is obliged to pay the following percentages of the Reservation Value that must be paid by the Customer in the event of cancellation to the Catering Establishment:

More than 3 months before the start date 0%  
More than 2 months before the start date 15%  
More than 1 month before the start date 35%  
More than 14 days before the effective date 60%  
More than 7 days before the effective date 85%  
7 days or less before the effective date 100%

#### 1.3.1 Individuals as a group booking

*The hotel company can declare certain individuals as a group booking before, during and at the latest one month after the catering services provided if it appears that individual bookings ultimately turn out to be group bookings. All provisions of a group booking then apply to that reservation.*

### 1.4 Canceling group booking food/drink catering service

A group booking concerns 8 or more people. If the number of persons changes by >10% within 3 days before the reservation date, 75% of the canceled reservation values will be charged.

If a reservation for a catering service exclusively consisting of the provision of food and/or drinks (table reservation) has been made for a group, the following percentages of the reservation value will apply to cancellation, which must be paid by the customer to the catering establishment in the event of cancellation:

#### 1.4.1 If a menu has been agreed (table reservation from 8 people):

A menu is always agreed in the case of a group booking. This applies to a table reservation of 8 people or more.

More than 14 days before the reserved time 0%

14 days or less but more than 7 days before the reserved time 25%

7 days or less before the reserved time 50%

3 days or less before the reserved time 75%

#### 1.4.2. If no menu has been agreed:

Based on the average reserved value of a 4-course chef's menu and a 4-glass wine pairing.

More than 48 hours before the reserved time 0%

48 hours or less before the reserved time 50%

#### 1.5 No Show logies

In the event of a no-show, the first night will always be charged when you:

- Do not show up before the check-out time following the day booked.
- The reservation has not been canceled in accordance with the general terms and conditions.

## 2. Hotel room guarantee

If we have not received a guarantee for the booking in the form of a payment or a valid credit card, we reserve our rights to cancel the room within 3 days before the arrival date.

## 3. Regulations for unnecessary blocks of rooms

Villa de Duinen has the right to cancel 3 or more rooms on different dates by the same booker without a valid reason, in consultation with the booker. This concerns unnecessarily occupying rooms as a result of which our availability cannot be displayed correctly.

## 4. Conditions for group reservations

### 4.1 Group reservation logies

A group reservation applies from a purchase of 4 or more hotel rooms. For all group reservations we have adjusted conditions depending on the number of nights and there is a food and beverage turnover guarantee attached to the booking. Villa de Duinen will contact the main booker of the group reservation to discuss the conditions.

Villa de Duinen can still declare certain individuals as a group before, during or at the latest one month after the catering service provided. All provisions for a group reservation will then still apply to that reservation.

## 5. Pets

Pets are not allowed in Villa de Duinen.

## 6. Smoking

Smoking is not allowed in the hotel rooms or public areas. Villa de Duinen is a non-smoking hotel.

## **7. Adults Only**

Villa de Duinen is an adults only hotel and restaurant. We do not accept reservations under the age of 18. Exceptions apply to a total purchase of the hotel and/or restaurant or private dining in consultation.

## **8. Azzurro Wellness**

Access from 18 years, swimwear is mandatory.

## **9. Gift Cards**

The value of a gift card expires one year after the date of issue of the gift card. The gift voucher can only be exchanged for the designated department and we do not give money back.

## **10. Uniform conditions Royal Horeca Netherlands**

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