

General terms and conditions of BenB Bovenweg.

October 2019

We wish you a warm welcome at BenB Bovenweg in Rhenen. For reservations for a stay we use the following general conditions.

By means of a confirmed reservation, these general terms and conditions become effective for the following parties:

Main guest.

When booking, one of the guests must be at least 18 years old. The adults involved in a reservation are responsible for the guests staying with them. The person making the reservation is the main guest and can be approached in the light of these general terms and conditions.

BenB Bovenweg

The VOF that provides hospitality services laid down in a reservation.

Services consisting of providing accommodation options and providing breakfast.

Contact & Reservations.

You can make direct reservations via our own site www.BenBBovenweg.nl or through a telephone contact, no. 0655194353. During telephone contact we will always ask you to send an email to info@benbbovenweg.nl with your details and the desired dates.

When booking through other sales channels, the conditions as published on that sales channel apply.

Contact details.

BenB Bovenweg.

Tinie Bierman and Jack van den Dungen

Address: Bovenweg70

Location: Rhenen

Postal code: 3911SG

telephone number: 0655194353

VAT No: 855534497B01

Chamber of Comm.no: 64130576

Bank account: NL17TRIO0338517995, biccode TRIONL2U

Website: <https://www.benbbovenweg.nl>

Email: Info@benbbovenweg.nl

1. BenB Bovenweg.

1.1 What can you expect?

We have taken the greatest care in publishing our accommodation. Because we constantly strive for improvement and because we like to change, there may be differences between the text and / or photos presented on the websites and the current situation. No rights can be derived from such differences by guests.

All statements on our websites are deemed to have been provided in good faith and are always subject to interim changes. BenB Bovenweg is not bound by obvious errors on its websites.

1.2 Occupancy of rooms

All rooms are suitable for two people. There is 1 triple room. A bed can be placed in the Grebbe room at an additional cost. Studio and Tiny Houses are suitable for a maximum of 2 people.

1.3 Pets

For hygienic reasons and to prevent nuisance to guests, we reject the taking of pets.

1.4 Smoking

For hygiene reasons and to prevent inconvenience to guests, we do not allow smoking in the accommodation. Smoking areas are available outside the property.

1.5 Checking in and out

Our check-in times run from 4 p.m. to 8 p.m.

If you intend to arrive later, you will enter into consultation. For arrivals after 10.30 pm we charge 15 euros. We may also give you instruction to give yourself access.

You can check out between 7 a.m. and 11 a.m. For cleaning the rooms, you must leave them before 11 a.m. on the day of departure, unless otherwise agreed.

Appointments can be made in advance for checking in or out at other times. Please contact us in time for this.

1.6 Breakfast

Breakfast is served between 7 a.m. and 9:30 a.m. in the breakfast room. On Sundays, breakfast starts at 7.30. When the weather is nice there is the opportunity to have breakfast outside on the terraces. We ask you on your arrival what time you prefer breakfast. If you wish to leave very early, we can put together a breakfast package for you.

If you have special wishes for breakfast, please indicate this when you make a reservation with us.

1.7 Parking

Your car can be parked free of charge on the indicated parking space. Parking is entirely at your own risk and please in the marked spaces. Please avoid nuisance in case of late arrival or early departure.

1.8 Allocation of your room

The owner informs you which rooms are available and usable for you.

1.9 Private spaces

Guests of BenB Bovenweg are supposed to respect private spaces as private. They are expected to prevent nuisance to the owner or other guests.

2. Prices.

2.1 Variation in prices

The prices of the rooms and their facilities are described on our website www.benbbovenweg.nl. Our prices vary according to the day of the week, the season or in relation to public holidays. These are fixed.

2.2 Request a quote

Guests are free to request a no-obligation quotation w.r.t. deviating period of stay duration of stay or group composition.

2.3 What is included in the price?

Prices for the rooms include breakfast, use of towels and bed linen, water and electricity, internet, tax, tea and coffee. The same applies to the studio and the Tiny houses, but breakfast is not included. When using the complete BenB accommodation or for multi-day bookings, additional final cleaning costs can be charged.

3. Reservation and payment.

3.1 Method of reservation

Reservations can be made by e-mail, info@benbbovenweg.nl or via telephone number 06-55194353. For telephone reservations, we always request that you also do so by e-mail so that we can answer this e-mail with a confirmation.

Bookings via our own website and booking module are automatically confirmed.

Reservation channels such as Booking.com and Airbnb have their own reservation conditions and confirmation methods.

3.2 Confirmation

After a reservation request has been made you will receive a confirmation from us as soon as possible. Please contact us if you have not received it within 24 hours. After this confirmation your reservation is binding according to the conditions in this document. No rights can be derived from a reservation that is not confirmed by e-mail.

3.3 Down payment

We reserve the right to ask you to make a deposit for your reservation. You can then pay the remaining amount upon arrival. You have 4 days for that down payment. If we have not received the payment within that time, we will still cancel the reservation. You will then be notified of this. For short-term reservations, the full amount must be paid in cash upon arrival. Bank transfer per app is an alternative.

4. Cancellation conditions.

4.1 Cancellation costs

When a definitive reservation has been made for the BenB Bovenweg as described under chapter 3, the following applies to cancellation of that reservation:

- If canceled up to 14 days in advance, 10% of the reservation will be charged.
- If canceled up to 4 days before the arrival date, the cancellation costs amount to 50% of the canceled reservation.
- Cancellations within 4 days before arrival date will be charged 100% to you.

4.2 How to cancel?

To be eligible for a refund of the amount paid, you must immediately notify us of the cancellation by e-mail or telephone. If admissible, the amount due to you will be transferred to you as soon as possible, but no later than within 21 days.

4.3 No show

With a no show or with unpaid reservations you will receive an invoice for the full amount. You are supposed to pay this immediately.

There is no refund for early departure.

4.4 BenB Bovenweg cannot deliver, what then?

BenB Bovenweg can cancel the reservation agreement in the following or similar cases: in the event of force majeure, natural disaster, exceptional weather conditions, fire, family circumstances, hospitalization or unannounced sale.

In such cases, the owner will, if possible, provide the guest with an alternative offer. If this is not possible or if the guest does not accept the alternative offered, the full amount will be refunded.

4.5 Other damage

Any other damage resulting from the cancellation will not be reimbursed by the owner.

5. Complaints.

5.1 Allow us to offer service.

We try to make your stay as pleasant as possible. Despite our good care, it is still possible that you have a complaint or comment. In order to be able to resolve this properly, we ask that you make this known to us as soon as possible on the spot, via e-mail or telephone contact.

Please give us the opportunity to offer service, even if you miss something. We have the common goal that you, as a satisfied customer, leave us again.

6. Liability.

6.1 Damage suffered

BenB Bovenweg cannot be held liable for damage suffered by the guest or third parties as a result of the stay in the relevant room, the guest indemnifies BenB Bovenweg against liability in this regard.

6.2 Damage due to force majeure

BenB Bovenweg is not liable for disruptions in and around the accommodation such as disruptions and power outages, WiFi, water facilities and technical installations as well as non-announced or untimely announced construction and / or road works in the vicinity of its accommodation.

6.3 Damage by third parties

BenB Bovenweg accepts no liability for loss, theft, damage or accidents caused to persons and / or goods during or as a result of the stay at the accommodation.

6.4 Behavior of the guests

The main guest named in the booking confirmation is responsible for the orderly procedure in and around the room (s) concerned.

6.5 Dealing with inventory

Care must be taken with the accommodation and the interior of the accommodation, and the room must be left tidy and decent. This also applies to the use of things in the accommodation such as: the kitchen, the common room, the indoor and outdoor space and the outdoor area of the accommodation.

6.6 Reporting and reimbursement

Breakage or damage must therefore be reported directly to the owner by the guest.

Any repair and / or replacement costs must be immediately reimbursed by the guest to the owner at his first request. If it turns out afterwards after checking out that things have been broken and this has not been reported to the owner, the bill for the repair and / or replacement costs incurred will follow.

7. Security.

7.1 Security measures in the building

In connection with your own safety and that of BenB Bovenweg, it is forbidden to smoke inside or to use an open fire in the rooms. This is only permitted in the garden around the accommodation that has been designated as a smoking area. For your safety, all areas are equipped with smoke detectors.

7.2 Fire extinguishing resources and escape ladder

There are fire extinguishers in both kitchens of the main building and in the studio and Tiny Houses. In the kitchen on the first floor there is also a fire blanket and a discharge ladder.

7.2 Use of things on the site. And in buildings

All facilities on site must be used with care and in accordance with the destination by the guests. In every room there is an information sheet with what is available for guests.

7.3 Child safety

The safety of children must be guaranteed by the parents or guardians. This includes the exit for the building, the pond, the stairs, traffic on the upper road, etc.

8. Final provision.

8.1 Application of Dutch law

Insofar as private international law does not provide otherwise, the present conditions are exclusively governed by Dutch law. Non-Dutch guests are also deemed to agree with these terms and conditions.

8.2 Disputes

All disputes arising from the user agreement or these general terms and conditions will in the first instance be settled by the competent court in the Netherlands, insofar as the rules of private international law do not provide otherwise.

8.3 Allocation of obligations and rights

None of the parties can transfer its rights and obligations to third parties unless otherwise provided in the present conditions.

8.4 Cancellation

If and insofar as any provision in the user agreement and the present terms and conditions is found to be invalid, the other terms and conditions will remain in force and the invalid article will be deemed to have been converted to bring it into line with the apparent intentions of the parties.

Finally

If there are any questions or comments as a result of these conditions, please let us know!

Regards,

On behalf of BenB Bovenweg
Tinie Bierman and Jack van den Dungen

Privacy statement

1 Reason for this statement.

In order to receive, confirm and facilitate the processing of reservations during their stay, BenB Bovenweg collects a limited amount of personal data from its guests. In addition, as an accommodation it is obliged to keep records in a night register, namely: name and place of residence of the guest, day of arrival, type of proof of identity/travel document, day of departure. In order to ensure the personal nature of this information, BenB Bovenweg is obliged to publish this statement.

2 Data carriers

The information held by BenB Bovenweg can be found in its electronic night register, in mail exchange with guests and in the sales channels through which the customer's reservation was made. This may be the case:

- Booking.com
- Airbnb
- Stardeck booking module

In addition, information about guests through visits to our website if they choose to do so, will end up on social media.

All these services have their privacy statements which can be found on the respective sites.

The data will never be printed on paper unless the guest explicitly requests an invoice.

3 The type of data

The data collected may consist of:

- Name and address of the principal guest and any fellow travellers
- Telephone number
- Nationality
- email address
- payment details
- Reservation data
- Company name + address details of the company
- Allergys/nutritional requirements

4 Data users

BenB Bovenweg is the sole recipient and user of the information provided by guests. This information is in no way and for no reason shared with third parties.

Data made available to BenB Bovenweg can only be viewed by the host and hostess of the accommodation. For analysis purposes, the anonymised data will be used by Google analytics.

5 Rights for guests

Guests have the right at any time to submit a request to access, modify or delete their data, provided that this does not conflict with BenB Bovenweg's legal obligations.

6 Purpose of data collection

BenB Bovenweg collects and processes this data for:

- Confirmation of reservation requests
- Accepting reservations
- Cancellation of a reservation
- Changing a reservation
- Billing
- Recovery of payments

- Informing about / changing the made reservation
- Keeping the night register
- Paying tourist tax

7 Retention period

BenB Bovenweg does not store data for longer than is strictly necessary: no longer than one year if no reservation has been made. No longer than 7 years in case of reservations. This applies only to the information contained in the documents that we are required by law to retain.

Personal communication by e-mail will be periodically cleaned and after a year it will be permanently deleted.

8 Use of the data.

We will only pass on your personal data to third parties if this is necessary for the execution of a reservation with you, or to comply with a legal obligation.

Personal data will only be included in the processing for the following purposes:

- Storage of backups
- Accountancy
- Keeping a register for the tourist tax

BenB Bovenweg does not use guest data for marketing purposes.

9 Mapping of website visitors.

On our website, general visitor information is recorded, including the IP address of the computer, the time of querying and data. This data is used for analyses of visiting and clicking behaviour on the website.

We use this information exclusively to improve the functioning of the website. These data will be anonymised as much as possible and will not be provided to third parties.

BenB Bovenweg has not given Google permission to use analytical information obtained from us for other Google services or to pass it on to third parties.

10 Finally

We take guests' privacy seriously and therefore take appropriate measures to prevent abuse, loss, unauthorised access, unwanted disclosure and unauthorised modification. Our website therefore uses a reliable SSL Certificate to ensure that personal data does not fall into the wrong hands.

If guests have the impression that their data is not properly secured or there are indications of misuse, or if they require more information about the security of personal data collected by us, they can contact us:

BenB Bovenweg

Bovenweg 70

3911SG Rhenen

Info@benbbovenweg.nl

Phone number: 06 55194353



BenB Bovenweg Rhenen

Aan het uiterste puntje van de Utrechtse Heuvelrug, op een steenworp van het pittoreske Rhenen, vindt u BenB Bovenweg. Een heerlijke locatie! Geniet er van uw nachtrust. Bekijk het creatieve interieur. Of bezoek het indrukwekkende natuurschoon in de omgeving: Heuvelrug, Rivierenland, Veluwe.

Uitermate geschikt:

- voor een weekendje weg;
- als uitvalsbasis voor sportieve recreatie;
- voor zakelijke overnachtingen van lange of korte duur.

Landelijke omgeving met uitzicht

BenB Bovenweg bevindt zich in een landelijke omgeving met uitzicht over de velden richting Rhenen. U heeft de beschikking over een ruime comfortabel en eigentijds ingerichte kamer. U maakt gebruik van moderne gemeenschappelijke sanitaire voorzieningen en keukens. Als u de Studio of een trendy Tiny House reserveert, heeft u een eigen toegang en alle voorzieningen voor u privé.

Uw verblijf in BenB Bovenweg is in alle opzichten een mooie ervaring. U wordt gastvrij verwelkomd en geniet daarna van de mooie sfeer in BenB Bovenweg.

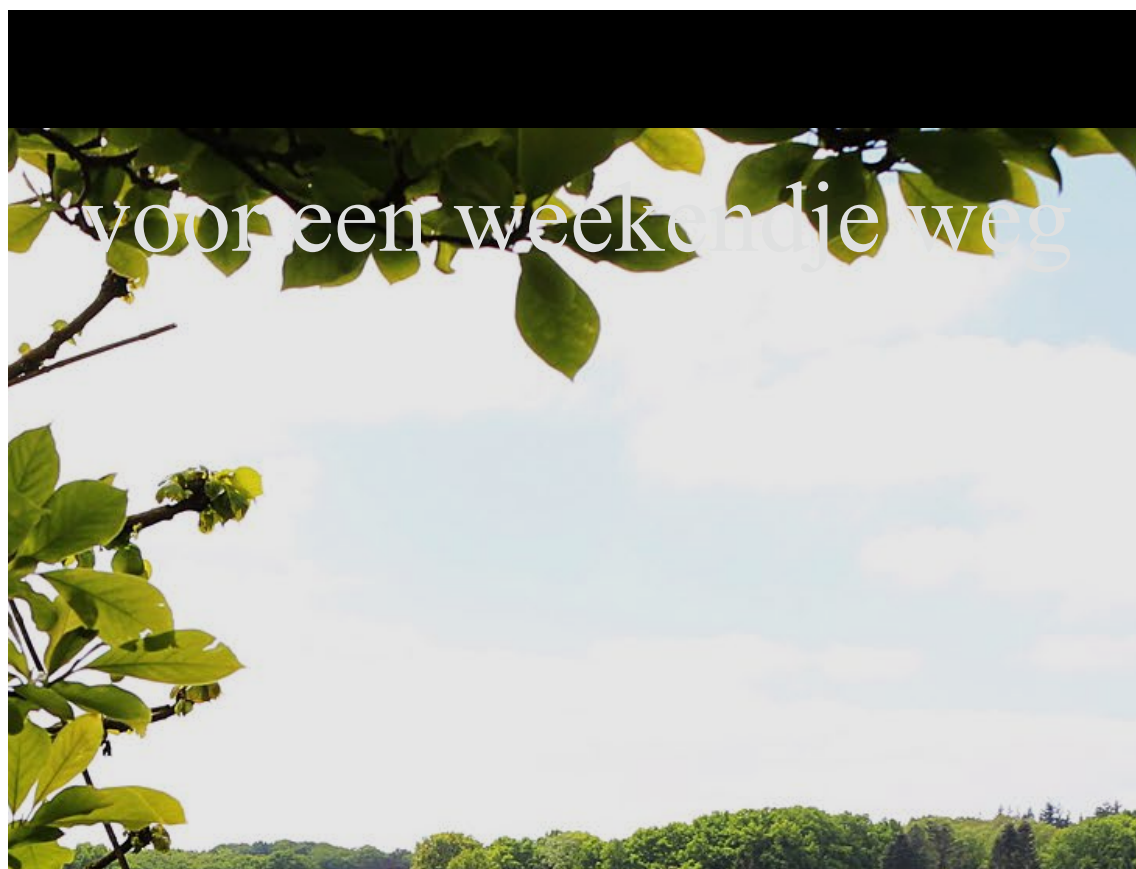
Door de kleinschaligheid weet u zich verzekerd van rust, ruimte en privacy.

IK WIL BOEKEN

B&B Bovenweg in 70 seconden (video)

Luxe Studio met eigen entree

Onze BenB kamers





als uitvalsbasis voor
sportieve recreatie





Gratis WiFi

Tijdens uw verblijf heeft u in en om het BenB gebouw de beschikking over een uitstekende internetverbinding.



Gratis parkeren

Bij onze accommodatie hebben we een royale parkeerplaats op eigen terrein. Uw auto staat daar goeddeels uit het zicht.



Wasmachine & Droger

Op verzoek kunt u gebruik maken van een wasmachine. U kunt ook wasgoed aanbieden aan ons. U krijgt deze dan gewassen en droog van ons terug.



voor zakelijke overnachtingen



*“Ein sehr schöner Platz für einen kürzeren oder
längeren Aufenthalt. Kultiviert, gepflegt, freundlich und
phantasievoll gestattet.”*

Jürgen Schmidt

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[Algemene voorwaarden en Privacy statement](#)

