

hide&b.

Terms and Conditions

scope

These terms and conditions are between you and hide&b and apply to all bookings of all cabins in any hide&b locations that are rented out by H&B operations BV to the exclusion of all other general terms and conditions.

You agree that you will make reservations in good faith for legitimate use by you and your invited guests only and not for any other purpose, including but not limited to reselling, impermissibly assigning or posting on third party websites, or making speculative, false or fraudulent reservations or any reservation in anticipation of demand.

cabin rate, city tax, payment

The cabin rate charges agreed when you made your reservation will apply to your booking.

Meals, drinks and other extras are not included in room rate charges, unless otherwise agreed. All charges are inclusive of VAT and are shown and must be paid in local currency. Room rate charges must be prepaid on non-refundable offers, all other charges must be paid on check-in.

City tax will apply. The city tax may change between the time of booking and the time of your stay in our cabin.

Please note hide&b does not accept cash payments - only pin and credit cards are accepted.

For all reservations, the entire amount must be paid immediately upon booking.

In the absence of payment in accordance with the above, hide&b can deny you the use of the holiday home.

An invoice will be sent to the email address provided at the time of booking. Invoices cannot be modified after check-out.

cancellation, modifications and no-show

if you want to make an addition to an existing reservation (eg meal package) or extend the length of stay, hide&b will not charge any change fees for this.

If, for whatever reason, you want to change the cabin or the period of an existing reservation, the hide&b is allowed to charge a change fee for this. This is applicable with a non refundable booking (saver rate, pay now) rate

- Changes made more than 60 days before the arrival date: 1 x additional administration fee of EUR 45,-
- In the event of a change between 60 and 20 days before the arrival date: administration costs + 25% of the initially agreed price
- In the event of a change within 20 days before the arrival date: 100% of the initially agreed price can be charged as compensation for the loss of revenue.

If you have booked the flexible option (flex rate), pay later please tell us by 14.00 (24 hours before your booking) unless otherwise specified in your booking. If you cancel the reservation after 14.00 pm the day before arrival, we will be allowed to charge you the complete stay as compensation for the loss of revenue. Peak periods may have additional cancellation restrictions, we will make sure to tell you about those when you book with us.

If you need to shorten your stay, the full value of your booking will still be charged if you have booked a non-refundable rate. If you need to shorten your stay and have booked a Flex Rate, please inform our staff asap but at least before 14.00 - 24 hours before your arrival. If you inform us later than 14.00 a late check-out fee or even the next night's stay will be charged depending on the time of notification and the cabin you stay in.

We advise you to participate in the cancellation fund, with which the above cancellation costs are paid when the cancellation takes place as a result of a number of determined uncertain events. (see cancellation fund conditions)

In the unfortunate event of not showing up on the day of arrival the full amount of the reservation including taxes will be charged to your credit card. A refund is not applicable.

check-in

From 15.00 on. If a room is available for early check-in, you can check in early. Depending on the location of the cabin an early check-in fee may apply payable at the time of booking.

check-out

Until 11.00. If you have not checked-out by 11.00, a late check-out fee may be charged. If you have not checked-out by 14.00 we may charge an extra night. Open balances will be charged to your credit card on file.

late check-out

Depending on the location a late check-out may be possible against payment of an additional fee. Payable at the time of booking.

our rights and our responsibilities

Hide&b undertakes to deliver the cabin to the you in good condition at the agreed time. In some occasions there is cabin's off-grid technology which is directly dependent on natural elements such as sunlight (and groundwater levels) In those conditions hide&b cannot be held liable for temporary disruptions to these elements (such as little sunlight) or disproportionate use (of electricity or water) by previous tenants. In these cases, you're not entitled to a (partial) refund of the rental costs. But..be ensured we will do everything in our power to resolve these issues.

Hide&b may view the cabin at any reasonable time.

Hide&b is entitled to place the you in a different cabin(s) than the cabin(s) indicated when booking. This is only possible in the event of unforeseen circumstances or defects that make it impossible to stay in the cabin(s) originally booked.

Hide&b is not liable for: damage or injury arising as a result of staying on his premises or through the use of the facilities available on his premises; claims for damages arising from nuisance caused by third parties; information provided orally or by telephone; breakdown or out of use of facilities or amenities. All this without prejudice to mandatory legal provisions.

Hide&b is not liable for theft or damage to the your property.

Hide&b is entitled to dissolve the reservation without notice of default or intervention of the court being required;

- if hide&b has not received the full rent at the start of the rental period
- if the tenant has not fulfilled his obligations as laid down in these conditions.

Hide&b is entitled to move the reservation if the stay in the cabin or the trip poses too much risk for you, nature or the cabin as a result of (predicted) weather conditions.

everything comes with rules.. here are ours

The agreement is concluded between you and hide&b when hide&b has confirmed the reservation to you (by email).

You will occupy the cabin neat and clean, whereby he undertakes to immediately report and reimburse all damage caused by his actions or negligence to the holiday home, the furnishings, the household effects or otherwise. This also applies to the loss of any part of the rented cabin, the furnishings or the household effects.

You have accepted the leased cabin with the inventory present therein without damage, unless he has made a complaint to hide&b on the day of arrival.

You may not hand over the cabin to third parties for use, nor allow more people to spend the night in it than agreed upon at the time of the reservation, unless with written permission from the hide&b.

You will only use the rented property as a holiday residence and in particular not be allowed to practice a profession or business therein.

You shall ensure that no nuisance is caused to the vulnerable natural areas. This means, among other things, that: no decorations are applied. No (party) tents are placed without prior permission from the hide&b - outdoor sound equipment cannot be heard at more than 20 meters from the house - Visits are not allowed during the day and in the evening lead to more than double occupancy

If you are underaged and you are not accompanied by someone of age 18 or older hide&b reserves the right to evict you from the property.

The maximum occupancy of a cabin at nights is 2. If there are more than 4 people in or around the cabin, hide&b reserves the right to evict you from the property.

You will ensure that the cabin is left tidy and 'broom clean' (dishes clean and tidy; furniture in their original place; floor swept clean; take a garbage bag with you and take a walk in the waste container at the starting point). In the event of default, you will be notified within one week. The actual additional costs for clearing and cleaning and the administration costs will then be charged, with a minimum amount of € 50

It is not allowed to bring pets into the cabins.

You are not allowed to drive a motorbike or car over areas that are closed to motorized traffic.

You ensure that the house rules that are visible in the house are observed.

You is responsible for the fulfillment of all obligations arising from the reservation and the stay, both of you, other guests and any visitors. You are therefore liable for damage and nuisance caused.

You must comply with the general laws and regulations that apply in the area where the cabins located.

You are not permitted to offer the booking on (online) platforms such as marketplaces or social media. When this is established, the booking will be canceled immediately without refund of the amount already paid.

You are visiting a non-smoking cabin. Smoking in the cabin is prohibited and tampering with the fire alarm will result in a fine of €250, – (two hundred fifty euro). If you smoke outside please make sure you leave your cigarette butts in an appropriate garbage can outside the cabin.

Any audiovisual recording, photo shoot, reproduction or representation of images including the premises and cabins other than for strictly private use is subject to our prior approval. Permission can be obtained by contacting us at info@hide&b.io.

parking

All our locations offer parking in walking distance to the cabins

damage to cabin

Any damage to cabins or the premises caused by your party during the stay and items missing upon your departure will be charged to your credit card on file.

lost and found

You acknowledge and agree that hide&b cannot be held liable for lost, damaged or stolen items. If you leave an item behind, it is your own responsibility to retrieve such item.

WIFI (free of charge)

Our wireless network is provided “as is” without warranties of any kind, either expressed or implied. We do not warrant that access to our wireless network will be uninterrupted, timely, secure or error-free at all times or will meet your requirements. We are not responsible for the security, integrity, accuracy or completeness of any information that you transmit or receive while using our wireless network.

Our wireless network is provided to you at our discretion. Your access may be blocked, suspended or terminated for any reason.

You may not (i) use our wireless network for any purpose that is unlawful or otherwise prohibited, (ii) use our wireless network in such a manner as to host a web or other server, send or facilitate the sending of bulk e-mail or collect third party personal data without appropriate consent, (iii) exceed typical bandwidths relevant to the period that you use our wireless network, (iv) resell, or attempt to resell, our wireless network to any third party.

force majeure

hide&b does not accept liability or pay any compensation for our failure to provide services contracted due to circumstances beyond our control, (natural) disaster, fire, (acts of) war and terrorism, strikes, riots, civil disorder, governmental regulations, industrial disputes, adverse weather conditions or any other exceptional and catastrophic event, circumstance or emergency, making it impossible, illegal or preventing guests from staying in our hotels.

privacy

During the reservation process and your stay, hide&b collects your personal data. These data are processed in accordance with our Privacy Statement and also according to any GDPR applicable laws and regulations.

governing law and jurisdiction

These terms and conditions and any bookings made under them shall be governed by and construed in accordance with Dutch law. This choice of law is without prejudice to consumer protection afforded by provisions that cannot be derogated from by agreement by virtue of the law which, in the absence of any choice, would have been applicable in the country where you reside. Disputes shall be submitted to the exclusive jurisdiction of the competent court of Amsterdam, the Netherlands.

deals

If you have booked a deal, the discount you'll get on your stay or the chosen package will only apply when the booking is not alternated. Once the booking is alternated, the discount will no longer apply.

complaints?

If you have a question and/or comment during your stay, please contact hide&b via whats app or e-mail (info@hideandb.io) or via the emergency telephone (these telephone numbers can be found in the letter with the access code). Hide&b can then provide a suitable solution. If you are not satisfied with hide&b performance, you can submit your questions and/or comments in writing to hide&b - Parallelweg west 35 4104 AZ Culemborg

Hope you had a nice read through..

Kind regards,
The hide&b team.