



B&B Twirrewyn 
rust en ruimte op de grens van stad en natuur...

General terms and conditions B&B Twirrewyn

We would like to welcome you at B&B Twirrewyn in Ritsumasyl and request you to take note of these general conditions.

By confirming your reservation, you declare yourself in agreement with these general conditions.

Principal guest

The principal guest is the person who has made a reservation at B&B Twirrewyn by means of a web reservation, an e-mail or telephone contact. The principal guest must be at least 18 years old and is responsible for the stay of himself and his party in B&B Twirrewyn. The principal guest must be able to identify himself by means of a valid driving licence or a valid passport or identity card.

Manager

The manager is the person who as owner of B&B Twirrewyn or on behalf of the owner of B&B Twirrewyn acts.

Third parties

Third parties are any other legal entity which is not a guest, manager or owner.

Contact & Reservations

You can contact us at www.twirrewyn.com by sending an e-mail to benb.twirrewyn@gmail.com or by calling telephone number 06-41262455. Reservations can also be made via our own website or via www.bedandbreakfast.nl.

Cancellation

A cancellation is the revocation or dissolution of the final reservation within the applicable period. You are responsible for arranging cancellation and/or travel insurance.

Period of stay

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

Contact details

B&B Twirrewyn

Kees Flikkema and Annette van der Sman

Ritsumasyl 13-15

9033 WB Deinum

06-41262455

Website : www.twirrewyn.com

E-mail : benb.twirrewyn@gmail.com

1. B&B Twirrewyn**1.1**

B&B Twirrewyn is described on the website www.twirrewyn.com. The website has been compiled with the greatest care. Nevertheless, differences may occur between the text and/or photographs presented on the website and the actual situation at B&B Twirrewyn at the time of the visit by our guests. No rights can be derived by the guests from such differences.

1.2

B&B Twirrewyn is suitable for two people. This may occasionally be departed from in consultation. Any additional costs will be invoiced after consultation. For reasons of hygiene, pets cannot be brought.

1.3

On the day of arrival the log cabin is available to the guest from 15.00 hours and the guest can check in until 22.00 hours.

The agreed arrival times are approximate. Should the guest arrive earlier or later, there may not be anyone from B&B Twirrewyn present. In that case it can be arranged that the guest can enter the B&B at any time. Please let us know in time so that we can take this into account.

In connection with cleaning, the guest must leave the log cabin before 11.00 hours on the day of departure, unless otherwise agreed. The guest must leave the accommodation clean and tidy both upstairs and downstairs.

1.4

Breakfast is available in the log cabin on arrival. You can compile your own breakfast so that you have maximum privacy in the morning. When staying two nights or longer, breakfast will be pre-supplied. When the weather is nice, you can have breakfast outside on your own terrace by the water.

If you have special dietary requirements, such as a gluten-free, low-salt or vegetarian breakfast, you can indicate this when making the reservation. For this we ask for an extra charge per person, depending on the wishes. In view of the planning it is not possible to add this after the reservation.

1.5

B&B Twirrewyn has a private bathroom with shower, sink with hot & cold running water, a toilet and includes the use of linen. The cabin also has its own terrace on the water. Use of the terrace is entirely at your own risk.

1.6

Your car can be parked for free on our own grounds. Parking is entirely at your own risk.

1.7

Your bicycle can be parked in our garage free of charge. Your e-bike can be charged free of charge overnight.

Your own boat can be moored at the quay in front of the cabin. Mooring is free of charge and at your own risk. If necessary, your boat can be connected to shore power. For this we charge 2,- euro per night.

1.8

The owner or manager welcomes you on arrival and informs you about everything you need to know about your stay in B&B Twirrewyn.

You are requested to respect the private spaces and private grounds of the owners and to enter only the communal grounds and the grounds of B&B Twirrewyn.

2. Prices

2.1

The current price of the log cabin is stated on our website: www.twirrewyn.com and on the websites www.bedandbreakfast.nl and www.natuurhuisje.nl. The price includes breakfast, use of towels and bed linen, water and electricity, tourist tax and final cleaning. You do not pay VAT.

2.2

The prices do not include costs of your own cancellation and/or travel insurance and any additional costs you may wish to incur.

2.3

The prices of accommodation in B&B Twirrewyn may be adjusted by the manager on the aforementioned websites as a result of various factors.

2.4

One-day lets are not possible; a minimum of one night's stay must be booked.

2.5

All information on the website is provided in good faith and is subject to change. No rights can be derived from any inaccuracies in the information on the website of B&B Twirrewyn.

3. Booking and payment

3.1

Reservations should be made by clicking on the 'make a reservation' button on the website www.twirrewyn.com under the menu button B&B Twirrewyn. Information on availability can be viewed via the reservation application.

3.2

After a reservation request has been made, the guest will receive a message as soon as possible containing all the relevant details and whether the cabin is available on the planned dates.

The guest must check this information and confirm it within 48 hours. This can be done by replying to the e-mail and indicating agreement with the price and the dates of the planned stay.

Upon receipt of the e-mail, the guest will receive the provisional confirmation and the payment details by e-mail.

After payment of the total amount due, the final reservation will be sent to the guest.

If, 48 hours after the confirmation sent to the guest that B&B Twirrewyn is available on the intended dates, we have not received a confirmation from the guest, the reservation request will be cancelled. This is to avoid disappointment for our other guests.

3.3

At least 7 days before arrival, the guest must transfer the total amount due to the bank account number stated in the provisional confirmation, stating the invoice number.

In the case of reservations made at short notice, the full amount in Euros must be paid in cash on arrival. You will receive an invoice on the spot.

For bookings through www.natuurhuisje.nl the payments go through natuurhuisje.nl.

4. Cancellation policy

4.1

Once the definite reservation for B&B Twirrewyn has been made and confirmed, the following conditions apply to cancellation of that reservation:

Cancellations made more than 7 days before the date of arrival are free of charge. Any amount paid will be refunded.

For cancellation within 7 days before the day of arrival, the cancellation fee is 50%. The amount paid will be refunded with a 50% deduction.

For cancellations between 4 and 2 days before the date of arrival, the cancellation fee is 75%. The amount of the payment will be refunded with a 75% deduction. For cancellations less than 2 days before the arrival date a 100% cancellation fee will be charged. The down payment will not be refunded.

In order to be eligible for a refund, the guest must notify us of the cancellation by e-mail as soon as possible.

Any refund will be made to the guest as soon as possible, but no later than 21 days after receipt of the cancellation by e-mail.

There will be no refund in the event of premature departure.

A cancellation fee (100%) is also payable if the guest does not show up. (No Show).

4.2

B&B Twirrewyn can only cancel the booking agreement in the following cases: in the event of force majeure, natural disaster, exceptional weather conditions, fire, death of the owners or family, hospitalisation or unannounced sale.

If such a situation arises, the owner shall make an alternative offer to the guest as soon as possible.

If this is not possible or if the guest does not accept the alternative offered, a full refund of the amount paid shall be made.

The owner shall not be liable for any other damage resulting from the cancellation.

For bookings via www.natuurhuisje.nl the cancellation conditions of www.natuurhuisje.nl apply.

5. Complaints

5.1

We try to make your stay as pleasant as possible.

Despite our good care, it is still possible that you have a complaint or remark.

In order to resolve complaints properly, we ask you to notify us of this as soon as possible; on site, by e-mail or by telephone.

We will make every effort to find a solution to the complaint. The principle of fairness applies here.

6. Liability

6.1

B&B Twirrewyn cannot be held liable for any damage caused to property of the guest or third parties during their stay at B&B Twirrewyn. The guest indemnifies B&B Twirrewyn against any such claims.

B&B Twirrewyn is not liable for failures in and around the accommodation, such as power failures, Wi-Fi, water supply failures or technical failures, or for building or road works not announced in good time or at all in the vicinity of B&B Twirrewyn.

6.2

B&B Twirrewyn accepts no liability for any loss, theft, damage or accident caused to persons or property during or as a result of the stay in the B&B Twirrewyn cabin.

6.3

The principal guest, named in the reservation confirmation, is responsible for an orderly state of affairs in and around the cabin.

All belongings must be handled with care and the cabin must be left neat and tidy.

This applies to all areas of the B&B such as the kitchen, the living room, the bathroom, the sleeping loft, the indoor and outdoor areas and the terrace of B&B Twirrewyn. This also applies to the boat if it is rented during the stay.

Any damage or loss must be reported immediately by the guest to the owner.

Any repair and/or replacement costs must be paid immediately by the guest to the owner at his request. The owner shall hold the Guest liable for the damage and ask the Guest to inform his insurance company about the damage. The guest shall provide the name of his insurance company and the policy number of his liability insurance to the owner. Should it emerge afterwards that the damage caused is not covered by the insurance company of the guest or the owner, the owner shall send the guest an invoice for the repair and/or replacement costs incurred.

7. Safety

7.1

In connection with your own safety and that of the B&B, it is prohibited to smoke or use open fire inside the cabin.

Smoking is only permitted in the garden surrounding the cabin. Cigarette butts must be disposed of in the ashtray and not in the garden or in the water. Open fires are only permitted in the fire pit, for which wood can be provided by the guest.

The misuse of fire extinguishers or the disabling of smoke detectors and carbon monoxide detectors is not permitted.

7.2

Other facilities on the grounds must be used by the Guests with care and in accordance with their purpose.

The safety of any (small) children must be ensured by their parents or guardians. Please note: The cabin is adjacent to open water.

7.3

It is not permitted to feed any animals on the site.

8. Final clause

8.1

Unless otherwise stipulated in rules of international private law, these terms and conditions are exclusively governed by Dutch law. Non-Dutch speaking guests are deemed to have agreed to the general terms and conditions.

8.2

All disputes arising from the user agreement or these terms and conditions shall be settled in the first instance by the competent court in the Netherlands, unless the rules of private international law provide otherwise.

8.3

Neither party may transfer its rights and obligations to any third party unless these terms and conditions provide otherwise.

8.4

If and insofar as any provision of the User Agreement and these Terms and Conditions proves to be invalid, the remaining Terms and Conditions shall continue to apply and the invalid provision shall be amended in such a way as to reflect the apparent intentions of the parties.

Should there be any further questions or comments, please let us know!

Kind regards,

Kees Flikkema
Annette van der Sman

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