



General terms and conditions & house rules B&B Sotanas Farms

Welcome to Bed and Breakfast Sotanas Farms.

In order to create a pleasant stay for you and the other guests, the following house rules apply.

When a reservation is made, these general terms and conditions come into effect.

Definitions:

Owners: Erik-Jan & Natasja

Manager: replacement in the absence of the owner

Guest: main guest (booker) and fellow guest(s) staying in the Bed & Breakfast

General terms and conditions & house rules

1. Guests

The main guest must be 18 years or older, must be responsible for his or her fellow guests, have a permanent place of residence and must have a valid ID.

2. Prices

The prices of the rooms can be found on www.sotanasfarms.com. Prices include VAT, breakfast, and the use of; two towels, two washcloths, guest towel, two bathrobes, made beds, water, electricity, gas and bed linen. The use of coffee and tea for breakfast. Free use of TV, WiFi and free parking on site at B&B Sotanas farms. In the unlikely event that the services such as TV and/or WiFi do not function or do not function properly during the stay at B&B Sotanas farms, this does not entitle the customer to a refund of the all or part of the room rate or booking owed.

2.2 Prices for additional parts that can be booked.

Possibly through additional options such as; extra luxury breakfast, flowers, groceries, canoes, etc., must be paid in advance and cannot be canceled.

Items / orders / goods / services that have not been purchased or used will not be refunded.

3. Accessibility

Our Bed & Breakfast is only suitable for children after consultation.

Unfortunately, the bed and breakfast is not suitable for people in wheelchairs.

Since the Bed & Breakfast is accessible from the outside via a grass path and the sitting and sleeping area are on different levels. The upstairs bedrooms have a limited headroom of 2.10 because they are located in an attic.

4. Occupancy

Our rooms are suitable for a maximum occupancy of two people per room. The Bed & Breakfast must be occupied by the same people who have identified themselves in advance when making the reservation. To prevent misuse of the Bed and Breakfast, you must show your identification upon request. If in doubt, you will be denied access and the Bed and Breakfast will no longer be allowed to be used. It is not possible to receive mail or otherwise at the address mentioned without prior consultation.

5. Liability

We grant our guests a carefree stay. However, we assume no responsibility for loss, theft, accidents, personal injuries, medical expenses or damage to property caused by personal negligence or by circumstances beyond our control.

6. Damage

Naturally, we expect our guests to report any damage to or loss of our property to us. Any costs will be charged. You will be charged for cleaning or replacing carpets, linen and furniture due to stains caused by falls or bumps. All beds and furniture are delivered to you clean and must be returned as is. If damage is discovered afterwards, we will invoice you for the damage.

7. Disruptions

B&B Sotanäs farms is not liable for malfunctions in and around the accommodation, such as failure of power, WiFi, water supplies and technical installations.

8. Instructions

We expect our guests to follow instructions from the owner or manager.

9. Violation of terms and conditions and inappropriate behavior.

The owner or manager can deny and/or refuse guests access to B&B Sotanäs farms with immediate effect in the event of violation of these General Terms and Conditions and inappropriate behavior, without further notice and stating reasons and without refunding the accommodation costs.

10. Disagreement during reservation / booking

The owner's administration is decisive in the event of a mutual disagreement regarding a payment unless the guest can prove the contrary.

11. Agreement with these general terms and conditions and rules of life.

By making a reservation and /or making a deposit or full payment to B&B Sotanäs farms, you accept these general terms and conditions. These conditions have also been sent to you by email when you make a reservation.

12. Key management

Upon arrival, the hostess or host will give you one key intended for your stay. You must ensure that you lock the doors of your accommodation and turn off the lighting. When checking out, please return the key to the hostess.

13. Loss

of key If you lose a key, B&B Sotanäs farms will charge you € 200.00.

14. Serving breakfast

Breakfast is prepared and served in the kitchen of the Bed and Breakfast . Breakfast when reserved when booking takes place from Mon-Fri 6:30 AM - 9:00 AM and from Sat-Sun 7:30 AM - 9:30 AM. Breakfast consists of coffee or tea, a glass of fresh milk or orange juice, two warm rolls, 1 white and 1 brown, a boiled egg, various sweet and savory toppings.

15. Parking

You can park your car in the farm yard. In front of the long shed. If the parking lot is full, the hostess will show you another place in the yard to park. Parking is only allowed for the duration of the stay at B&B Sotanäs farms. Parking on site at B&B Sotanäs farms is at your own risk. B&B Sotanäs farms is not liable for theft and/or any form of damage.

16. Noise

B&B Sotanäs farms asks its guests to refrain from noise in the accommodation they rent and the (outdoor areas). All music - and any other sound - produced in any way must be at room volume, so that no noise nuisance arises for local residents and is in any case prohibited from 10 p.m. in the evening to 7 a.m. in the morning. We ask guests to take noise pollution into account in the yard and terrace.

17. Waste

You can deposit rubbish in the appropriate waste containers. You can leave empty glassware or plastic, the hostess will clean it up for you due to waste separation.

18. Pets are not allowed.

Unfortunately, pets are not allowed due to the animals already present on the premises.

19. Smoking and open fire

At B&B Sotanäs farms, smoking is prohibited in the Bed and Breakfast . You can smoke outside the bed and breakfast , provided it does not bother others and does not endanger safety. When smoking, the doors and windows of the accommodation must be closed. The terrace must remain free of cigarette butts. Butts must therefore be left in the designated butt box.

Candles and open fire are strictly prohibited in the Bed and Breakfast .

19.1 Food and drinks

It is not permitted to consume food in the bedrooms, bathrooms, hall and stairs. Guests will come after you! You must pay cleaning costs with every booking. If food remains are found in the sleeping areas, we will charge an additional cleaning fee of €75 on top of the existing cleaning fee.

20. Alcohol and (soft) drugs

Alcohol abuse is prohibited, so enjoy, but drink in moderation. It is prohibited at B&B Sotanäs farms to possess, use and/or trade drugs.

21. Internet

B&B Sotanäs farms offers a WIFI guest network. The user will refrain from visiting internet websites that are unlawful in nature or that are inconsistent with the reputation of B&B Sotanäs farms as a provider of accommodation. In the event of discovery or suspicion of nuisance from third parties and/or (other) internet abuse by the user, B&B Sotanäs farms has the right to block access to the internet completely or completely without further notice.

22. Daily life

You will stay in our Bed and Breakfast , which is located in a spacious outbuilding near our house on a plot of over 50,000 m², here daily life continues as normal, which means that people live, work, eat, laugh and play, and so it is lived in by our family with children as well as our 3 dogs, 1 cat and various chickens and sheep. After all, you are staying on a farm and that is where people work and live. Helping with maintenance is always welcome, but we ask that you respect animals and nature.

23 Reservation and payment

1. The rental agreement can be concluded by telephone, e-mail or via our website.
2. After receiving a reservation request, B&B Sotanäs farms will send a confirmation (provided a room or the entire accommodation is available).
3. The reservation is final after receipt of the deposit. The down payment is 50% of the total amount.
4. The deposit must be paid within 7 calendar days of receipt of confirmation.
5. If the deposit is not received on time, the reservation request will be canceled. The guest will receive notice of this by e-mail.
6. For reservations with arrival within two weeks, payment must be made immediately and in full.

Additional services to be purchased:

All additional services you purchase must be paid for before arrival. Services to be purchased on site must be paid for before departure, as well as the tourist tax due. Payment can only be made in cash.

24 Cancellation

1. If you cancel the reservation, the following conditions apply:
 - If you cancel 4 weeks or earlier before the arrival date; no cancellation fees.
 - If canceled 21 days before the arrival date; 50% cancellation fee.
 - In case of cancellation from 14 days or less before the arrival date or in case of no-show; 100% cancellation fee.
2. No refund will be made in the event of early departure.
3. B&B Sotanäs farms can only cancel the reservation agreement in the event of force majeure, natural disaster, extraordinary weather conditions, fire, death of the owners or family, hospitalization, unannounced sale, storm damage and/or flooding.
4. In one of these cases, the owner or manager will offer the guest a one-off alternative as soon as possible.
5. If no alternative is possible or the guest does not accept the alternative offered, the full amount will be refunded. Any other costs resulting from the cancellation will not be reimbursed by the owner.
6. We recommend taking out travel and/or cancellation insurance.

25 Arrival and departure

1. On the day of arrival, the room is available from 4:00 PM and check-in is possible until 8:00 PM.
2. It would be appreciated if we received the expected arrival time approximately 2 hours in advance.
3. Deviating arrival times than those mentioned above are only possible in consultation.
4. Due to the cleaning of the rooms, it is necessary to vacate them before 10:00 on the day of departure.
5. A late check-out is possible upon consultation if the room is available. Two options are possible, check-out before 1:00 PM, for an additional payment of € 25, or check-out before 4:00 PM, for an additional payment of €50,-

26. Deviating from the general terms and conditions

In the event of a different question / request which is not in accordance the general terms and conditions, the owner / landlord / management may deviate from these or some conditions. This must be requested in advance by you in writing and confirmed by us by return email, only then these conditions can be deviated from at your specific request. If this specific request is abused, the general terms and conditions will immediately apply again. Payment conditions will never be deviated from what is stated in these general terms and conditions, even upon request.

27. Complaints

Naturally, we do our utmost to offer our guests a carefree and unforgettable stay. If, despite our good care, there is a complaint, we would like to hear it on the spot so that we can resolve it immediately.

We wish you a pleasant stay.

Kind regards,

Family. Klawer
Sotanäs farms bed & breakfast
Sotanäs 201
311 52 Fegen