

3.3. The confirmation of the booking will refer to these Terms and Conditions.

4. Payments

- 4.1. The remainder of the amount due and any extras will be paid at departure. This can only be done in cash. Unfortunately it is not possible to pay with a debit or credit card.
- 4.2. Our rates are available on the website www.opdeknolle.nl.
- 4.3. The rates of Op De Knolle are always noncommittal and subject to alterations. Rates of definite bookings will not be altered.

5. Cancellation terms

- 5.1. It may happen that due to serious circumstances, you need to cancel your booking. In that case Op De Knolle follows these rules:
 - If you cancel up to 14 days before arrival, the whole deposit will be refunded.
 - If you cancel up to 7 days before arrival, 50% of the deposit will be refunded.
 - If you cancel 7 days or less before arrival, there are no refunds.
 - You may consider cancellation insurance.
- 5.2. Op De Knolle can only cancel the booking in case of force majeure, disasters of nature, extreme weather conditions, fire, death of the owner or a close relative and hospitalisation.
- 5.3. In each of these circumstances the owner will inform the guest as soon as possible and will reimburse the deposit. Every other damage caused by this cancellation will not be reimbursed by the owner.

6. Complaint

- 6.1. We do our best to make every stay as agreeable as possible. If however, in spite of our good care you have any complaints or remarks, we request you to inform us as soon as possible during your stay.

7. Liability

- 7.1. Op De Knolle cannot be held accountable for damages sustained by the guest or a third party as a result of their stay at the accommodation.
- 7.2. Op De Knolle is not responsible for disturbances in and around the accommodation, such as a failure of electricity, water supply or technical installations as well as untimely or unannounced construction work, road work or farming activity in the perimeter of Op De Knolle.
- 7.3. Op De Knolle will accept no liability for loss, theft, damages or accidents of goods or persons during or as a result of their stay at Op De Knolle other than if the damage is due to gross negligence of the management.
- 7.4. The accommodation and other amenities on the site will be used by the guests with care and in accordance with their purpose.
- 7.5. Damages to or missing of goods caused by the guest will be reported to the manager or owner as soon as possible. Costs for replacement or repairs should be paid by the guest to the owner at first request.
- 7.6. Guests of Op De Knolle will get a key of the accommodation. In case of loss the lock will have to be replaced. The cost of this replacement will be paid by the guest to the owner.
- 7.7. The guest is responsible for closing and locking windows and doors if he is not in the immediate surroundings of the suite. The insurance does not cover any damages in case of stealing. Property of Op De Knolle which gets stolen or damaged due to negligence of the guest, will be recovered from the guest.
- 7.8. Skylights should be closed in the absence of guest as well as during heavy rainfall and if heavy rainfall is expected. Damage caused by the elements, due to negligence of the guest, will be recovered from the guest.
- 7.9. Consequential loss of damage to the quality of the water of the whirlpool or to the whirlpool itself, caused by negligence or inaccurate use, will be recovered from the guest.

8. Final clause

- 8.1. Unless rules in private international law determine otherwise, Dutch law applies to these Terms and Conditions. Non-Dutch citizens are expected to agree to these Terms and Conditions.
- 8.2. All disputes with regard to a stay at Op De Knolle or these Terms and Conditions will be settled in a Dutch court.
- 8.3. None of the parties can transfer its rights or obligations to a third party unless this was agreed upon.
- 8.4. If any stipulation in these Terms and Conditions may appear to be invalid, all other stipulations remain intact. The invalid stipulation will be converted in such way that it is consistent with the unmistakable intentions.