TEXEL TREASURES
UNIEK GELEGEN VAKANTIEWONINGEN

General Booking Terms and Conditions Texel Treasures

Important: the RECRON General Terms and Conditions for Holiday Accommodation also apply to the agreement. These supplementary terms govern the specific procedures of Texel Treasures. In the event of a conflict, the RECRON terms prevail. Departures from the RECRON terms are permitted only where they benefit the guest.

1. Definitions and applicability

Texel Treasures: the organisation that acts as an intermediary in the rental of holiday homes on behalf of the owner/lessor and arranges reservations and related services.

Lessor: the owner or other person entitled to offer the accommodation for recreational rental through Texel Treasures.

Renter: the person who makes the reservation and enters into the agreement.

Additional guest: any person staying in the accommodation together with the renter.

Accommodation: the holiday home to which the reservation relates.

These terms apply to reservations made directly with Texel Treasures. For bookings made through external booking partners, the payment, amendment and cancellation terms specifically agreed for that reservation apply.

2. Formation of the reservation

A reservation is concluded once Texel Treasures has confirmed it in writing or by email.

The reservation confirmation states, among other things, the type of accommodation, stay period, agreed price, additional charges and selected rate type.

The renter must check the reservation confirmation and report any inaccuracies as soon as possible.

The lead booker must be at least 18 years old and is responsible for ensuring that additional guests and visitors comply with the agreement, these terms, the RECRON terms and the house rules.

Pelikaanweg 8 – 1796 NR De Koog 0222-560100 Kvk nr: 71153942 Btw nr: NL858600535B01
info@texeltreasures.nl www.texeltreasures.nl IBAN: NL68RABO0328876070

3. Prices and additional charges

The price is agreed on the basis of the rates applicable at the time of reservation. Mandatory and optional additional charges are stated when the reservation is made.

Final cleaning is mandatory and charged separately. Bed linen and tourist tax are also mandatory parts of the reservation.

All prices stated to consumers include applicable VAT unless expressly stated otherwise.

Obvious errors or mistakes in prices, availability, offers or descriptions are not binding on Texel Treasures and/or the lessor, insofar as permitted by law.

4. Payment

1. 50% of the total booking amount must be paid within 3 days of booking.
2. The remaining 50% must be paid no later than 30 days before arrival.
3. For a reservation made within 30 days before arrival, the full booking amount is payable immediately.

If payment is late, the payment and reminder procedure in the RECRON terms applies. Among other things, this means that, following a prior written reminder, a period of two weeks is allowed to fulfil the payment obligation.

If the full amount due has not been received on the day of arrival, the rights of the operator set out in the RECRON terms apply.

5. Cancellation

The following cancellation percentages apply when a direct reservation is cancelled:

1. 42 up to and including 29 days before arrival: 35%;
2. 28 up to and including 7 days before arrival: 75%;
3. 7 up to and including 1 day before arrival: 90%;
4. on the day of arrival: 100%.

If the accommodation is booked in whole or in part for the same period by a third party nominated by the renter, and Texel Treasures/the operator agrees to this in writing, the refund arrangement in Article 6(2) of the RECRON terms applies.

Texel Treasures recommends taking out suitable cancellation insurance.

6. Rebooking

A direct reservation at the Standard Rate may be rebooked once free of charge up to 30 days before the original arrival date. Rebooking is subject to availability.

The current price of the new accommodation and/or stay period applies to a rebooking. If the new reservation is more expensive, the price difference will be charged.

If the new reservation is cheaper, the price difference will not be refunded and at least the original booking amount remains payable.

If a rebooked reservation is subsequently cancelled, the original reservation and original arrival date remain decisive for the applicable cancellation terms, provided this does not conflict with the RECRON terms.

7. Minor changes

Minor changes, such as changing the number of people, adding a pet where permitted, or booking extras, may be requested up to one day before arrival.

Changes are subject to availability and the terms applicable to the accommodation. Any additional costs will be charged. A reduction in the number of people does not automatically entitle the renter to a refund.

8. Arrival and departure

The accommodation is available from the time stated in the reservation confirmation and/or arrival information and must be vacated by the indicated time on the day of departure.

If the accommodation is ready earlier, Texel Treasures may inform the renter.

The accommodation may not be entered before the confirmed arrival time if it has not yet been released, so that cleaning and other work can proceed unhindered.

In the event of early departure, the full price for the agreed rate period remains payable in accordance with the RECRON terms.

9. Occupancy, babies and visitors

The accommodation may not be used by more people than its stated maximum occupancy.

One baby aged 0 to 2 inclusive may stay in addition to the maximum occupancy, unless otherwise stated for the accommodation.

More than one baby above the maximum occupancy is permitted only after prior consultation and approval, taking account of, among other things, the size, layout and safety of the accommodation.

Overnight stays by people not registered on the reservation are permitted only with prior written consent, in accordance with the RECRON terms.

10. Pets

Pets are permitted only where expressly stated for the accommodation. The permitted number and charges may vary by accommodation.

The renter is responsible for attributable damage and additional cleaning costs caused by the pet.

11. Groups, young people and security deposit

Reservations by or for groups may be accepted only after consultation. Reservations for stays involving only young people are always subject to approval on request.

Texel Treasures and/or the lessor may impose additional conditions due to the accommodation or the nature or composition of the group.

Texel Treasures does not require a standard security deposit but reserves the right to request one in individual cases.

If a security deposit is requested, its amount, payment method and conditions will be communicated before arrival. The deposit will be refunded within a reasonable period after the stay, less any demonstrable damage, missing inventory, additional cleaning costs or other attributable costs. Costs exceeding the deposit remain payable.

12. Use, house rules and damage

The accommodation is intended solely for recreational stays and not for permanent residence. Business use, parties, events or other use outside normal recreational use is permitted only with prior written consent.

The renter must treat the accommodation, its contents, outdoor areas and facilities with care and leave the accommodation tidy on departure.

The renter is responsible for attributable damage caused by the renter, additional guests, visitors or pets. Damage must be reported as soon as possible.

Demonstrable repair or replacement costs may be charged. Normal wear and tear is not payable by the renter.

13. Nuisance and early termination

In cases of serious nuisance or misconduct, exceeding the permitted occupancy, serious or repeated breaches of the house rules, or improper use of the accommodation, the procedure for early termination and eviction in Article 9 of the RECRON terms applies.

Among other things, this means that a written warning is generally issued first. In urgent cases, the warning may be omitted. The formal requirements and eviction period in the RECRON terms apply to termination.

14. Complaints

14.1 During the stay

A complaint or defect must be reported to Texel Treasures as soon as possible during the stay, so that Texel Treasures and/or the lessor has an opportunity to assess the complaint and, where reasonably possible, offer a suitable solution.

14.2 After the stay

If a complaint reported during the stay has not been resolved satisfactorily, it must be submitted to Texel Treasures in writing within 14 days after departure, accompanied where necessary by photographs or other relevant information.

If a defect could reasonably have been reported during the stay but was not, this may be taken into account when assessing a subsequent claim.

15. Accommodation unexpectedly unavailable

If the reserved accommodation is unavailable or unsuitable due to serious damage, fire, flooding, a technical defect or other unforeseen circumstances, Texel Treasures will first try to offer a reasonably equivalent alternative on behalf of the lessor.

If no suitable alternative is available or the alternative cannot reasonably be expected to be accepted, the amounts paid for the accommodation will be refunded. The RECRON terms and applicable Dutch law govern any additional rights and obligations.

16. Liability

The provisions of Article 12 of the RECRON terms govern the liability of the operator and the renter. Texel Treasures is also responsible for the careful performance of its own intermediary and other services insofar as it is responsible for them under the agreement and the law.

Liability is not excluded or limited beyond what is permitted under the RECRON terms and mandatory Dutch law.

17. Disruptions, facilities and work

Disruptions or failure of facilities must be reported as soon as possible so that repairs can be arranged where reasonably possible.

Work, maintenance or activities in the surrounding area may take place beyond the control of Texel Treasures and/or the lessor. If Texel Treasures knows in advance of work likely to cause significant inconvenience, it will endeavour to inform the renter in good time.

TEXEL TREASURES
UNIEK GELEGEN VAKANTIEWONINGEN

18. Bookings through external booking partners

For a reservation through an external booking partner, tour operator or platform, the payment, amendment and cancellation terms specifically agreed for that reservation apply.

These terms and the applicable RECRON terms govern use of the accommodation, house rules, safety, damage and conduct during the stay, unless otherwise validly agreed.

19. Personal data

Texel Treasures processes personal data necessary for carrying out the reservation, communicating with the renter and providing related services. Further information is available in the Texel Treasures privacy statement.

20. RECRON terms and disputes

Texel Treasures is a member of HISWA-RECRON. The current RECRON General Terms and Conditions for Holiday Accommodation apply to the agreement.

In the event of a conflict between these supplementary terms and the RECRON terms, the RECRON terms prevail. Individual or additional arrangements that are more favourable to the guest may apply.

Dutch law applies to disputes. If a complaint has not been resolved satisfactorily, the dispute may be submitted to the Recreation and Water Sports Disputes Committee (Geschillencommissie Recreatie en Watersport) or the competent Dutch court in accordance with the RECRON terms.

Under the RECRON terms provided, a dispute must be submitted to the Disputes Committee no later than 12 months after the date on which the complaint was submitted to the operator.

21. Final provisions

If any provision of these supplementary terms is void or is annulled, the remaining provisions remain in force.

As a rule, an existing reservation remains subject to the terms that applied when the reservation was concluded, unless an amendment is required by law or otherwise validly agreed.

Texel Treasures	V.O.F. De witte Vos
Nikadel 79	Telephone: 0222-560100
1796 BR De Koog	Chamber of Commerce: 71153942
Email: info@texeltreasures.nl	VAT: NL858600535B01