

## **HOLIDAY RESIDENCE NEW8 - GENERAL TERMS & CONDITIONS FOR BOOKING**

HOLIDAY RESIDENCE NEW8

Nieuwstraat 8

8300 Knokke

[www.new8.be](http://www.new8.be)

Contact: Claudia De Graeve, +32 479 86 68 32

Please carefully read the terms and conditions of NEW8. These terms and conditions determine the stay and are valid as from the payment. Booking a stay implies full acceptance of our terms and conditions. These conditions may be changed at any time and/or supplemented by owner NEW8.

In this case, the new version will automatically apply to any new customer who will be notified on the site: [www.new8.be](http://www.new8.be). You are fully aware of the fact that your agreement on the content of these terms, no physical or electronic signature of the document is required.

All bookings imply endorsement by the customer and its full acceptance of the terms and conditions take precedence over all other documents. Except prior written consent of NEW8, these general conditions apply to all customers. Any other document than the general conditions including catalogs, brochures, advertisements, and notices, is merely informative and indicative.

### **1 - RESERVATIONS AND RESIDENCE ARRANGEMENT**

Our services are described on our website [www.new8.be](http://www.new8.be). From March 1, 2016, we invite you to consult the current rates on our website or get personal assistance with the hostess Claudia De Graeve +32 (0) 479 86 68 32 or by e-mail at [info@new8.be](mailto:info@new8.be). The customer determines the choice of our services on the day of booking. The customer acknowledges having read the content of the services, the allocation and reservation of all functions of residence and accommodation. He acknowledges that he sought and obtained all the necessary information before booking.

The customer is responsible for his choice of booking and suitability to his needs, so that NEW8 cannot be found responsible. The reservation is deemed accepted by the customer at the end of the booking process. The booking process ends with the receipt of the payment by NEW8.

The reservation becomes effective only with the agreement of NEW8 receipt of the payment and receipt of the reservation contract or (duly completed and signed), or after acceptance of the terms and conditions when booking online.

Reservations are not binding for NEW8 unless NEW8 has accepted them, which NEW8 is free to do or refuse, depending on availability, and generally all the circumstances that may hinder the implementation of the booking. NEW8 offers family vacations; the accommodation is specially designed for this purpose. NEW8 also reserves the right to refuse any request that violates this principle, or attempting to pervert.

Subject to availability for the dates you wish, you can book a stay at the conditions listed under "rental rates".

Payment is due at time of reservation of your stay; deposit of 100% of the price incl. taxes and up to 72 hours after your booking. Your reservation is only final after registering your payment.

NOTE: After this period of 72h, as we have not received your payment, we need to consider your reservation as void and are offered for sale back to the post. The other cancellation conditions will be applied. Upon receipt of your payment, a confirmation will be sent to you. Each payment must be accompanied by the reference number of your holiday confirmation.

Within one week (7 days) before arrival (paid holiday), the information about your destination will be sent. Every person who comes to the site will not be received without having paid his bill in advance. Depending on the date the reservation is made, it will not always allow us to send you a confirmation. You are considered to have accepted all evidence that occur in these conditions or that were verbally brought to your attention. In rented accommodation and for security reasons, the number of people that can come to stay must in no case exceed the number of people assigned to the residence and stated in the contract.

WARNING: Any shortened stay, interrupted or cut short (late arrival, early departure) or service that is not used will not be refunded.

## **2 – PAYMENT METHODS**

You can pay your stay based on the invoice sent to you and by bank transfer on account mentioned on the bill. In case of cancellation, the refund will be made by bank transfer.

## **3 – RENTAL RATES**

The rates for all of our stays, accommodation and related services, are available on our website. Rates are determined by length of stay and are in Euros. NEW8 is not responsible for exchange rate changes.

The prices shown correspond to one night and are quoted in euros, exclusive of 6% VAT. Our rates (incl. taxes) are subject to change in case of an increase in tax rates for properties.

Tax rate of 6% is determined expressed by the Minister of Finance in the VAT Guide # 55:.

Therefore welcome the guests on the spot and provide linen and additional services during the stay, the Finance Department qualifies the provision of the accommodation as to VAT prone service. The applicable rate of VAT on the provision of furnished accommodation, is 6%.

For stays of 4 days or more, fresh sheets and towels are provided every 2 days, as well as interim cleaning. This in consultation with the guests.

#### **4 – CHANGE OF RESERVATION**

Changes to the reservation may be free of charge, within 30 days before the first day of arrival, subject to availability in NEW8. We ask you to inform us immediately in writing via email. Applications will be accepted in the context of the limited availability and will be sent to NEW8 by email. The date of the change of reservation shall be the date of sending the email.

NOTE: In the absence of an express request for change or the indication of a change of arrival date, the property is listed again available for sale 24 hours after the arrival date on the contract and you will probably see your reservation and amount paid forfeited.

When, before the departure, one of the essential elements of the stay is not possible, by an unpredictable and insurmountable fact, by the act of a third party necessary to the provision of services under the contract or force majeure, the hostess of NEW8 will inform you immediately. You will then have the opportunity to do either renounce or accept the proposed changes. You must let us know your choice within 72 hours (distance will lead to an immediate refund of all monies paid, while the acceptance will not lead to a refund of the overpayment if applicable). We clarify that the application of this acceptance will not lead to pay any damages.

#### **5 – CANCELLATION OF BOOKING**

##### ***5.1 : Cancellation by the customer***

In case of cancellation, please notify us immediately in writing, via email. We guarantee the repayment of all sums paid without penalty until the day before arrival, if canceled, subject to proof for important reasons:

- Illness, accident, death of the person making the booking, his spouse, parents or children.
- Dismissal of the person who books or spouse.

If the cancellation is for a reason other than those listed above at least 30 days before arrival date, 30% of the stay will be retained as a cancellation fee. If cancellation occurs between 30 and 15 days before arrival date, 50% of the stay will be retained as a cancellation fee.

If cancellation occurs for reasons that are not listed above, and less than 15 days before arrival there is no need for repayment.

##### ***5.2 Cancellation by NEW8***

In case of cancellation by NEW8 without proposal for an equivalent alternative, you get a full and immediate refund. This cancellation cannot give rise to the payment of damages or interest.

## **YOUR STAY**

### **1 – CONDITIONS OF STAY**

It is clarified that the residence is for holidays, and is not accessible to people with reduced mobility. Booking a rental property is strictly made in a personal capacity. You may sublet under any circumstances or leave without our prior consent. Minors must be accompanied by their parents or legal guardians.

- The rental accommodation is equipped for 1 to 6 people.
- NEW8 reserves the right to refuse access to its holiday residence to groups or families with a number of participants exceeding the capacity of the rented accommodation or increase the rental rate.

### **2 - ARRIVAL**

#### ***2.1 The delivery of the keys***

The arrival day the holiday residence NEW8 is available from 2pm in the afternoon. In the case of early arrival, however, and depending on the availability, another hour can be agreed upon.

#### ***2.2 Deposit***

A security deposit of **150 euros** is requested from the customer upon arrival. This is paid on arrival in cash. This deposit will be returned on the day of departure after full verification of the property. The host reserves the right to retain all or part of the deposit in case of non-compliance with hygiene and/or leased equipment. The retention of the deposit does not preclude additional compensation if the costs exceed the amount of the deposit.

### **3 - DEPARTURE**

On the day of departure as indicated in the contract, the accommodation must be vacated by 11am. The accommodation must be left tidy and the inventory is checked, defective elements or damage to your account, as well as the restoration of sites when necessary. The deposit will be returned upon departure after deduction of compensation for damage set in the inventory. The retention of the deposit does not preclude additional compensation if the costs exceed the amount of the deposit. Any delayed departure must be notified in advance to the hostess Claudia De Graeve.

#### **4 - PAYMENT**

We do not accept credit cards (Visa or MasterCard / Eurocard). Payment is done via bank transfers:

***Our bank details:***

Bank: ING

IBAN: BE48 3631 5624 6327

SWIFT: BBRU BE BB

Address : Tussenwege 37, 9920 Lovendegem, Belgium

Name of the bank account: Gspeak.

**IMPORTANT:** do not forget to mention the confirmation number of your reservation and name.