



GENERAL TERMS AND CONDITIONS Najade Resort Het Gooi

1. Bookings

In principle, Najade Resort Het Gooi only accepts bookings for accommodations from persons aged 18 years and over. The tenant must be 18 years or older and must be present at the accommodation. Before arrival, the tenant must check in online. Najade Resort Het Gooi reserves the right to refuse a booking from a person younger than 18 years old, regardless of the right to compensation due to incorrect information from the tenant about his age. Najade Resort Het Gooi also reserves the right to refuse a booking at any time - without giving reasons. Najade Resort Het Gooi will digitally confirm and invoice the booking within 24 hours of receipt. You must check the confirmation/invoice for correctness immediately upon receipt.

2. Group bookings

Special (acceptance) conditions can be set for, among other things, the supervision, and the location of the accommodations in relation to each other, while the purpose and size can lead to a group not being accepted.

3. Price

The prices in the Najade Resort het Gooi brochure and on www.najaderesort.nl are not binding. Najade Resort Het Gooi reserves the right to change the prices and/or to charge a surcharge, for example because of (but not limited to) a change in energy prices. During the term of the Najade Resort Het Gooi brochure, which term is stated in the brochure, Najade Resort het Gooi reserves the right to change the discount schemes. When booking you will be informed of the current price. The price stated on the confirmation/invoice is binding. Price discounts and/or special offers can no longer be used if the confirmation/invoice has been sent by Najade Resort het Gooi.

4. Accommodation Information

The rental price of each accommodation includes:

- Water consumption
- Electricity
- VAT according to the guidelines of the VAT administration of the country of destination.

Najade Resort het Gooi reserves the right to exclude (certain) additional components in the event of special promotions. The accommodations can be different in terms of furnishings and layout.

5. Mandatory additional costs

Separate from the agreed rental price and any additional costs at the request of the tenant, the following costs will be charged:

Final cleaning at € 150.00 for the main house and the basement apartment.

Final cleaning at € 95.00 for the villas

Intermediate cleaning at € 85.00 for the main house and the basement apartment for stays longer than 7 days. (On half of the stay, weekly pass).

Intermediate cleaning at € 65.00 for the villas for stays longer than 7 days. (On half of the stay, weekly pass).

Tourist tax and charges.

6. Tourist tax and charges

The rental prices of the accommodations are exclusive of tourist tax and other government levies. The amount depends on the municipality in which Najade Resort het Gooi is located. To determine the number of people per booking period, the maximum number of people staying at least one night in the accommodations applies. Earlier departure does not lead to a refund of tourist tax and charges.

7. Pets

Pets are not allowed in Najade Resort het Gooi! If permission is given to bring one or more pets, this will entail additional cleaning costs. We charge € 16.50 per weekend/midweek and € 24.50 per week per pet. Pets must be registered at the time of booking and upon arrival at the resort. Your pet must be free of vermin. It is mandatory to keep your pet on a leash outside your accommodation.

8. Payments

Within 2 weeks after confirmation of the booking, 50% of the booking amount must be paid. If credit card details have been provided and payment has not been made within two weeks after booking, Najade Resort het Gooi is forced to charge the credit card.

If there are credit card payments, Najade Resort het Gooi is at all times entitled to inspect the original credit card and the corresponding proof of identity.

The remaining 50% must be paid two weeks before the arrival date. If a booking is made within a period of 2 weeks, 100% of the booking amount must be paid immediately.

Booking amounts up to € 150.00 must be paid immediately in full.

In case of late or incomplete payment of the invoiced amounts, there is immediate default and Najade Resort het Gooi is entitled to dissolve the agreement. You are liable for all damage, including (extra) judicial costs due to the shortcoming in the fulfillment of the agreement, that Najade Resort het Gooi suffers or will suffer as a result, including all costs that Najade Resort het Gooi in connection with your booking and had to make the dissolution. In any case, you owe a termination fee of 50% of the rent in the event of termination more than 4 weeks before the planned commencement date of the stay and equal to the total rent in the event of termination within 4 weeks before the start of the stay. Amounts already paid will be set off against the dissolution compensation to be paid and any compensation owed for other damage. If nothing has been paid yet or an amount remains despite payment, the above amounts will be charged.

9. Change Fees

If, after the conclusion or confirmation of the booking, you wish to make changes to the booking, Najade Resort het Gooi is not obliged to comply. It is at the discretion of Najade Resort het Gooi whether, and to what extent, those changes are accepted. For every change up to a maximum of 4 weeks before arrival in connection with a booking that has already been made, Najade Resort charges € 49.50 for change costs. These costs are not charged if you make an additional booking or pass on a change that is in a period in which the travel sum is higher as a result of the period of stay or if you change from an accommodation to another accommodation that has a higher rental price. In principle, changes within 4 weeks before arrival cannot be allowed. In case of a change to a cheaper period or accommodation or (partial) cancellation within a period of 4 weeks before the

start of the stay, you owe the full original rent. If you wish to reduce the number of booked accommodations after the conclusion or confirmation of the booking of more than one accommodation, the cancellation provisions as stated in Article 12 of these conditions apply.

10. Cancellations

It is advisable to take out cancellation insurance when booking. In certain cases, this insurance offers cover in the event of cancellation that cannot be attributed to Najade Resort Het Gooi. It is the renter's responsibility to arrange for insurance. Failure to take out insurance is at the expense and risk of the tenant. Regarding to cancellation, the following cancellation costs will be charged:

- A. In case of cancellation more than 4 weeks before the start, no costs will be charged.
- B. In case of cancellation between 4 to 2 weeks before the start of the stay, 25% of the full rent is owed.
- C. In case of cancellation 2 to 0 weeks of the stay, the total amount of the booking is owed.

The payment of the provisions under A, B and C must be in the possession of Najade Resort het Gooi no later than 14 days after the invoice date, whereby Najade Resort het Gooi reserves the right to settle any amounts already paid with the cancellation costs if described under A, B and C.

11. Deposit

We do not charge a deposit for the accommodation. When the accommodation has been approved, the guest accepts it in the state at check-in or arrival, unless a defect has been reported within 24 hours after check-in. If it appears during an inspection before departure that there is damage due to the fault of the tenant, this damage must be settled one day before check-out. Inspection can be carried out by the manager one or two day(s) before the tenant's check-out. When points are noted, the manager will contact the tenant about how to solve this. If the tenant does not accept liability for the damage attributable to him or her, the manager has the right to immediately deny access to the property.

12. Arrival and Departure

Procedure before arrival: You must communicate your arrival time at least one day before arrival via info@najaderesorthetgooi.nl. On the day of arrival, please call 0031 (0)35 6929 002 one hour before arrival. Only then can we guarantee that we will be there on time to check you in. You can use the accommodation from 15:00.

Departure procedure: On the day of departure, you must leave the accommodation before 11:00 am, this in connection with the cleaning of the accommodation.

The day before departure, an employee of Najade Resort will do a pre-check-out round at the accommodation. In this way we can timely pay attention to and resolve damage or other matters before delivery of the home / check-out.

13. House Rules

To ensure that the stay at the resort is as pleasant as possible for all guests, all guests must adhere to the (conduct) rules set for the resort, as laid down in the House Rules. The House Rules can be viewed in the accommodation upon arrival and are attached here.

Violation of the House Rules results in a shortcoming in the fulfillment of the agreement concluded between the parties and can result in removal from the resort, all without refund of the rent or part thereof.

Najade Resort het Gooi reserves the right to make changes to the layout and opening hours of the resort. Under special circumstances, we reserve the right to temporarily close a resort or to rent it out completely to one party. In that case we will give you the opportunity to make a rebooking to another resort or to cancel it free of charge if your booking cannot take place due to a resort closure or the aforementioned rental. For the rest there is no right to any compensation. We also draw your attention to the fact that it is possible that maintenance work will be carried out in the resort during your stay without you being entitled to any compensation.

When you book in Q1 - Q2 of 2023, you are aware of the fact that construction work is still taking place on the grounds of the Najade Resort het Gooi and possibly on your accommodation. As a booker you are aware of the possible dangers that can arise from this. Najade Resort het Gooi is not responsible for possible accidents that may be due to Najade Resort het Gooi, which is still under construction. Every adult booker is responsible for their own children and visitors who are on the premises during the stay of the booker.

14. Force majeure

Force majeure on the part of Najade Resort het Gooi exists if the execution of the agreement is prevented in whole or in part, temporarily or otherwise, by circumstances beyond the control of Najade Resort het Gooi, including danger of war, strikes, blockades, fire, floods and other failures or events.

15. Liability

* Najade Resort het Gooi accepts no liability for: theft, loss or damage, of any nature whatsoever, during or as a result of a stay at one of our resorts; technical equipment becoming inoperative or out of order and the failure or closure of facilities in the resort.

* The tenant and those accompanying him or her are jointly and severally liable for all loss and/or damage incurred by Najade Resort het Gooi and/or any third parties as a direct or indirect result of their stay, regardless of whether this was caused by actions or omissions of themselves or of third parties who are in the resort through their fault, and also for all damage caused by an animal and / or property that they have or bring with them.

* In case of incorrect use or incorrect leaving of the accommodation, additional (cleaning) costs may be charged. These costs are calculated in addition to the costs as described in Article 6 of these terms and conditions

16. Complaints

If you have any complaints about the services of Najade Resort het Gooi, this complaint must be reported during your stay. If the complaint is then not resolved to your satisfaction, you have the opportunity to submit the complaint in writing to info@najaderesorthetgooi.nl or by post to Najade Resort het Gooi, Goyergracht Zuid 13, 3755 MX Eemnes, up to two weeks after departure from the resort.

17. Photos and Videos

If either a guest or the person who accompanies him or her or is at the resort through his or her actions, or a day visitor, happens to be on a photo and/or a video that was (recorded) for images intended for a Najade Resort het Gooi publication and/or for display on an internet site of Najade Resort het Gooi, his/her consent to the use of the photo and/or video in the publication and/or the internet site is presumed, even if he/she appears on the photo and/or video is recognisable. No rights can be derived from the images.

18. Maintenance

If there are any goods/objects in the rented property that, in the opinion of Najade Resort het Gooi, must be maintained/repaired/replaced, then the Najade Resort het Gooi staff or companies engaged by Najade Resort het Gooi can enter the rented property at any time to to perform this.

19. Other Activities

When other services are purchased at the request of the guest, regardless of whether there is a reservation before or after the booking confirmation, the guest expressly agrees that Najade Resort het Gooi will provide these services pursuant to a mandate within the meaning of Article 7:414. e.v. BW will organize/realise. Najade Resort het Gooi will organize/realize the additional service/activity

desired by the guest in the name of the guest. Najade Resort het Gooi charges the costs for this service/activity to the guest. The prices for these services and the wages for the mandate are known to the guest in this context at the time that the extra service/activity is organized/realized by Najade Resort het Gooi under the mandate.

20. Buy remotely

In the event of a purchase or distance as referred to in Article 6:230m et seq. of the Dutch Civil Code, it is expressly stated that all services of Najade Resort het Gooi relate to the provision of accommodation and other leisure activities as referred to in Article 6:230p sub e of the Dutch Civil Code, so that the guest does not have the right to terminate the agreement without stating reasons as referred to in Article 6:230m paragraph 1 under k of the Dutch Civil Code. E.e.a. unless otherwise described in these terms and conditions.

21. General

These General Terms and Conditions apply to all bookings, made directly or indirectly at Najade Resort het Gooi. Changes are reserved to the content of the (digital) publications of Najade Resort het Gooi. The digital version of the General Terms and Conditions of Najade Resort het Gooi (which can be found at www.najaderesorthetgooi.nl) is leading. If the digital version of the General Terms and Conditions therefore differs from the printed version, the digital version will take precedence. Obvious (digital) printing errors do not bind Najade Resort het Gooi. This supersedes the previous (digital) publications.

22. Rights

Dutch law applies to all our bookings and the Dutch court has jurisdiction.