

HOUSE RULES B&B Josephine: General conditions and internal regulations By making the reservation, each customer acknowledges having read the general conditions and internal regulations in force and that these rules and conditions apply to himself and to each participant in his stay at B&B Josephine, Ten Doorn 7 1852 Grimbergen.

A. Cancellation policy

For the booking of 1 room: in case of cancellation 10 days or less before date of check-in: the price of the total amount will be charged.

Cancellation 11 days or more before check-in: €25 administration cost + commission costs if applicable

In case of cancellation within the cancellation policy if an invoice has been made and entered into the accounting system, 1 night will be charged to cover all administration costs.

For the booking of 2 rooms or more: "14 days- total amount due": in case of cancellation 14 days or less before check-in: the total amount will be charged. Cancellation between 15 days and 1 month before arrival: 50% of the amount will be charged.

Cancellation more than 1 month before arrival: €50 administration cost + commission costs if applicable.

In case of cancellation more than 1 month before arrival, but in case an invoice has been made and entered into the accounting system, the first night will be charged to cover all administration costs.

Cancellations have to be done by email or registered letter

B. Payment

On site we accept Cash, Visa, Mastercard, Bancontact, Payconic.

We reserve the right to request payment in advance by Bank transfer. In this case, the reservation is only valid when and if the transfer has taken place within the requested time.

All rates include VAT, services and local taxes. The rates are subject to change without prior notice.

C. Pets

Pets are not/never allowed in the B&B

D. Guarantee

B&B Josephine receives the client's credit card details to guarantee the payment of:

- a) The reservation of the room: in case of no show or cancellation (cfr our cancellation policy A)
- b) Damage of the room, furniture or other parts of the accommodation caused by the client: the total amount of the bill will be charged if the guest does not pay during check-out. Also non-removable stains on towels and bedding, will be charged.
- c) Bill of the night(s), other costs (honesty bar, laundry service, specials etc...) and items bought by the client: the total amount of the bill will be charged if the client does not pay during check-out.

By booking, the client authorizes B&B Josephine to use his credit card details for payment of the said amounts in case of no payment on site.

E. Check-in & check-out

The minimum age for check-in is 18.

Children from the age of 12 are welcome if accompanied by a parent.

Check-in from 4.15pm till 6 pm and on appointment. As we're a small business, we schedule our days around your estimated arrival time. If agreed arrival timeslot is not respected, a waiting time until 30 minutes could be the case after contacting the host as there is no reception.

Check-out: before 11am. Late check-out from 11am (till max 1PM) on request and upon availability at €15/h/room. If special request: please contact us.

F. Unregistered guests

B&B Josephine doesn't accept non registered guests.

Facilities are for the use of registered guests of the hotel only. Any additional unregistered guest found in the hotel will incur a penalty charge of 100 euros per person.

G. KEYS:

- If keys not returned within 12 hours after departure, a fee of 50 euro will be charged
- If keys returned after 12 hours until 24 hours after departure: a fee 100 of euro will be charged
- Lost keychain (3): 300 euro

H. NON-smoking B&B

B&B Josephine is a non-smoking B&B. A significant room recovery fee (at least 500 euro) will be charged to guests who do not comply, in order to cover the extensive cost of restoring the guest room and other parts of the B&B to a smoke-free condition (no odors, burnings, smoke stains etc...). Smoking is only allowed in the designated area outside in the *Front yard*. Not allowed on terrace & back yard.

I. Honesty Bar

(Alcoholic) Drinks are available in our Honesty Bar. A corkage fee of €12/bottle is applicable in case guests bring their own bottle.

Lounge & terrace open until 11pm

J. Food

A microwave is available in the lounge area. Always use cover & shut down after use.

Eating in the rooms is not allowed. A fee of €25 can be asked if extra cleaning is needed, non-removable stains on bedding will be charged. Bringing own breakfast is not permitted as we're a Bed&Breakfast.

Cover Charge for use of plates, cutlery & cleaning when eating on site: €5pp

K. Garden

As our house is in a quiet residential area, please respect the peace of the neighbours.

Between 10pm and 7 am, nightly noise is forbidden by law.

Swimming Pool: We are not responsible for accidents, use at own risk.

Children should never be left unattended

Eating around the swimming pool is not allowed, neither the use of glasses as in case of breakage, this may cause damage and injuries. All damage will be charged. Plastic glasses are available to avoid damage because of glass breaking in and around the swimming pool.

L. Doors

All doors, entry and gardendoor in lounge, should be locked at any time when leaving. Locking the frontdoor and the lounge backyard door is mandatory. In case guests don't lock, the costs of an eventual burglary, will be at the guests expenses.

M. Liability

The operator of B&B Josephine, Questo Consult BV (registered office at Ten Doorn 7, 1852 Beigem VAT BE0772.753.567), is not liable for any damage (physical) that the client or his guests would have suffered if this damage was due to the client or his guests. Guests of B&B Josephine must behave with due diligence and are responsible for any damage they may cause to B&B Josephine or other guests.

N. Legislation and courts:

In the event of a dispute, only the courts of Brussels are competent