



## Terms and conditions Dormio Resorts & Hotels

The General Terms and Conditions below apply from July 1, 2021.

It is advisable to read these conditions, both you and Dormio Resorts & Hotels (trade name of Dormio Holidays B.V.) find your and our rights and obligations. These general conditions apply to any tender offer and agreement. Only Dutch law is applicable.

### 1. Booking

**1.1** You can book directly on [www.dormio.uk](http://www.dormio.uk) or per e-mail [booking@dormioholidays.com](mailto:booking@dormioholidays.com). You can also book by calling 0031 26 353 77 25. All reservations make use of these general booking conditions. Deviations are possible in incidental cases and if confirmed in writing by Dormio Resorts & Hotels.

**1.2** The client is liable for the fulfillment of all obligations by itself and all fellow travelers arising from the travel agreement.

**1.3** We only take orders to reservations if individuals are eighteen (18) years or older. Reservations by persons under that age are therefore not valid.

### 2. Payment policies, adjustments, cancellations and no-show

**2.1** All reservations will be confirmed by Dormio Resorts & Hotels through an email confirmation.

**2.2** With reservations at the standard price a payment in full is required.

**2.3** With reservations at the flexible price full payment is due 21 days prior to arrival.

### Adjustments / Cancellation\*

**2.4** No changes can be made for reservations at the standard price.

**2.5** Reservations at the standard price cannot be cancelled without fees.

**2.6** Reservations at the flexible price can be cancelled / adjusted till 21 days prior to arrival.

### No-Show

**2.7** When you do not arrive on the day of your planned arrival, you are considered to be a "No-Show". Your reservation will be cancelled and according to our cancellation policy, no refunds will be made.

### Group reservations

**2.8** Reservations consisting of 4 accommodations or more are considered to be a group reservation. For this different cancellation conditions apply. Please contact the reservations department for more information.

### Long stay

**2.9** A reservation of 22 nights or more is seen as a long stay. We use other conditions for this. Ask the reservations department for more details.

*\*Unless stated otherwise*

### 3. Cancellation by Dormio Resorts & Hotels

**3.1** If any circumstances require Dormio Resorts & Hotels to cancel the reserved accommodation, the affected tenants will be informed immediately and, if possible, offered an alternative.

**3.2** In case Dormio Resorts & Hotels is forced to cancel the stay due to the corona measures, one is entitled to a corona voucher. Check the terms and conditions of the coronavoucher [here](#).

### 4. Changes by the tenant

Does not apply

### 5. Liability of the tenant

**5.1** During the stay in the accommodation, the tenant is fully liable for the rented accommodation, decor and all things that belong to the house. Any damage caused by the users of the property will have to be immediately fully reimbursed by the tenant to the landlord. For any additional costs, including electricity, the tenant is fully liable. Dormio Resorts & Hotels is entitled to keep the tenant



as still liable if the damage is not, or not properly settled or the to pay on site costs are not (fully) paid by the tenant. All related (collection) costs are the sole responsibility of the tenant listed on the booking confirmation.

- **5.2** Presence of any house rules at the property are inextricably part of the rental agreement and should therefore be strictly lived up to.

- **5.3** The number of persons mentioned in the property description is the maximum allowed. Occupancy with more persons is not permitted and Dormio Resorts & Hotels is entitled to refuse access to the property if there is more than the permitted number of persons.

## **6. Liability of Dormio Resorts & Hotels**

- **6.1** Dormio Resorts & Hotels takes no liability for loss, theft, damage or injury of any kind, caused to or by tenants by Dormio Resorts & Hotels contracted accommodation.

- **6.2** Obvious mistakes or errors in the description or prices of the accommodations offered by Dormio Resorts & Hotels do not bind Dormio. Dormio Resorts & Hotels can not accept any liability for interim changes to information, pricing or typographical errors.

- **6.3** The (price) information in the most recently published price list and on that of what is on the website prevails. Therefore void (price) information from previously published editions.

- **6.4** Dormio Resorts & Hotels can not accept liability for damage caused by natural violence, natural disasters, nuclear disasters, attacks, strikes, violence and / or coming into contact with an aircraft or parts of one.

- **6.5** You need to enter preferences simultaneously with the booking. Preferences are billed in accordance with our price list at € 45 per accommodation. During public holidays, school holidays and local events, the costs are € 150 per accommodation. In the absence of this billing in this case have not met to the requirements of this billing, there can be no claim made under this facility.

- **6.6** It may happen that there is work being performed in the vicinity of the accommodation. For potential noise disturbance Dormio Resorts & Hotels takes no responsibility.

- **6.7** Any disputes that may arise in respect to the agreement, will be settled by the competent judge of the court.

## **Dormio Resorts & Hotels (trade name of Dormio Holidays B.V.)**

Velperweg 13

6824 BC Arnhem, The Netherlands

Phone: 0031 26 - 353 77 25

- E-mail: [booking@dormioholidays.com](mailto:booking@dormioholidays.com)

Chamber of Commerce number: 51427648

VAT identification number: NL850009352B01

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