

Terms and Conditions

Our guesthouse is rent out in an atmosphere of mutual respect and trust. We focus on families, friends or colleagues who would like to spend time together in a pleasant environment and warm atmosphere.

By making a reservation, the tenant agrees to the rental conditions and house rules below. Please read them carefully before booking.

The agreement

Terms and conditions

Owner's identity

- The lessor is DEVAS BV with the commercial name 'P&B GILLIS 7' with at Collaert Mansionstraat 3, 8000 Bruges with company number BE0456.863.367

Identity of the tenant

- The tenant must be 18 years or older and must be present during the stay. He/she must check his/her details for correctness after receiving our confirmation email. The tenant must notify the tenant by e-mail of any inaccuracies. In particular, the tenant checks the e-mail address and the mobile phone number on which we can reach the tenant during his/her stay.

Method of booking

1. Tenants can only book online. This way of booking is binding. This means that as soon as a reservation is made, the Terms and Conditions are applicable. Therefore, we do not accept reservations by e-mail or telephone. In this way we avoid misunderstandings, in the interest of both parties.
2. When making a reservation, a number of details are requested, such as date of arrival and departure, name, address, telephone number, e-mail address. The tenant must also provide a credit or debit card (Visa, Mastercard or American Express) with which the payments are made. In the absence of a valid credit card, we reserve the right to refuse or cancel the reservation.
3. We may refuse or cancel a booking – without giving reasons – if problems have arisen with the tenant in the past, we believe that the tenant is not using the accommodation in accordance with its function as a 'Guesthouse' or if we believe that the the tenant cannot comply with the 'Terms and Conditions'. We will inform the tenant of this within 48 hours after reservation.

Location and subject of the agreement

Number of persons

- These general terms and conditions apply for the whole guesthouse 'P&B Gillis 7' with communal facilities and outdoor areas, which are located at Collaert Mansionstraat 5 - Sint Gilliskerkhof 7 in 8000 Bruges. After making a reservation the tenant will receive a confirmation email immediately after the reservation.
- On the website, in the communication and in other descriptions of the Guesthouse, 'P&B Gillis 7' states the maximum number of people that may stay.

This maximum cannot be exceeded for safety, operating conditions and insurance reasons.

- A child under the age of three is not counted as a full person, but this must be stated in advance.
- If the maximum number is exceeded, the rental agreement will be deemed to be dissolved by operation of law and access to the Guesthouse will be refused immediately without any entitlement to a refund of the rent.

Price

- The rental price is always displayed by our booking engine on our website. We will confirm this price in the confirmation email.

If the tenant wishes to make/has made the booking via an OTA (Online Travel Agency), the prices for that reservation apply as indicated on the OTA.

- The rental price includes:
 - Rent for the stay for the indicated period.
 - Normal consumption of water, gas and electricity.
 - Made-up beds with duvets (synthetic)
 - 1 set of towels per person (bath towel and hand towel)
 - Weekly change of linen and towels for stays of longer than a week.
 - The use of a small amount of cleaning products, soaps, detergents, toilet paper, kitchen roll, dishwashing tablets and kitchen towels
 - Final cleaning
 - VAT (6%)
 - Reservation fee
- The (final) cleaning does not include:
 - Doing the dishes
 - The rental price of the Guesthouse also does not include the rental of a parking space in the garage (to be booked separately).
- The rental price does not include:
 - Tourist tax and other charges

Performance on the agreement

Payments

- Payments to 'Guesthouse P&B Gillis 7' are only made via the specified credit card. We accept Mastercard, Visa or debit cards.
- Cancellation policy:
STANDARD :
 - Free cancellation until 14 days before arrival. Afterwards 100% cancellation fee is due.
NON REFUNDABLE
 - Payment is taken from the given card upon reservation with no possibility of a refund. Therefore make sure to have travel insurance.

Guarantee

- The tenant does not have to pay a deposit.
- The tenant is liable for any breakage or damage caused to the property. The tenant must also report this as soon as possible. It is therefore also important

that the tenant reports any damage or breakage to part of the property or equipment as soon as possible at the start of the stay.

- Even after leaving the Guesthouse 'DEVAS BV' can still make assessments of damage. The Guesthouse is checked after check-out and during cleaning, so that any damage, loss or breakage can be determined. The damage or loss is estimated at any reasonable amount by which such damage or loss can be repaired, including the costs of cleaning up or replacing goods belonging to the Guesthouse.
- We reserve the right to submit an invoice to the tenant no later than 48 hours after check-out. By making the reservation, the tenant declares to agree that 'DEVAS BV' can recover any amount owed via the credit card.
- In the event of a dispute, the tenant can best communicate with the landlord himself and not with any OTA. In this way things can be quickly clarified and a solution can be reached that both parties can accept. You can contact us for this by emailing info@gillis7.be

Amendments

- If the tenant wishes to make changes to the reservation within 24 hours after the reservation, this can be done on simple request by e-mail to info@gillis7.be
- If the tenant wishes to make changes more than 24 hours after the reservation, the tenant must cancel the reservation according to the applicable cancellation conditions (see below) and make a new booking. The lessor cannot guarantee that this new booking or change can be made under the same conditions.

Cancellations

By the tenant

- If the tenant wishes to cancel the rental, the tenant can use the link sent in the confirmation email or send an email as soon as possible with the request to cancel the reservation. The date of the e-mail determines the application of the cancellation conditions.
- In the event of cancellation by the tenant, the cancellation conditions of 'Guesthouse P&B Gillis 7' or, where appropriate, the cancellation conditions of the OTA apply:

STANDARD RATE :

- Free cancellation until 14 days before arrival. Afterwards 100% cancellation fee is due.

NON REFUNDABLE RATE :

- Payment is taken from the given card upon reservation with no possibility of a refund. Therefore make sure to have travel insurance.

If the renter has cancellation insurance, cancellations that qualify for this insurance will be handled in accordance with your insurance conditions.

By the lessor

- In case of force majeure, both permanent and temporary, the lessor is entitled to dissolve the agreement. Force majeure includes, but is not limited to: war, insurrection, strikes, disruptions in the energy circuit or in traffic, government measures, scarcity of raw materials, natural disasters and extraordinary weather conditions, death of one of the operators or close relatives or any other circumstance as a result of which full or partial fulfillment of the agreement cannot be required of the operator in reasonableness and fairness.

- In the event of dissolution or suspension of the reservation/agreement as a result of force majeure, the lessor will proceed to: the immediate cancellation of the reservation or the termination of the rental contract. The landlord hereby refunds any previous payments made or the rent is reasonably adjusted.
- In that case, the landlord will also make all reasonable efforts that may be expected of them to find a solution for the guest. However, the guest cannot claim compensation.

Arrival and departure

- As a holiday rental, 'De Drie Koningen' has no or a limited physical reception. That is why a digital 'Hospitality Desk' is used. This 'Hospitality Desk' contains all necessary information and answers to frequently asked questions. Using this on a smartphone or tablet before, during and after your stay is therefore essential. The link to our Hospitality Desk will be provided in the confirmation email.
- The buildings and apartments of 'De Drie Koningen' are not accessible with keys, but with access codes. There is a (common) access code for the entrances to Twijnstraat 13 and 17 and a personalized code for the tenant's apartment. Both codes will be sent to the tenant by email 7 days prior to arrival. The apartment access code is only active within the rental period.
- The tenant has access to the apartment from 1:00 pm. When booking, the tenant can specify the scheduled time of arrival mention. However, this is not binding but merely indicative of the cleaning schedule.
- The tenant must vacate the apartment at the latest by 10:00 AM.
- The rented apartment must always be left tidy after the stay. This implies:
 - Clean up the house and put everything back in its place
 - Empty trash cans, also in the rooms, bathrooms, toilets
 - Empty the dishwasher before leaving or wash it by hand.
- The rental price includes a final cleaning from the above situation. The landlord will therefore charge costs if this final cleaning cannot be carried out in the normal way, if the following is not in order:
 - Washing up: € 25.00
 - Extra cleaning up garbage: € 30.00 / started hour
 - Cleaning ovens: € 30.00 / started hour
 - Reinstallation of technological infrastructure (TV, controllers, thermostat,...): €50.00
 - Costs as a result of unnecessarily activating the fire detection: €500.00
 - Damage and shortages of the inventory: according to purchase invoice
- After the final cleaning, the tenant must close all windows and (inner) doors, turn off the lights and turn off the heating.
- If the tenant wishes to arrive before the starting time or wants to leave the apartment later than the specified hour, we offer the possibility to drop off your luggage or store it in safety. Send us an email for more information or assistance.
-

Liability of the landlord

- 'GUESTHOUSE P&B GILLIS 7' will do everything within its reasonable possibilities to ensure that the guest's stay in accordance with the booking is safe and pleasant.

- 'GUESTHOUSE P&B GILLIS ' accepts no liability for:
 - loss, theft, damage or injury, of whatever nature, caused to tenants of the holiday rental. The lessor cannot be held liable for accidents incurred when using the leased infrastructure.
 - theft, loss or damage, of whatever nature, during or as a result of a stay in the holiday rental.
- The tenant is aware that 'GUESTHOUSE P&B GILLIS ' only offers accommodation in which the tenant is staying temporarily and that can use the services of 'GUESTHOUSE P&B GILLIS'. If the use or the service is defective or incorrect, as a result of which you would experience hindrance or damage at a professional level, 'GUESTHOUSE P&B GILLIS' is not liable for this.
- It may happen that work is carried out in the vicinity of the Guesthouse, such as during road works or construction activities. The landlord cannot accept any responsibility for any noise nuisance.
-

Compliance

House rules

- The rented accommodation must be occupied by the tenant, his co-tenants or his visitors with the required care, with due observance of the tranquility of the environment. That is why house rules have been drawn up that are an integral part of these General Terms and Conditions.
- Read the house rules.

Personal data

- 'GUESTHOUSE P&B GILLIS' processes personal data in accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the freedom of traffic of that data.
- 'GUESTHOUSE P&B GILLIS' collects and processes the personal data of the tenant (surname, first name, address and contact details, e-mail address), for marketing purposes, statistical analysis, for customer management (including administration, invoicing, sending newsletters) and to combat money laundering and terrorist financing.
- The tenant gives permission for this processing and also agrees to receive newsletters, commercial messages and electronic correspondence from 'GUESTHOUSE P&B GILLIS '.
- 'GUESTHOUSE P&B GILLIS' processes the personal data on the basis of Article 6.1 (a) (as the guest has given his explicit consent to the processing by signing these Terms and Conditions) and article 6.1 (b) (as the processing will sometimes be necessary for the legitimate interest of conducting business).
- Insofar as the processing of personal data only takes place on the basis of Article 6.1 (a) (consent), the tenant always has the right to withdraw the given permission.
- The tenant can at all times inspect his/her personal data and have them corrected if they are incorrect or incomplete. You can also – under certain conditions – have the personal data removed, have their processing limited and object to the processing of the personal data in question on the basis of Article 6.1.

- To exercise the above rights, we ask the tenant to send an e-mail to info@ddk.be. He/she has the right to object free of charge to any processing of personal data for direct marketing purposes.

Other provisions

- These Terms and Conditions cannot affect the rights that the tenant has as a consumer under Belgian regulations.
- The rights and obligations of 'GUESTHOUSE P&B GILLIS' under this agreement may be transferred by 'Devas BV'.
- 'GUESTHOUSE P&B GILLIS' reserves the right to amend and revise these General Terms and Conditions on a regular basis.
- The invalidity or unenforceability of any provision of these Terms and Conditions shall not render the invalid or unenforceable terms of any other term or of the entirety of the Terms and Conditions.
- The General Terms and Conditions have been drawn up in accordance with Belgian law. The competent courts in Bruges will settle any dispute arising out of or in connection with these General Terms and Conditions.
- By providing your credit card information when making a reservation, you authorize us to charge this card for any additional costs related to your booking. These may include, but are not limited to, charges for electric vehicle charging, parking fees, extra services or amenities used during your stay, as well as any damages or missing items. These charges will be automatically applied to the provided credit card unless otherwise agreed.