

Hiring conditions for catering, events and activities

De Boshhoek, Events in the Veluwe, Western Plaza and Hotel De Boshhoek

GENERAL

De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek aim to offer all activities provided by De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek and Third Parties as a service. In doing so, De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek make every effort to offer the most enjoyable and pleasant entertainment possible to the client and its guests.

AGREEMENT

Each agreement is entered into as an obligation of effort, to be delivered on a certain date and a certain start time and a certain end time. Within a group, an individual wish to participate or not in an activity will always be respected. No right to a refund or other reduction can ever be derived from this. Applicability of any terms and conditions of the client is expressly rejected. If any provision is null and void or destroyed, the other provisions will remain in full force.

RESERVATION

Booking arrangements is possible by telephone, email and online but this only becomes final after De Boshhoek, Events op de Veluwe, Western Plaza or Hotel De Boshhoek, has sent a confirmation. All arrangements made, both verbally and in writing, must be stated in this confirmation. If this is not the case, please report this within 48 hours and we will take care of the adjustment. In any other case, all parties are bound by the contents of the confirmation.

FOREWORD

De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek always reserve the right to change the programme or programme sequence. In the event of cancellation by De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek, another possible date will be offered.

AUTHORIZED TO SIGN

If the contact person is not authorised to sign, this must be notified by e-mail within 48 hours so that we can change the correct contact person, who is authorised to sign, and inform him/her of the agreement made with De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek. If no message is sent, De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek assumes that the contact person who made and received the reservation is also authorised to sign such an agreement on behalf of his or her company with De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek. This can then no longer be claimed afterwards.

CANCELLATION

If you cancel a reservation, you must inform De Boshhoek, Events op de Veluwe, Western Plaza or Hotel De Boshhoek of this as soon as possible in writing. The booker/guest/customer cannot derive any rights from a verbal cancellation.

1. In the event of cancellation more than 2 months before the start of the reservation, De Boshhoek, Events op de Veluwe, Western Plaza or Hotel De Boshhoek will charge you 20% of the reservation value as stated on the order confirmation. We offer the possibility to move your reservation to another time free of charge. If this is not chosen, the above cancellation conditions apply.

2. In the event of cancellation less than 2 months before the start of the reservation, De Boshhoek, Events op de Veluwe, Western Plaza or Hotel De Boshhoek will charge you 35% of the reservation value as stated on the order confirmation. We offer the possibility to move your reservation to another time free of charge. If this is not chosen, the above cancellation conditions apply.
3. In the event of cancellation less than 1 month before the start of the reservation, De Boshhoek, Events op de Veluwe, Western Plaza or Hotel De Boshhoek will charge you 50% of the reservation value as stated on the order confirmation. We offer the possibility to move your reservation to another time free of charge. If this is not chosen, the above cancellation conditions apply.
4. In case of cancellation less than 14 days before the start of the reservation, De Boshhoek, Events op de Veluwe, Western Plaza or Hotel De Boshhoek BV will charge you 75% of the reservation value as stated on the order confirmation. If a down payment has been made, this will be settled in the event of cancellation. We offer the possibility to reschedule your reservation free of charge. If this is not chosen, the above cancellation conditions apply.
5. In the event of cancellation less than 7 days before the start of the reservation, De Boshhoek, Events op de Veluwe, Western Plaza or Hotel De Boshhoek will charge you 100% of the reservation value as stated on the order confirmation.

De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek will not be liable for any compensation of costs if it is unable to fulfil its commitment as a result of force majeure. Force majeure includes, inter alia: non-delivery or late delivery by suppliers, transport/traffic problems, fire, leakage, power cuts, theft, pandemic and other unforeseen circumstances.

INAPPROPRIATE BEHAVIOUR

Every booker/participant/client/guest guilty of disturbing the public order, wantonness and/or wilful destruction of property of De Boshhoek, Events op de Veluwe, Western Plaza and/or Hotel De Boshhoek and other guests, will be immediately removed from the location. Restitution of the reservation made will not take place, not even if only part of the package has been consumed up to that point, and damage will be recovered from the perpetrator or the responsible group and/or company.

DELIVERY

Delivery is deemed to have been made after the reserved time period has elapsed. No account can be taken of late or late arrival due to whatever cause. If possible, end times will be handled flexibly, at the sole discretion of the management of De Boshhoek, Events op de Veluwe, Western Plaza or Hotel De Boshhoek.

PAYMENT

7 days before the start of the activity you will receive a payment link to be paid immediately, 7 days before arrival.

If the activity takes place within 7 days, payment must be made immediately after booking via iDeallink.

Invoices will only be sent for invoice amounts higher than € 500 and business bookings. You must also provide the correct invoicing details, any PO number or other internal matters that are important for the invoice to be entered correctly in the administration. Payment is due within 48 hours of the invoice date.

ARRANGEMENTS

All times mentioned with the packages are indicative and may vary slightly from the actual times. In connection with the reservation of other groups, the times should be considered as extreme times.

LIABILITY AND DAMAGE

De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek are not liable for any damage whatsoever and/or theft, unless otherwise required by law. If De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek are in any way liable, then this liability is always limited as far as it falls within our WAB insurance, this liability is accepted by our insurers. A possible compensation payment can never exceed twice the total amount for which the participant has been charged on the reservation, or at least it is always limited to the amount paid out by our insurers. De Boshhoek, Events op de Veluwe, Western Plaza and Hotel De Boshhoek accept no liability for injury and/or damage as a result of participating in activities and/or arrangements. Each participant participates at his/her own risk. Liability for indirect damage is excluded.

Any damage must be reported immediately to the management. In addition, this must always be reported to us in writing within two days of the damage occurring. The damage report must contain a detailed description of the damage and its presumed cause.

PRICES

Prices are inclusive of VAT unless otherwise stated. Prices are subject to change, availability and typographical errors.

CARE RULES

We value the safety of our guests. Everyone's safety must be guaranteed in the best possible way. Drugs are prohibited. In some activities, it is not allowed to consume alcohol beforehand. It is also absolutely forbidden to smoke on the premises.

INSTRUCTIONS AND COOPERATION

For everyone's safety, all instructions from the staff must be strictly followed. We therefore count on your full cooperation. Behaviour during activities and/or arrangements that endangers our visitors will not be tolerated. In the worst case, we are entitled to remove the visitors, without any right to refund or reduction. Of course, we assume that this will never be necessary and all visitors will give their full cooperation to make it a pleasant and unforgettable day.

APPLICABLE LAW AND DISPUTES

All agreements are governed by Dutch law. Any dispute will always be submitted to the competent court in the place of residence of De Boshhoek, Events op de Veluwe, Western Plaza or Hotel De Boshhoek unless the law imperatively prescribes otherwise.

CHANGING THE NUMBER OF PERSONS

When confirming/placing the reservation, we receive the final number of persons. From confirmation to one week before the start of the event/reservation it is possible to change the number of persons downwards by a maximum of 10% (changes upwards will be considered in consultation). Subsequent changes (within one week before the start of the event/reservation) regarding the downward adjustment of the number of persons will not be implemented.

ADDITIONAL

Please arrive 15 minutes before curtain-up. Extras taken outside the booked package will be charged. You are not allowed to bring your own drinks or food.

REMARKS OR OBSERVATIONS

If the event does not proceed in accordance with the reservation, we expect immediate notification of the management on site.

If this is not resolved satisfactorily on the spot, it is possible, within 48 hours of the event, to make a written and reasoned report to De Boshhoek, Events op de Veluwe, Western Plaza or Hotel De Boshhoek at the following e-mail address: vakantiecoach@deboshhoek.nl.

Chamber of Commerce: 09033874

CONTACT INFORMATION

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