



These general terms and conditions are applicable to the rental and booking of our

KUST beach chalets

Boulevard Zeezijde 41

2225 BB Katwijk

www.kust.nu

info@kust.nu

KUST is a secondary establishment of kustkatwijk and is registered with the Chamber of Commerce under number 87169878.

1. Bookings

- a. As a tenant you can book via our website www.kust.nu
The tenant receives a confirmation by email within two working days. Upon receipt, you are requested to check this confirmation on correctness. Our confirmation and statement of approval per indicated email address of these rental terms and conditions collectively form the rental agreement between the recipient of the confirmation email (tenant) and the sender (landlord).
- b. After receipt of the payment, the booking is definitive.
In case of cancellation, please always send an email to info@kust.nu.
- c. KUST beach chalets only accepts bookings from persons aged 18 and over.
Groups and young people and pets are not allowed.

2. Rental costs

- a. The rental costs include the rental of the beach chalet as indicated on our website www.kust.nu and the use of a box cart, gas, water, and electricity - inclusive of VAT.
- b. The rental costs do not include:
 - o Tourist tax at €1.86 p.p.p.n.
 - o Administration charges €20.00
 - o Cancellation insurance. We recommend taking this out immediately with your booking. In the event that you are, unexpectedly, unable to proceed with your planned stay at one of our beach chalets.
 - o Bedding package and kitchen package (mandatory) €15.00 per person consisting of pillow case, mattress and duvet cover, dishcloth, dishwashing brush, and washing-up cube. A potentially required camp bed including bedding is included in this amount.
 - o Final cleaning €70.00. When checking out you must leave the beach chalet in a broom-clean manner and without leaving any dirty dishes behind. If you leave the beach chalet dirty then we charge €50.00 additional cleaning costs.
 - o You bring your own bath towels.

The aforementioned costs are applicable for the current 2024 rental season and shall annually be subject to indexation or change.

3. Payments

- a. The total rental costs including cleaning costs, administration charges, tourist tax, and security deposit, as specified in the confirmation, are paid in full with the booking to bank account NL87 RABO 0104 0483 52 in the name of KUST.
- b. The beach chalets and the immediate surroundings must be used with care and in accordance with the designated use. Potential damages in case of improper use are charged by us during your stay or after departure.

4. Change and Cancellation

- a. In case of changes up to 28 days before the start of the rental period you can submit a request for a once-only free change. KUST shall be free to accept or reject this request. A second or subsequent change is subject to a charge of €20.00. It is no longer possible to change the date within 28 days before arrival, other changes can be requested.
- b. KUST reserves the right to proceed with cancellation of the rental agreement in case the indicated data are manifestly incorrect, to the extent that this has adverse consequences for KUST.

5. Internal rules

- a. The arrival is from 15:00 o'clock. If you arrive after 17:00 o'clock then you can communicate this by email to info@kust.nu
- b. On the day of departure you must leave the beach chalet before 10:00 o'clock. In case of late departure an additional rental day can be charged.
- c. It is prohibited to
 - Smoke or burn incense in the beach chalet
 - Bring along and use appliances like a BBQ, gas burner, fryer, oven, griddle, infra red lights, and other electrical heaters / appliances.
 - Keep pets in and outside our beach chalets
 - Store goods outside
 - On the orders of the fire brigade and the municipality of Katwijk, use a BBQ and light a fire at the beach chalets and on the beach
 - Deposit rubbish on the beach or leave litter on the beach
 - Change the layout of the rental property
 - Use drugs in or around the rental property
- d. The tenant must comply with any and all other internal rules that are included in the welcome map of the beach chalets.

6. Liability

- a. We assume that you treat nature, the surroundings, and the beach chalets respectfully. In case of nuisance and/or damages to the chalet or the inventory, you run the risk of having to leave the beach chalet.
- b. KUST does not accept any liability for theft or loss of or damage to goods or persons, of any nature whatsoever, during or as a result of a stay at one or more beach chalets, unless there is question of intent or gross negligence of KUST or (one of) its employees.
- c. KUST shall not be liable for disruptions in the services or shortcomings in services supplied by third parties.
- d. As the user you are jointly and severally liable for any and all losses of and/or damages to the rental accommodation and/or other goods of KUST occurring during the use of the same by yourself and/or other users, irrespective of the fact if this is the result of an action or omission of yourself and/or of third parties who are present in the chalet with your consent.
- e. You indemnify KUST against any and all complaints regarding damages of third parties that are the result of an action or omission of yourself, other users, your travelling companions or third parties who are present at our beach location with your consent.
- f. In case of incorrect use and/or incorrect departure, including but not limited to excessive dirt, of the accommodation, additional costs shall be charged, which you are then required to pay immediately.

7. Complaints

- a. Complaints must be reported on location by email in order that KUST is given the opportunity to solve the complaint.
- b. If it becomes apparent afterwards that the tenant did not report the error or shortcoming on location then they forfeit the right to a potential refund.
- c. In case of early departure, the tenant forfeits the right to a potential refund.
- d. If a complaint is not solved then it can be submitted upon return in writing and in a substantiated manner within one month to KUST, Voorstraat 61, 2225 EM Katwijk or via email: info@kust.nu
After this period the right to a refund expires.

8. Lost and Found

- a. You accept and agree that KUST cannot be held liable for lost, damaged or stolen items. If you forget something in one of our beach houses, it is your responsibility to collect it.

9. WiFi (free)

- a. Our wireless network is provided “as is” without any implied or express warranties. We cannot guarantee that you will always have problem-free, fast, secure or interference-free access to our wireless network or that we will be able to meet your internet requirements. We are not responsible for the security, integrity, accuracy, or completeness of any information you transmit or receive over our wireless network.
- b. We offer you our wireless network on our terms. Your access may be blocked, suspended or terminated without explanation.
- c. What you may not: (i) use our wireless network for any illegal or prohibited purpose; (ii) use our wireless network to host a website or other server, send or enable bulk emails, or collect personal information from third parties without consent; (iii) exceed the normal bandwidth that would be reasonable for the period you are using our wireless network; (iv) resell, or attempt to resell, our wireless network to any third party.
- d. We keep technical data about your use to measure the performance of our system, maintain our system, register crimes and secure our system. Personal data that we collect from you for the use of our wireless network is processed as described in our Privacy Statement. If you use our wireless network, you automatically agree to the processing of your data.

10. Force majeure

- a. KUST accepts no liability and will not pay any compensation in the event that we cannot provide reserved services due to circumstances beyond our control, (natural) disasters, fire, war/acts of war and terrorism, strikes, riots, civil disobedience, government regulations, labor disputes, adverse weather conditions or other exceptional and catastrophic events, circumstances or emergencies that prevent guests from staying in our beach houses or who are not legally allowed to stay in them.

Katwijk aan Zee, December 2023