

The terms and conditions for letting with nature.house



What are naturehouses?

Naturehouses are unique holiday cottages in a natural, free and peaceful environment. Away from holiday parks and away from the masses.

Who are we?

Nature.house is an online platform on which lessees and landlords of naturehouses can find each other.

Who are you?

You are the owner or administrator of a naturehouse who want to let your naturehouse via our platform to people who want to enjoy your cottage and the surrounding area.

1. Offering a naturehouse

You can offer your naturehouse using the registration form on our website. Information about the cottage, such as availability, seasonal planning and prices, must be accurate.



Please note, the price for the cottage on our website must be the best available rate.

We will check if your holiday home is indeed a naturehouse in our opinion. We may adjust the information provided so it will fit within our standards. We will omit incorrect or irrelevant information. We are not liable for guests' claims as a result of incorrect information provided by you on the website.

The price for a naturehouse should always be correct, and it is binding. Passing on the correct prices is your responsibility. Once a booking has been made, you can no longer change the price.



2. Your naturehouse on the website

We create the page on which all naturehouses are offered. We determine the order in which the Naturehouses appear on the page. This depends on several factors such as:

- number of bookings
- number of cancellations
- the ratings
- availability



We are not liable for down-time of our website and systems.

Do you have an idyllic naturehouse? It is possible that we will use information about the cottage for marketing purposes.



3. A guest books your naturehouse

Lovely! You will receive an email and SMS containing the booking request. You must inform us whether you want to accept or decline the booking within 24 hours. You do that through the booking system.

If you refuse the booking, we may charge 30% of the fee payable to us if the reason for refusal is not due to a shortcoming or neglect on our side.

Want to cancel a booking? Unfortunately, we will have to charge the service fees and commission. In case of cancellation, you need to deal directly with the guest. We are not liable for claims arising from the cancellation of bookings.

You enter into a rental agreement with your guest, based on the booking. You will receive the guests in your naturehouse. You will personally handle any complaints from guests about the stay or your services with your guest. You will carry the costs involved yourself. We shall not be held liable.



We assume that your naturehouse will be available on the dates indicated by you.

4. Payment

You must register on the payment system. For that, you need to complete a one-time ID verification process.

We charge a commission for our services. The commission is a fixed percentage of the basic rent (including VAT) and additional costs. No commission is charged on cancellation insurance, service charges and tourist tax. We may change the commission percentage. Of course, if we do, we will inform you.

We will send an invoice to the guest for the accommodation (or for the cancellation fee), and, if necessary, a reminder. If the guest doesn't pay, we may cancel the booking. After deduction of our commission, we will transfer the payment received to you. We use our payment system for this. You can follow the financial settlement of the rental in the lessors' section of our website.

If a guest cancels (on time!) – and you inform us (on time!) – we will not ask any commission.

You are solely responsible for handling any costs on site.



The full rental

Cancellation insurance

+

Service fee

+

Tourist tax

Commission(%)

+

Extra costs (such as: final cleaning)

+

Basic rent

vat

5. Termination of cooperation

By you

You may terminate the cooperation. The notice period is 4 weeks. Upon termination, we will charge no compensation vice-versa. You still have to pay commission due, plus interest and costs if applicable.

By us

We may also terminate the cooperation. For example:

- following (repeated) complaints from guests about staying in your naturehouse, or your services rendered;
- If the information given by you is regularly incorrect;
- if we do not believe your house is a naturehouse;
- a If you bypass the platform, by renting your naturehouse directly to a guest.

6. The legal finesse

If these conditions are in conflict with your terms, our terms shall prevail and are decisive.

We can transfer the delivery of our services and the right to commission to any associated company or to third parties, without further notice or approval being required.

If you share images or text with us – for example, as part of the description of your naturehouse – you could infringe on someone else's copyright. That third party could hold us liable (legally). You will indemnify us against this. This means that we shall not be held liable for any such infringement.

You can grant us power of attorney to enter into agreements with customers on your behalf. Then we do not need to bother you with paperwork.