

VGW Short Stay

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1. Terms & Conditions

1. Acceptance of Terms & Conditions

1.1 All bookings accepted by VGW Short Stay are subject to these terms and conditions, which are to be accepted by the hirer and other parties involved. When you make a booking with VGW Short Stay you agree with the general conditions.

1.2 Prices and availability are subject to changes and may be subject to a minimum number of nights stay as well.

By completing payment of rental fee(s) or (damage) deposit, these terms and conditions will be considered to be accepted by the parties involved.

2. Payment

2.1 Prices used are in Euro's, unless specifically mentioned otherwise.

2.2 When it comes to reservations of seven (7) nights and longer a down payment will be required. This down payment is the equivalent of 25% of the agreed rental price for the entire rental period. For bookings of 30 nights or more, a deposit of 25% of the agreed rental price is required for the first 30 nights. In any case the payment for the complete first period of your stay needs to be completed before or upon arrival. The down payment must be received by VGW Short Stay within 24 hours of confirmation of the reservation by VGW Short Stay.

2.3 When it comes to a rental period shorter than 7 nights no down payment is required. The total rental fee, including taxes and service costs, is required to be completed before or upon arrival.

2.4 Payments can be completed by bank transfer (at least 7 days prior to arrival) or by using a credit card. When using a credit card, you can choose to use the services of third parties iZettle (payment on location while using a physical card) and Stripe (charging your cc from a distance). Please note that in the case you choose to use iZettle, you are required to pay 1.95% additional fee of the total amount of the invoice, while Stripe charges 1.4% + €0.25 (EU residents) or 2.9% + €0.25 (Non-EU residents) of the total amount of the invoice.

Visa, Maestro and American Express are accepted at VGW Short Stay. In order to be guaranteed a (damage) deposit, credit card details are always required by VGW Short Stay to complete a booking.

2.5 Upon arrival at the apartment a security deposit is to be paid where the amount depends on the duration of stay. This security deposit together with the total rental fee must be paid during check-in. The security deposit is as follows:

- Stay of less than 30 nights: € 500, - deposit
- Stay between 30 and 90 nights: € 1000, - deposit
- Stay of more than 90 nights: € 1500, - deposit

3. Services and taxes

3.1 VAT (9%) and 6 % Tourist Taxes for Utrecht and 10 % Tourist Taxes for Amsterdam are not included in the rental price and will be charged separately, unless specifically mentioned otherwise.

3.2 For bookings of 7 nights and longer, weekly cleaning is included in the rental fee (once a week for two hours unless specified otherwise). Weekly cleaning includes a change of bed linen and towels, free of charge.

End cleaning is applicable for bookings of 7 nights and longer. End cleaning fee of € 80,- is not included in the rental price and will be counted separately.

4. Facilities

4.1 All apartments are fully furnished and equipped. This includes a fully equipped kitchen, with cutlery and kitchen utensils present in the apartment.

4.2 Working Wi-Fi is complementary. VGW Short Stay however can't be held responsible for loss and/or disturbance of the internet connection. When the internet connection is lost, VGW Short Stay will guarantee to do everything within its power to fix the connection as soon as possible.

4.3 Rental fee also includes gas, heating, electricity, water and television. All appliances in the apartment, e.g. lights, heating etc. are expected to be switched off when not in use. Excessive use of gas, water or electricity could result in extra costs.

5. Cancellation

5.1 Notification of cancellation needs to be presented to VGW Short Stay in writing. When notification of cancellation is received up to 7 days prior to the arrival date of the booking concerned, no costs will be involved.

5.2 In the case of cancellation less than 7 days prior to arrival, or in case of a no-show, the full amount of the reservation will be charged.

5.3 When it comes to bookings of 30 nights and longer, 30% of the total rental price after booking confirmation is nonrefundable.

5.4 VGW Short Stay shall endeavor to rent out the property again for the concerning canceled rental period. If VGW Short Stay succeeds in (partially) doing so, the rental fee for number of nights rented out again during the previously canceled period, shall be refunded. Please note that VGW Short Stay will give priority to renting out other vacant properties.

6. Early departure

6.1 When it comes to bookings of 29 nights or less, early departures involve costs. When the guest decides to leave prior to the end date mentioned in the original reservation, the total rental amount will be charged and the reservation will be ended on the confirmed new departure date.

6.2 When it comes to bookings of 30 nights and longer, early departures can be subject to extra costs. If a booking is to be canceled prior to the departure date, the number of nights between the cancellation/ notification date and the end date mentioned in the original reservation will be charged, with a maximum of 14 nights. Furthermore the reservation will be ended on the adjusted departure date.

6.3 The nightly rate offered by VGW Short Stay will be determined on the basis of the duration of your booking. This means that as the length of the reservation increases, the used nightly rate decreases. In case of an earlier departure, VGW Short Stay is authorized to charge the difference between the standard nightly rate and the nightly rate used for the applicable booking.

The standard nightly rates can be found below.

For Utrecht:

- studio and one-bedroom apartment: €115,- per night, excluding 9% VAT.
- two-bedroom apartment: €140,- per night, excluding 9% VAT.
- three-bedroom apartment: €165,- per night, excluding 9% VAT.

For Amsterdam:

- one-bedroom apartment: €159,- per night, excluding 9% VAT.
- two-bedroom apartment: €179,- per night, excluding 9% VAT.

7. Damage to the apartment or its contents

7.1 The tenant is expected to take responsibility for the property and its content (e.g. furniture, utensils etc.). This also means the property is left clean and in good condition upon check out.

7.2 In the case of damage to the apartment or its content due to actions of the tenants, their negligence or irresponsible behavior, damage has to be reported to VGW Short Stay immediately. VGW Short Stay remains the right to charge the full amount of the damage caused. The costs of repair or replacement need to be agreed upon with VGW Short Stay and paid to VGW Short Stay in full.

7.3 In the case of normal run out of the apartment and / or its contents, no damage deposit will apply.

7.4 When the keys of the apartment are lost by the guest, a € 50,- fee will be charged to the guest.

7.5 When the apartment is left in extraordinary filthy state an extra fee will be charged to the guest by VGW Short Stay. This fee will be equal to the actual costs made in order to clean the apartment.

7.6 In case of damages in the property, tenant is required to inform VGW Short Stay immediately in writing or by telephone. VGW Short Stay will always seek to solve the damages as quickly as possible.

7.7 It is strictly forbidden for tenant to carry out repairs on or in the property. In case this happens, tenant will be liable for total repair costs.

7.8 The Operator shall have no liability whatsoever (whether for breach of contract, tort (including but not limited to negligence) or breach of statutory duty) for any loss of profit, loss of or damage to

goodwill, increased costs, loss of anticipated savings, loss of business, loss of reputation, theft of, loss of or damage to the Client or Guest's property and any special, indirect or consequential losses or damages, and in any event, our total aggregate liability for all losses or damages suffered or incurred by the Client or Guest (whether arising through breach of contract, tort (including but not limited to negligence) or any breach of statutory duty) shall not exceed the aggregate Agreed Price paid by the Client.

8. (Number of) occupants

When it comes to our guests: only the number of persons mentioned and known to VGW Short Stay because of the fact that they are mentioned in the reservation confirmation, are allowed to stay in the apartments of VGW Short stay. VGW Short Stay remains the right to refuse access to the hirer and his company if this condition is violated.

9. Modification of bookings

9.1 VGW Short Stay will endeavor to alter bookings if the guest wished to do so. Changes to reservations made can however not be guaranteed by VGW Short Stay.

9.2 Extension: VGW Short Stay offers in-house guests the opportunity to extend their stay before accepting new bookings. Please notify VGW Short Stay in writing at least 14 days prior to the end date of your original booking.

9.3 VGW Short Stay is a company that is active in seasonal business that is linked to trends in corporate housing. Therefore, in case of an extension, the nightly rate used for your extension can differ from the nightly rate used in your original booking. VGW Short Stay will always notify you when this is the case and ask for your approval before finalizing the requested extension.

9.4 If the guest wishes to alter the booking (for example change of the dates or change the stay to another rental property) VGW Short Stay will endeavour to facilitate this for the guest, however alterations cannot be guaranteed. VGW Short Stay maintains the right to charge a € 20,- administration fee for facilitating alterations in a booking.

9.5 In case a modification is made less than 14 nights before the start date of your booking, resulting in vacancy, costs for the guest might occur. VGW Short Stay shall endeavor to rent out the property again for the concerning vacant rental period. If VGW Short Stay succeeds in (partially) doing so, the rental fee for number of nights rented out again during the previously booked period, shall be refunded. Please note that VGW Short Stay will give priority to renting out other vacant properties.

10. Check-in & check-out policy

10.1 Check-in times are between 15.00 and 20.00 hours.

Late check-in is subject to extra charges:

Check-in between 20.00-22.00 PM will include an additional fee of € 20,-.

Check-in between 22.00-00.00 PM will include an additional fee of € 40,-

10.2 Check-out time is before 11.00 AM on the day of departure.

10.3 Arrangements for check-in or check-out before or after the mentioned above can be made subject to prior arrangements.

10.4 Guest(s) vacating the apartment beyond the time agreed upon will be charged a full day's rental fee, equal to the applicable nightly rate on the day the apartment is agreed upon to be vacated.

11. Fair Use

The guests of VGW Short Stay will use the apartment in a correct manner.

11.1 VGW Short Stay will remain the right to end the stay immediately and charge a € 200,- damage deposit when nuisance is caused by guests.

11.2 When the apartments of VGW Short Stay are used for illegal prostitution VGW Short Stay will remain the right to end the stay immediately and charge a € 20.000,- damage deposit.

11.3 Smoking is strictly forbidden in all apartments that are rented out by VGW Short Stay. When the guests are smoking in the apartments, VGW Short Stay will remain the right to end the stay immediately and charge a € 200,- damage deposit.

11.4 Pets are not allowed in the apartments of VGW Short Stay. When the guests bring pets into the apartment VGW Short Stay will remain the right to end the stay immediately and charge a € 200,- damage deposit.

12. Insurance

12.1 Renting a property at VGW Short Stay does not include any kind of insurance. VGW Short Stay therefore recommends its guests to provide themselves with travel – and health insurances.

13. FORCE MAJEURE

13.1 The provision of short-let property rentals is regulated in Utrecht, but there still might be some risk that the authorities may close down, or otherwise prevent access to properties that are listed on this site. All property rentals on this site are subject to local laws and legal conventions of Utrecht and/or The Netherlands. Such laws may change without notice. In the event that new or existing laws, governing the short-term rental of properties come into effect, this may have an adverse effect on such rentals (including, but not limited to, prohibition of such rentals). In this case VGW Short Stay will endeavor to relocate any pending arriving parties at alternative accommodations (of a similar standard). In the event that relocation is not possible, or undesired, VGW Short Stay will refund any money paid for affected accommodation booked through VGW Short Stay. Responsibility for the enforcement, amendment or introduction of such laws, is not accepted by VGW Short Stay, and no compensation (beyond refunding of deposits) will be entertained. VGW Short Stay is furthermore not liable for nuisance caused by construction or conversions by third parties or work on public roads.

14. Modification of VGW Short Stay Terms & Conditions

14.1 The terms & conditions of VGW Short Stay can be changed at any time without notice. The terms & conditions on this page are leading and most up to date.