

**348 Suites B.V. Contact Information Office**

Buitenhof 47  
2513 AH The Hague  
The Netherlands

[stay@348suites.com](mailto:stay@348suites.com)

+31 70 4150916

**CHECK-IN / CHECK-OUT**

Upon arrival, all guests MUST provide sufficient identification (passport).

Earliest check-in time: 3:00 p.m.

Latest check-out time: 11:00 a.m.

For early or late check-in / check-out times

For any special requests, please sent an e-mail to [stay@348suites.com](mailto:stay@348suites.com)

On the day of arrival, an employee of 348 Suites B.V. will meet you at the location. A specific time for the meeting has to be determined in consultation, but normally the locations will be available from 3.00 p.m. The employee will hand over the key and do the check-in.

Unless agreed otherwise, an employee of 348 Suites B.V will meet you at the apartment on the day of departure to collect the keys and to inspect the apartment. The departure is scheduled before 11.00 a.m., but a specific time for the meeting has to be determined in consultation.

**PAYMENTS**

Payment is to be done in Euro only.

Terms of Payment

348 Suites B.V. will issue a receipt for the full amount of the stay on the date of arrival. Payments can be made via our website [www.348suites.com](http://www.348suites.com) via credit/debit card which allows - MasterCard, Visa, Maestro or Ideal or via bank transfer.

Your Credit Card is only used to guarantee your reservation. Full payment is due upon 14 days prior to the arrival at 348 Suites B.V., unless clearly agreed otherwise between 348 Suites B.V. and the guest.

All prices quoted are inclusive 6% Value Added Tax ("VAT") and exclusive of city tax, unless otherwise stated. All prices are quoted in Euro and are subject to seasonal change. Once a booking is confirmed by lessor, prices cannot be increased by lessor unless the lessee alters the booking.

Expressing a protest or complaint does not release the lessee from its payment obligations.

After confirmation of the booking the rent can no longer be brought up for discussion by the lessee.

**BOOKING**

You can make a booking via the website ([www.348suites.com](http://www.348suites.com)), by e-mail ([stay@348suites.com](mailto:stay@348suites.com)), by telephone, in person at the office of 348 Suites B.V. or through external booking sites. Please include all necessary details (passport copy, passport number, arrival/departure dates, payment method, how many persons, etc.) to ensure a quick check-in. 348 Suites B.V. will confirm all bookings by email.

348 Suites B.V. will ensure the accuracy of the bookings, in the unlikely event of double booking, 348 Suites B.V. will provide another apartment at equal or more superior quality at no extra charge if not fully booked.

All bookings are based on the information provided by the lessee (e.g. personal details, number of guests). If the information provided by the lessee would turn out to be incomplete and/or incorrect, 348 Suites B.V. reserves the right to terminate the booking with immediate effect, without being obliged to pay any compensation to the lessee.

348 Suites B.V. reserves the right to refuse any booking at lessor's sole discretion.

**TRANSFER**

348 Suites B.V. is entitled to transfer the booking agreement and all the rights and obligations that arise from the booking agreement to a third party. By accepting the booking agreement the lessee grants permission for a possible transfer in advance

## **CANCELLATION POLICY**

Reservations can be cancelled without charges up to 14 days before the arrival date.

When cancelled less than 14 days before the arrival date, 50% of the total reservation will be charged.

When cancelled less than 2 days before arrival or in case of no-show, 100% of the total reservation will be charged.

For certain periods there are non-refundable reservations. This means that the credit card will be charged the same day as the booking is made and there will be no refunds in case of cancellation.

All cancellations need to be made by e-mail, and will only be valid when confirmed through our reception.

348 Suites B.V. reserves the right to charge the cancellation costs from the provided credit card details.

The management retains the right to decide unequivocally in any case of disagreement.

When booked through a third party 348 Suites B.V. policy overrules the third party policy.

## **ACCEPTANCE OF TERMS & CONDITIONS**

By making the booking you declare that you have read, understood and accepted the present general terms and conditions. 348 Suites B.V. reserves the right to add additional general and/or special conditions for each individual service.

## **CONTENT WEBSITE**

348 Suites B.V. provides this website on a 'as is' basis and makes no representations or warranties of any kind with respect to this site or its contents and disclaims all such representations and warranties.

This website is operated and maintained in a Virtual Private Server and is published from a European perspective. 348 Suites B.V. is not publishing the website for use in any jurisdiction where such publication or use is unlawful.

## **ACCESS TO THE WEBSITE**

We will use reasonable efforts to make our website and its content available to all users. However, we do not warrant or represent that access to this site will be uninterrupted, reliable or fault-free. We reserve the right at our sole discretion to deny users access to our sites or any part of it without notice and to decline to provide the service to any user that is in breach of these conditions.

## **DAMAGE ARISING FROM USE**

To the fullest extent permitted by law neither 348 Suites B.V. nor any of its employees or agents will be liable for damages arising out of or in connection with the use of this site, the information in it or the unavailability of the site or its content.

This is a comprehensive limitation of liability that applies to all damages of any kind, including (without limitation) compensatory, direct, indirect or consequential damages, loss of data, income or profit, loss of or damage to property and third party claims, save that nothing shall exclude or restrict liability for death or personal injury resulting from the negligence of 348 Suites B.V. its employees or agents.

## **REVISIONS**

348 Suites B.V. reserves the right at any time without notice to revise the contents of our websites, including these Terms and Conditions. Any changes to these Terms and Conditions will be posted on this website, by continuing to use our website following any such change you will signify that you agree to be bound by the revised conditions.

### **LINKS TO THIRD PARTY WEBSITES**

Certain links, including hypertext links, on our website will lead you to websites or pages that are not under the control of 348 Suites B.V. Links are provided for convenience and the inclusion of any link does not imply endorsements in any way of the site to which it links.

### **COPYRIGHT**

All rights in the design, text, graphics and other materials on the website and the selection or arrangement thereof are the copyright of 348 Suites B.V.

Permission is granted to copy electronically and print in hard copy portions of this site solely for your own personal use. Any other use of content on this site (including reproduction for purposes other than those noted above and alteration, modification, distribution, or re-publication) without the prior written permission of 348 Suites B.V. is strictly prohibited.

348 Suites B.V. regularly obtains rich media from its users and/or guests. By supplying rich media to us, you are deemed to have accepted all following Terms and Conditions:

You confirm to grant 348 Suites B.V. permission to use the material to promote its locations on any medium.

You confirm that rich media you provide is owned by you and that you are fully entitled to grant to

348 Suites B.V. non-exclusive rights to use it.

You confirm that you are not violating, plagiarizing, or infringing the rights of any third parties including copyright, trademark, trade secrets, privacy, publicity, personal or proprietary rights.

You confirm the consent of anyone who is identifiable in your provided rich media or the consent of a parent or guardian if the person is less than 18 years of age.

### **TRADEMARKS**

348 Suites B.V. logo is owned by 348 Suites B.V. All other trademarks, product names and company names or logos cited herein are the property of 348 Suites B.V. or their respective owners.

No permission is given by 348 Suites B.V. in respect of the use of any such trademarks, get-up, product names, company names, logos or titles and such use may constitute an infringement of the holder's rights.

### **FORCE MAJEURE**

348 Suites B.V. shall not be liable to users for any breach of these conditions of use or any failure to provide or delay in providing our services through our site resulting from any event or circumstance beyond our reasonable control including, without limitation, industrial disputes, breakdown of systems or network access, fire explosion or accident.

### **TERMINATION AND ADDITIONAL GUARANTEES**

Without prejudice to the right to compensation, 348 Suites B.V. is entitled to terminate the agreement, also if partially carried out, without notice of default being required or to demand additional guarantees:

- In the event of bankruptcy, a guardianship order, administration order, serious erosion of the creditworthiness or the death of the lessee;
- If the lessee does not fulfil its obligations under the booking agreement, the services and these general terms and conditions;
- If the lessee does not actually make use of the premises any longer.

### **NULLITY OF GENERAL PROVISIONS**

The nullity of any provision of these conditions will not have any effect on the validity and/or enforceability of the other provisions and will therefore not lead to the nullity of these provisions. A change of the direction, management or shareholders of the lessor has no effect on the services, the booking agreement or any other agreement between the parties.

### **COSTS OF LEGAL PROCEEDINGS**

Except in the event of an order for costs for the lessor by a court, the lessee bears all and any judicial and extrajudicial costs that result from any claims by both sides under the booking agreement. The lessee and the lessor agree that these costs will be determined according to the Bailiffs' Fees Decree (*Besluit tarieven ambtshandelingen gerechtsdeurwaarders*) as valid at that moment

### **DOMICILE**

The lessee elects domicile at the address of the premises. Only if the actual address of the lessee is evident from the rental agreement, domicile may also be elected at that address. The lessor elects domicile at the actual address as stated in the rental agreement.

**APPLICABLE LAW**

Dutch law is applicable. All disputes that might arise between the parties, will be settled by a Dutch court. The disputes will preferably be brought before the district court in The Hague, all this except insofar as mandatory rules on jurisdiction would bar this choice.

**GOOD TO KNOW**

If you booked a special deal, package or booked a stay during a peak period, please check the specific terms and conditions of the individual product. Some of these may be non-refundable or have other individual conditions.

**DISCLAIMER**

Please note that every effort has been made to ensure the accuracy of all information on this website. However, 348 Suites B.V. does not accept responsibility for any errors or omissions.

All parties agree that the venue and jurisdiction regarding any matter related to these terms and conditions shall be where 348 Suites B.V. is located, and the associated laws of The Netherlands.

In addition to these terms and condition 348 Suites B.V. will provide a rental agreement per mail and the house rules of the apartment.