

The terms and conditions for letting with Nature House



What are nature houses?

Nature houses 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 nature houses can find each other.

Who are you?

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

1. Offering a nature house

You can offer your nature house 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 nature house 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 nature house 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 nature house on the website

We create the page on which all nature houses are offered. We determine the order in which the nature houses 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 nature house? It is possible that we will use information about the cottage for marketing purposes.

3. A guest books your nature house

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.

Refuse the booking? The guest experience on our platform strongly depends on the activities of all landlords. The more bookings you reject, the more negative this will be for the placement of your nature house on our platform

Want to cancel a booking? Unfortunately, we will have to charge the 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

For bookings made through our platform, we apply the following cancellation policies towards guests: <https://faq.nature.house/articles/32425-what-are-the-costs-for-canceling-my-booking>. As soon as a booking is cancelled by a guest and this guest owes cancellation fees, we retain the commission for services provided before we ensure the remaining amount reaches the landlord. When a guest cancels within 24 hours after booking and therefore no cancellation fees are due, we will not charge any commission to you as the landlord.

After "You enter into a rental agreement with your guest, based on the booking" - We are not a party to the rental agreement and are in no way responsible or liable for the fulfillment of the rental agreement. The rental agreement is established between the guest and the landlord. We are an intermediary that brings landlords and guests into contact with each other through our platform and mediates in the establishment of the rental agreement. In this context, we provide services for both the tenant and the landlord. Therefore, we charge service fees to both the guest and the landlord. The service fees for the landlord consist of the commission, which is further explained in these terms.

We assume that your nature house 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 service fees in the form of a commission to you as the landlord for our services. The commission is a fixed percentage of the net rental amount (including VAT) and additional costs. No commission is charged on cancellation insurance, the service fees that guests pay, and tourist tax. We may change the commission percentage. If we do, we will of course let you know. In addition to the commission, we charge service fees to the guest. You agree that we charge fees to both you and the guest.

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

+

Tourist tax

Commission (%)

+

Extra costs (such as: final cleaning)

+

Basic rent

vat

5. Termination of cooperation

By you

You may terminate the cooperation. We can only remove your Nature House once all outstanding bookings have taken place. 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 nature house, or your services rendered;
- if the information given by you is regularly incorrect;
- if we do not believe your house is a nature house;
- if you bypass the platform, by renting your nature house 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 nature house — 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

These conditions apply to the use of our platform, our website, and bookings made through the Nature House platform. We may change these conditions. The most recent version can be found on our website. In the event of significant changes to the conditions, we will always inform you as the landlord, where you as the landlord have the option to terminate the agreement up until the date the changes take effect.

These conditions and all agreements between Nature House and you are governed by Dutch law. This choice of law does not detract from the protection you may have under the mandatory law in the country of your residence.

All disputes and claims arising out of or in connection with these conditions shall be submitted to the competent court in Amsterdam.

As a landlord, you can submit disputes to the courts of the European country where you live, or to the court in Amsterdam. If you are a Landlord, we can also submit disputes to the court of the country where you live.