

Terms & Conditions – niyunā Wellness Apartments Den Burg, Texel

Company name: Intercity Pardoen B.V.
Chamber of Commerce (KvK): 37053779
VAT number: NL810377809B01

1. Applicability

These terms and conditions apply to all reservations and stays at niyunā Wellness Apartments in Den Burg, Texel (hereinafter referred to as 'the accommodation provider').

By making a reservation, the guest agrees to these terms and conditions.

2. Bookings

- The length of stay depends on availability and may vary per period.
 - A reservation is confirmed once payment has been received and/or confirmed in accordance with the booking instructions.
 - Payment must be made in advance and/or in accordance with the instructions provided during the booking process.
 - All apartments are strictly non-smoking.
-

3. Cancellation Policy

3.1 Cancellation by the guest

- Up to 30 days before arrival: 100% refund of the paid amount, excluding any administration fees.
- Between 30 and 14 days before arrival: 50% refund of the paid amount.
- Less than 14 days before arrival: no refund possible.
- No-show or early departure: no refund possible.

3.2 Changes by the guest

- Up to 14 days before arrival: a one-time change of the stay dates is possible, subject to availability and any price differences.
- Administration fees may apply.
- Within 14 days before arrival: changes are treated as a cancellation and a new booking. The cancellation policy applies.
- If the change results in a higher total amount, for example due to a different season, the difference must be paid.

3.3 Cancellation by the accommodation provider

In the unlikely event that the accommodation provider must cancel the reservation, for example due to unforeseen circumstances, the guest will receive a full refund.

Where possible, an alternative stay will be offered under the same conditions.

4. Arrival and Departure

- Check-in and check-out times are communicated in advance.
 - Guests are required to adhere to the agreed times.
 - The check-in procedure, such as key collection or access codes, will be provided prior to arrival or during the booking process.
-

5. Use of the Apartment & House Rules

- The apartment must be used with care and in accordance with its intended purpose.
 - Disturbance to neighbours or other guests is not permitted.
 - Quiet hours apply between 22:00 and 07:00; noise must be kept to a minimum.
 - The number of guests may not exceed the agreed occupancy.
 - Pets are only permitted if this has been explicitly stated and agreed upon in advance.
 - Parties, events and group gatherings are not permitted.
 - The use of BBQs, gourmet sets, pizza ovens or similar appliances is not permitted.
 - Bringing and using additional mattresses, beds or sleeping arrangements is not permitted.
 - Photo, video or commercial shoots, such as for webshops or campaigns, are only allowed with prior written consent from the accommodation provider.
-

6. Costs

- Cleaning costs and tourist tax apply as stated at the time of booking.
-

7. Use of Wellness Facilities

- Most apartments are equipped with wellness facilities such as saunas.
 - Use of these facilities is entirely at the guest's own risk.
 - The guest is responsible for safe and proper use in accordance with the provided instructions.
 - The accommodation provider is not liable for any injury or damage resulting from the use of these facilities.
-

8. Liability

- The accommodation provider is not liable for loss, theft or damage to personal belongings of the guest.

- Any damage caused by the guest must be fully compensated.
 - Damage may be charged to the guest after departure.
-

9. Force Majeure

In case of force majeure, such as natural disasters, pandemics or government measures, the accommodation provider cannot be held liable for failure to fulfil the agreement.

10. Complaints

Complaints must be submitted in writing via info@niyuna.nl, stating the booking reference and a clear description of the issue.

11. Privacy

The privacy policy and processing of personal data are covered in a separate privacy statement.

12. Governing Law

These terms and conditions are governed by Dutch law.

These terms apply to stays from 1 July 2025 onwards.