

De Kleppe

House rules: summary for guests

Check in

- The accommodation is available from 3 pm on the first day of your stay. We have no desk or concierge in the holiday home. The check-in therefore always takes place **by appointment** between 3 pm and 8 pm: let us know in advance when you will be arriving.
- On arrival you will be welcomed and you will receive an extensive tour with the necessary explanation by one of our staff members or **volunteer** hosts.
- Loading and unloading is possible in front of the entrance of the holiday home. There is parking space for several passenger cars at the front of the domain itself. There is also free parking in the vicinity around the church and in surrounding streets.

During your stay

- Each guest is expected to act with **due care** and will therefore take initiatives to avoid and/or prevent any damages. If damage or loss is established after your check out, these damages will be charged and deducted from the guarantee deposit.
- The tenant is responsible for his own **towels, soap, dishcloths and toilet paper**.
- It is strictly forbidden to smoke in the building and on the domain. Guests of the holiday home are only allowed to smoke in the designated outside areas. Smoking is not allowed on the parking lot.
- There is zero tolerance on the use of recreational drugs in the holiday home and on the entire domain.
- For the safety of the guests, the entire building is under smoke and fire detection. Therefore, the use of materials and appliances with open flames or smoke development is strictly prohibited. This includes candles, but also fondue appliances, teppanyaki, gourmet, deep fryer, smoke machine, etc. There are fire extinguishers and fire alarm buttons in various places throughout the building. Please review the evacuation plan upon your arrival. In the event of a fire alarm, the doors will open automatically and the lift will stop working until the fire alarm is turned off. When a false (fire) alarm is caused (e.g. by smoking, using devices or pressing alarm buttons), a lump sum payment will of €100 will be due, without prejudice to the right to compensation for the damage.
- We ask that you to use water, gas and electricity economically and responsibly. Its consumption is included in the price, but a flat-rate additional fee of €100 may be asked when we identify misuse in the use of water and energy.
- Sanitary napkins clog the toilets, only throw them in the trash can in the sanitary room.
- There is no concierge or security in the building. Remember to **close your doors** if you leave the domain for a trip or activity. During your stay you are solely responsible for any theft/damage.
- De Kleppe has four different accommodations (GK, KK, MK1 and MK2). Please respect the **privacy** of other guests. It is prohibited to enter any of the other accommodations.

- Guests must refrain from excessive noise or loud music. Any form of (nightly) noise or nuisance is prohibited between 10 pm and 7 am.
- Animals are not allowed in the holiday home, with the exception of assistance dogs and guide dogs, which are always welcome, and other dogs subject to prior written approval. Every tenant / dog owner stays fully responsible for his animal and brings all the necessities (drinking bowl, food bowl, dog basket, etc.).

Garden & Animals

- Our beautiful, centuries-old monastery garden is freely accessible to every guest of the vacation home. However please respect the signs and always follow the instructions from the (animal) handlers. The terrace and shelter next to the polyvalent space ("De Schuur") are not accessible to guests of the holiday home.
- Harvesting vegetables and picking fruit is only allowed after approval and under the supervision of a Kleppe (garden) employee.
- Guests of the Mini-Kleppe have their own mobile BBQs (stored in the hangar). After use, the grids must be cleaned and the ashes swept out.
- The fire pit in the back of the garden may only be used on request. Firewood will be provided. The fire must be completely extinguished when leaving the fire pit.
- **Please do not feed the animals.**
- Animal shelters and animal pastures may only be entered with our Kleppe supervisor.
- For reasons of hygiene it is forbidden to eat or drink in the immediate proximity to the animals. Hand washing with soap and water after you have the animals touched is highly recommended.

Waste

De Kleppe has a strict waste policy and we ask guests to **sort the waste correctly**.

- Put PMD (plastic, metal and beverage packaging) in blue, closed bags in the rectangular container behind the underground container. Only our local IVLA bags can be used.
- Glass (temporary collection box in the kitchen): to the glass container next to the church.
- Paper and cardboard : leave the box for paper and cardboard under the counter
- Residual waste in grey, closed bags in the underground container outside (side of fences): only use the bags offered by us.
- Food scraps and compost: collect in the appropriate bucket. On Monday you can put the bucket in front of your door

If the waste has not been properly sorted and disposed of, an additional a fixed fee of €50 will be charged.

Departure, final cleaning, damage

- Check-out: The rooms must be **vacated by 10 a.m.** on the day of your departure. The check-out and control starts at 10.30 am. The accommodation must be tidy and broom clean. This mainly means that all waste should be sorted and taken away, that all (kitchen) appliances are empty and left clean and that the inventory (such as glass, crockery and cutlery) and all furniture is in its place.

- If the inspection reveals that the accommodation has not been left 'tidy and broom clean', an expense allowance will be charged of 1/3 of the usual cleaning rate without prejudice to any compensation for not sorting or removing the waste.
- All rooms will be checked during check-out for cleaning and possible damage. The check-out is finalised by signing the checklist on departure, where any damages and loss already established and comments can be noted.
- In order to be able to offer the next guest an optimal stay, any damage or loss must be reported during check-out. Any minor repair or replacement costs are detailed in the final bill and deducted from the guarantee deposit. If a key is lost, a fixed cost of €50 will be charged.
- After deduction of any fees and/or costs, the deposit will be refunded at the latest within 21 working days after your stay.