ꕥ **Bonheure Bruges** ꕥ

General terms & House rules

We are delighted to have you stay with us and want to ensure that your experience is nothing short of fantastic. To make your stay as enjoyable as possible, we have established some guidelines that we kindly ask you to follow:

1. Guests

The main guest must be 18 years or older, is responsible for their fellow guests, must have a permanent residence or place of stay, and must carry a valid identification document.

2. Prices

The room prices are listed on www.booking.com. Prices include VAT but exclude city tax. The price includes the use of two towels, bed linen, water, electricity, gas, final cleaning, and the use of coffee and tea during your stay. Free use of TV and Wifi.
City tax must be paid in cash on-site: € 4 per person per night.

3. Parking in the area

Bonheure Logies charges for street parking. This is from 8 am to 8 pm. Cheap underground parking is available near t'Zilverpand (5 minutes' walk) and t'Zand (7 minutes' walk). Free parking is available on Bevrijdingslaan (8 minutes' walk).

4. Accessibility

Unfortunately, our accommodations are not suitable for children or people in wheelchairs.

5. Occupancy

Two of our rooms are suitable for a maximum occupancy of four people. The other two rooms are suitable for a maximum occupancy of two people. The room must be occupied by the same persons who have been identified in advance at the time of reservation. To prevent abuse, you must show your identification upon request. In case of doubt, access will be denied, and the room may not be used further.

6. Room layout

We have 2 standard rooms on the 1st floor at the front, each with its own bathroom and toilet. Additionally, we have a master room (with Sebrechtspark view) also equipped with its own bathroom and toilet.

On the 2nd floor, there is a loft apartment with a separate bedroom (Sebrechtspark view) and walk-in shower. Separate toilet, living room, and kitchen area.

7. Liability

We want our guests to enjoy a carefree stay. However, we do not accept responsibility for loss, theft, parking fines, accidents, personal injuries, medical expenses, or damage to property caused by personal negligence or circumstances beyond our control.

8. Damage

Please treat our property and facilities with care and respect. We want everyone to enjoy their stay, so please tidy up properly and avoid damaging furniture or facilities.

Of course, we expect our guests to report any damage to or loss of our property to us. Any costs incurred will be charged to you.

Cleaning or replacing carpets, linens, furniture due to stains caused by spills or bumps will be charged to you.

9. Disruptions

We are not liable for disruptions in and around the accommodation such as power outages, WiFi outages, water supply disruptions, and technical installations.

10. Instructions

We expect our guests to follow instructions from the owner or manager.

11. Violation of terms and inappropriate behavior

The owner or manager may deny or refuse guests access to the lodging, without further notice or explanation and without refund of the accommodation costs, in case of violation of these General Terms and inappropriate behavior.

12. Disagreement regarding reservation/booking

The owner's administration is decisive in case of disagreement regarding a payment, unless the guest can prove otherwise.

13. Agreement to these general terms and rules

By making a reservation and making a deposit or full payment to Bonheure Logies, you accept these general terms and conditions.

14. Key management

Upon arrival, you will receive one key from the host or hostess for your stay. You are responsible for locking the doors of your accommodation and turning off the lights, cooling system, and faucets yourself. Upon check-out, please return the key to the host or hostess.

15. Lost key

In case of a lost key, Bonheure Logies will charge you € 50,00.

16. Waste

You can deposit trash in the designated trash can in the room. Empty glassware or plastic may be left, as the hostess will take care of it for waste separation.

17. Environmental considerations

Let's do our part to protect the environment. Please conserve energy and water, recycle waste, and help us keep our surroundings clean.

18. Pets are not allowed

Our lodging is not suitable for pets.

19. Smoking and candle use

For the comfort and safety of all guests, smoking and the use of candles in the building are not allowed. You can smoke in the courtyard. We provide a cozy corner with ashtrays in the garden. 😊

20. Food and drink

Food preparation is not allowed. Small deliveries, snacks, or pastries from the bakery for your breakfast are allowed. Please ask your host or hostess for plates and cutlery if needed.

21. Alcohol and (soft) drugs

Alcohol abuse is prohibited, so enjoy, but drink in moderation. It is also strictly prohibited to possess, use, and/or trade drugs inside the property.

22. Internet

Bonheure Logies provides a WIFI guest network. The user shall refrain from visiting internet websites that have an unlawful character or do not correspond with the reputation of Bonheure Logies as a provider of accommodation. In case of observed or suspected interference by third parties and/or (other) internet abuse by the user, Bonheure Logies has the right, without further notice, to block access to the internet, in whole or in part.

23. Arrival and departure:

1. On the day of arrival, the room is available from 2:00 pm and check-in is possible until 8:00 pm.
2. We would appreciate it if we could receive the expected arrival time approximately 2 hours in advance.
3. Arrival times other than those mentioned above are only possible by arrangement.
4. Guests who arrive early can leave their luggage at the reception downstairs. We will notify you when your room is ready for you to collect your belongings, or we can bring them to your room.
5. Due to room cleaning, it is necessary to vacate the rooms by 12:00 noon on the day of departure. In case of absence, please lock the room and leave the key at the check-in desk.

24. Complaints

Of course, we do our utmost to offer our guests a carefree and unforgettable stay. If, despite our good care, there is a complaint, we would like to hear about it on the spot so that we can solve it immediately.

Thank you for choosing to stay with us! We hope you will have a wonderful time and create lasting memories during your visit. If there's anything we can do to enhance your experience, please don't hesitate to ask.

Enjoy your stay! 😊

Your hosts: Ice, Timea, Poy, Yok and Hector