



1. Applicability

These General Terms and Conditions apply to all reservations and stays at Dream Factory Haarlem (City Apartments). By making a reservation, the guest agrees to these terms and to the House Rules of Dream Factory Haarlem.

2. Definitions

Dream Factory Haarlem / we / us: the operator of the apartments.

Guest: the person who makes the reservation and all persons staying in the apartment.

Apartment: the self-contained apartment(s) offered by Dream Factory Haarlem.

3. Reservation and payment

3.1 A reservation is only final after confirmation by Dream Factory Haarlem (or via the booking platform) and after (partial or full) payment has been received.

3.2 The guest is responsible for providing correct personal details and contact information.

3.3 Payment terms are as stated in the booking confirmation or on the relevant platform (Booking.com, Airbnb, etc.).

4. Cancellation and no-show

4.1 Cancellation conditions are those stated on the platform through which the reservation was made and/or on the Dream Factory Haarlem website at the time of booking.

4.2 In case of a no-show, the full amount of the reservation remains due, unless otherwise stated in the applicable cancellation conditions.

4.3 Dream Factory Haarlem reserves the right to cancel a reservation in case of force majeure, serious damage to the apartment, or if the guest violates these terms or the House Rules. In such cases, any prepaid amount will be refunded (minus costs already incurred), unless the cancellation is due to the guest's behaviour.

5. Check-in and check-out

5.1 Check-in is from 15:00. Check-out is no later than 11:00.

5.2 Early check-in or late check-out is only possible after prior agreement and may be subject to availability and an additional fee.

5.3 Access is provided via a code. The guest is responsible for keeping the access code confidential.

6. Use of the apartment

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6.1 The apartment may only be used by the number of persons stated in the reservation.

6.2 The apartment is intended for temporary accommodation only. Subletting or commercial use is not permitted.

6.3 The guest must treat the apartment and its contents with care. Any damage, loss or excessive dirtiness will be charged to the guest.

6.4 The House Rules form an integral part of these General Terms and Conditions. Violation of the House Rules may lead to immediate termination of the stay without refund.

7. Deliveries (food delivery, parcels, etc.)

There is no standard doorbell and no reception to accept packages or food deliveries.

Guests who order food or other deliveries are obliged to be present at the entrance at the agreed delivery time to receive the order in person.

Ringling the doorbell of neighbours is not allowed and may be considered a nuisance.

Repeated nuisance can lead to termination of the stay and may endanger the operating permit of Dream Factory Haarlem.

8. Parking

8.1 Limited free parking is available on the premises.

8.2 Only one car per apartment is allowed, unless an additional parking space has been reserved and confirmed in advance.

8.3 The parking area may also be used by third parties. Dream Factory Haarlem accepts no liability for damage, theft or loss of vehicles or their contents.

9. Liability

9.1 Dream Factory Haarlem is not liable for loss, theft or damage to the guest's personal belongings.

9.2 Dream Factory Haarlem is not liable for any injury, damage or loss arising from the use of the apartment, the premises or the parking area, except in cases of intent or gross negligence on our part.

9.3 The guest is fully liable for any damage caused by themselves, their companions or their visitors to the apartment, the building, the inventory or third parties.

10. Force majeure

Dream Factory Haarlem is not liable for failure to perform its obligations in case of force majeure (including but not limited to fire, flood, technical failure, government measures, pandemic, or other circumstances beyond our reasonable control). In such cases we will try to offer a reasonable alternative or a (partial) refund.

11. Complaints

Any complaints should be reported to us as soon as possible, preferably during the stay, so

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that we have the opportunity to resolve the issue. Complaints submitted after check-out will only be considered if it was not reasonably possible to report them earlier.

12. Privacy

Personal data is processed in accordance with the GDPR (AVG). For more information, please refer to our privacy statement (if available) or contact us.

13. Applicable law and disputes

These General Terms and Conditions are governed by Dutch law. Any disputes will be submitted to the competent court in the Netherlands.

14. Final provisions

14.1 If any provision of these terms is found to be invalid, the remaining provisions shall remain in full force.

14.2 Dream Factory Haarlem reserves the right to amend these General Terms and Conditions. The version that applies is the one in force at the time of the reservation.

By making a reservation and/or staying at Dream Factory Haarlem, the guest declares to have read and accepted these General Terms and Conditions and the House Rules.