

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. Registration

Before you can start renting out your nature house on our platform, you must provide the information requested by us in the registration form. We will keep this information for as long as you are active on our platform and for six months thereafter for legitimate and reasonable purposes, such as if a claim is made against you as a landlord.



Please note, the price for the cottage on our website must be the best available rate.

2. Offering a nature house

We check whether your house indeed qualifies as a nature house in our eyes. We may adjust the provided information so that it fits within our standards, which can be found in our <https://faq-landlord.nature.house/articles/109139-guide-lines-how-to-write-your-nature-house-advertisement>. Incorrect or irrelevant information will be omitted. Only you are liable for any damage suffered by others if you fail to adhere to these conditions, for example, if you post incorrect or incomplete information on the website or offer illegal activities or content. We are also not liable for any damage you suffer as a result of this.

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.



3. Your nature house on the website

We aim to display the most relevant nature houses based on the guest's search query. We constantly optimize our platform to efficiently sort the offering of nature houses, ensuring that guests can easily find what they are looking for. This means that we continuously adjust our recommendation algorithm based on feedback, analysis, and experiences. Currently, the main factors based on which we filter results include:

- 📌 The search query (location, availability, and possibly other filters such as themes, amenities, type of nature house, location, sustainability, overall rating, nature tranquility, and space)
- 📌 The number of previous bookings of the nature house
- 📌 The number of cancellations of the nature house
- 📌 Guest score and number of reviews of the nature house
- 📌 Sustainability rankings
- 📌 Last-minute offers



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.

4. 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.

5. Payment

You must register on the payment system. For that, you need to complete a one-time ID verification process.

We charge a commission for our services. The commission is a fixed percentage of the basic rent (including VAT) and additional costs. No commission is charged on cancellation insurance and tourist tax. We may change the commission percentage. Of course, if we do, we will inform you.

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

Cancellationinsurance	
+	
Tourist tax	
Commission (%)	
+	
Extra costs (such as: final cleaning)	
+	
Basic rent	vat

6. Termination of cooperation

By you

You may terminate the cooperation. We can only remove your Nature House once all outstanding bookings have taken place, however we can in the meantime make your house invisible for bookings on our platform. 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 take action if you fail to comply with these rental conditions, our content guidelines, and/or applicable laws, or other rules regarding the use of the platform, such as when:

- 🏠 You frequently provide evidently illegal content;
- 🏠 You regularly make reports or complaints that are evidently unfounded;
- 🏠 We receive (recurring) complaints from guests about their stay in your nature house or other services you provide;
- 🏠 The information you provided is incorrect or incomplete;
- 🏠 Your advertisement is unlawful, not a nature house, or of poor quality;
- 🏠 You circumvent the platform by renting your nature house directly to a guest;
- 🏠 You submit fake reviews or coerce reviews.

We decide on a case-by-case basis, in a careful, objective, and proportionate manner, what action to take. Examples of measures include:

- 🏠 A warning;
- 🏠 Adjusting your advertisement so that it complies with our content guidelines;
- 🏠 Making your advertisement invisible or removing it;
- 🏠 Temporarily taking your account offline;
- 🏠 Terminating the collaboration.

If we take action, we will contact you and explain why we have made a decision. You can always file a complaint with us within 6 months after we have sent you a message about the action via info@nature.house or submit your complaint to a body for alternative dispute resolution.

7. 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.

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