The terms and conditions for renting 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/124142-content-guidelines. 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 a very nice nature house? Then it may be that we use your nature house for marketing purposes, and by signing the terms and conditions you agree to this. If you do not agree, send us an email via info@nature.house

We reserve the right to remove accommodations (temporarily or permanently) from the platform, or to make them invisible, if we believe that an accommodation no longer aligns with our mission or quality standards, or in the event of repeated complaints, poor reviews, or other signals that may affect the quality or reliability of the offering. For bookings that have already been confirmed, we will make reasonable efforts to offer the guest and the host a suitable alternative or to cancel the booking free of charge.

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 via our platform, we apply cancellation terms and conditions to guests. For each house, you can choose which cancellation policy applies for free cancellation:

- Strict: the guest may cancel free of charge within 24 hours of the booking being confirmed.
- Semi-flexible: the guest may cancel free of charge within 7 days of the booking being confirmed, provided that the arrival date is more than 28 days in the future at the time of booking. If, at the time of booking, the arrival date is within 28 days, free cancellation applies within 24 hours of confirmation.

Our standard policy is semi-flexible; you can change this to strict on per house. The full cancellation policy for guests can be found here: https://faq.nature.house/articles/32425-what-are-the-cancellation-conditions

As soon as a booking is cancelled by a guest and that guest is liable for cancellation fees, we will deduct our commission for services rendered before ensuring that the remaining amount is paid to the landlord. If a guest cancels within the applicable free cancellation period and is therefore not liable for any cancellation fees, we will not charge you, the landlord, any commission.

The landlord may cancel a booking free of charge within 24 hours of accepting it, regardless of the cancellation policy applicable to guests. In that case, no commission is payable.

The host guarantees that, upon arrival, the nature house, its location, and the surrounding area substantially meet the advertised features of “peace and space.” If a structural or ongoing disturbance (for example, due to construction or roadworks, demonstrations, or events), which was not communicated in advance, makes this impossible, the guest has the right to cancel free of charge. The host will reimburse the guest for the booking costs paid (including commission) and, in that case, remains liable to pay the commission to us.

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. For this, we charge service costs to the landlord. The service costs for the landlord consist of the commission that is further explained in these terms and conditions.

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.

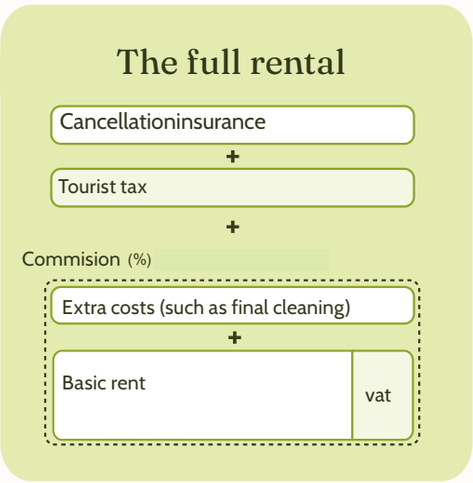
We charge a commission for our services. The commission is a fixed percentage of the basic rental price (including VAT) and additional costs payable by the guest (such as final cleaning). No commission is charged on cancellation insurance and tourist tax. We may change the commission percentage. If we do so, we will of course 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.

If a guest has not paid the travel amount (on time) and the booking is canceled, any claim for

payment related to that specific booking against Nature House shall lapse.



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 terms conflict with your terms, our terms shall take precedence and be binding. We may, without further notice or required approval, transfer the provision of our services and the right to commission to an affiliated company or to third parties.

If you share photo material or text with us – for example, as part of the description of your nature house – you could potentially infringe the copyright of others. That third party could (legally) hold us liable for this. For this, you provide us with indemnification. This means that we are not liable for any such infringement. In addition, you explicitly authorize us, where necessary and permitted by law, to share your relevant contact details with this third party, solely for the purpose of handling the claim.

If you upload a profile picture, it must comply with the requirements set out in the applicable content guidelines.

You may grant us a power of attorney to enter into agreements with guests on your behalf. This way, we do not need to trouble you repeatedly with paperwork.

These terms apply to the use of our platform, our website, and bookings made through the Natuurhuisje platform. We may amend these terms. The most recent version can be found on our website. In the event of significant changes to the terms, we will inform you as a host at all times, and you will have the option to terminate the agreement up until the date on which the changes take effect.

These terms and conditions and all agreements between Nature House and you are governed by Dutch law. In case you are an european consumer living in a country in the European Economic Area, UK, or Switzerland, this choice of law does not affect the protection you may have under mandatory law in your country of residence (European Consumer).

All disputes and claims arising from or in connection with these terms and conditions will be submitted to the competent court in the Netherlands.

As a European Consumer, you may bring disputes before the courts of the European country where you reside, or before the court in Amsterdam. We may also, if you are a European Consumer, submit disputes to the courts of the country where you live.