

Terms and conditions for using a payment link

1. General

- 1.1. By completing a payment via the payment link(hereinafter: 'the Payment Link'), provided by Grand Hotel Huis ter Duin you (hereinafter: 'the Customer') agree to these terms and conditions.
- 1.2. These terms and conditions apply to all payments to Grand Hotel Huis ter Duin B.V., located in Noordwijk, the Netherlands (hereinafter: 'the Company'), made via an online payment link, regardless of whether the Customer is acting as a consumer or a business party.
- 1.3. By using the Payment Link, the Customer confirms that they are authorised to make the payment on their own behalf or on behalf of the organisation concerned.

2. Payment

- 2.1. All payments must be made in full in the currency stated on the invoice or payment request.
- 2.2. Payments are processed exclusively via Adyen N.V., a payment institution regulated by De Nederlandsche Bank.
- 2.3. The Company does not have access to and does not store any credit card or bank details.
- 2.4. Payment is deemed to have been made once the transaction has been successfully registered by Adyen.

3. Confirmation of payment

- 3.1. After successful processing of the payment, the Customer will receive a confirmation or proof of payment by email.
- 3.2. If the Customer has not received confirmation within 24 hours of payment, he or she should contact ar@huisterduin.com.

4. Refunds and cancellations

- 4.1. Amounts paid are in principle non-refundable, unless:
 - there is a legal obligation to refund (such as in the case of consumer purchases with a right of withdrawal), or
 - otherwise agreed in writing with the Company.
- 4.2. If a refund is approved, it will only be processed using the same payment method as the original transaction, unless otherwise agreed in writing.
- 4.3. In the event of duplicate payments, errors or incorrect amounts, the Customer must contact ar@huisterduin.com immediately.

5. Failed or reversed payments

- 5.1. If a payment fails or is reversed (e.g. via a chargeback), the Company reserves the right to suspend or cancel the associated services or to charge additional costs.
- 5.2. Any costs incurred, including administration or reversal fees, may be charged to the Customer.

6. Security and liability

6.1. All payments are processed via secure and encrypted connections (SSL/HTTPS) provided by Adyen.

6.2. The Customer is responsible for verifying the authenticity of the Payment Link and the secure web address before making a payment.

6.3. The Company is not liable for damage or loss resulting from:

- misuse or unauthorised use of the Payment Link;
- malfunctions in the systems of Adyen or other third parties;
- errors caused by incorrect entry of payment details by the Customer.

7. Privacy

7.1. Personal and payment details will only be processed for the execution and administrative handling of the payment, in accordance with the General Data Protection Regulation (GDPR).

7.2. Data will not be retained for longer than is necessary for tax and administrative purposes.

7.3. For more information, the Company refers to the privacy policy of Grand Hotel Huis ter Duin.

8. Disputes and applicable law

8.1. Any disputes relating to payments via the Payment Link must be reported in writing within 30 days of the transaction date via ar@huisterduin.com or by post to:

Grand Hotel Huis ter Duin

Attn: Administration

PO Box 85

2201 AB Noordwijk

The Netherlands

8.2. These terms and conditions and all payments via the Payment Link are governed exclusively by Dutch law.