



Terms and Conditions Q-Inn Hotel Paramaribo

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- Business address: 35 Costerstraat, Paramaribo
- Chamber of Commerce Number: 542991
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Article 1. Definitions

In these terms and conditions, as well as on all offers, agreements or agreements that are covered by these terms and conditions, the following terms shall apply:

1.1. Q-Inn Hotel Paramaribo: The hotel is located and located on 35 Costerstraat in Paramaribo, Suriname.

1.2. Services: In the broadest sense of the word, Q-Inn Hotel Paramaribo provides accommodation and / or providing food and drink with all related activities and / or services.

1.3. Guest: The person (s) to whom Q-Inn Hotel Paramaribo has to provide the Services on the basis of a Client Agreement. Where these terms are spoken of Guest, this also means the person who accompanies or accompanies the Guest. Unless expressly stated otherwise in these terms under Guest or Customer, both the Guest and the Customer understand.

1.4. Customer: The natural or legal person who has concluded an agreement with the Q-Inn Hotel Paramaribo to provide Services. Customer is also understood as the intermediary who has concluded an agreement for the provision of Services in the name of his / her relations. A natural person who does not act in the pursuit of his or her profession or business is also referred to as Consumer in these terms.

1.5. Hotel agreement: The agreement is concluded between Q-Inn Hotel Paramaribo and the Customer, where Q-Inn Hotel Paramaribo, on behalf of the Customer and / or Guest (Services), provides for Customer or Guest payment. Where these terms of a Hotel Agreement are mentioned, this also means any other agreement to which these



terms and conditions apply. These terms and conditions also apply to Customers who have entered into a Hotel Agreement through a mediator.

1.6. Online reservation: The reservation made using the booking form to conclude a Hotel Agreement available on the Q-Inn Hotel Paramaribo website (www.q-inn.nl). Online reservations made through other websites (mediators) may have other terms and conditions not covered by an online reservation as meant in these terms.

1.7. Reservation: The Hotel Agreement signed in writing by the Customer and Q-Inn Hotel Paramaribo, between which the Customer and Q-Inn Hotel Paramaribo have been determined on what period and under which conditions the Hotel Agreement will be effected.

Article 2. Applicability of these terms

2.1. These terms and conditions apply to all offers, agreements and conclusion of agreements with Q-Inn Hotel Paramaribo.

2.2. Terms, agreements, or agreements that differ from these terms and conditions are valid only if agreed expressly with Q-Inn Hotel Paramaribo. In this case, the deviation only applies to the related offer, agreement or conclusion of the agreement.

2.3. Unless previously notified, expressly and in writing to Q-Inn Hotel Paramaribo, and confirmed by Q-Inn Hotel Paramaribo, the Guest, Customer or any other (legal) person agrees to these Terms and Conditions.

Article 3. Establishment of the Hotel Agreement

3.1. All offers for the establishment of a Hotel Agreement at Q-Inn Hotel Paramaribo are free of charge and in any event, only in so far as the capacity of Q-Inn Hotel Paramaribo is sufficient. In the case of an Online Reservation, it is considered to be as current as possible.

3.2. In case the Customer has accepted an offer and Q-Inn Hotel Paramaribo's capacity proves insufficient, Q-Inn Hotel Paramaribo will be entitled to, within a 5 day period for the first night or later, if reasonable wisdom does not apply to Q-Inn Hotel Paramaribo is expected to be able to call upon the provision as described above under article 3.1 and may change or cancel the Hotel Agreement. However, the solution will first be sought in accordance with the changes made in Article 4.4.

3.3. A reservation will only be final after the Booking has been confirmed in writing by the Customer or by Q-Inn Hotel Paramaribo.



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3.4. A Hotel Agreement through an Online Reservation is established when Customer accepts the offer by submitting the reservation form. Q-Inn Hotel Paramaribo will confirm receipt of this submission by email. Without confirmation, Customer may always dissolve the Hotel Agreement. This by way of derogation from Article 3.3.

3.5. Any Hotel Agreement entered into by a Customer shall be deemed to have been closed for the account and risk of this Customer. Any payment by a Guest will release the Customer to the same extent.

3.6. Unless expressly agreed in writing, Q-Inn Hotel Paramaribo shall not owe a commission, commission, whatsoever, to a Client.

3.7. Subject to the provisions of this article, Q-Inn Hotel Paramaribo is entitled to terminate an (Online) Reservation if a Guest has not reported on the first reserved day at 12:00. This does not affect the payment obligation. This provision does not apply if Customer is issued a payment guarantee for the reserved period.

3.8. In case of change of arrival and / or departure date, the original final reservation will expire and, by mutual agreement, a new final reservation will be made.

3.9. Q-Inn Hotel Paramaribo compiles the information on the website with the greatest care, nevertheless, in the transmission of data and / or technical malfunctions or other circumstances, information may be incorrect and / or the data is incomplete. All established online reservations are subject to obvious changes and / or errors. If changes and / or errors referred to in this paragraph lead to change of price, Customer is entitled to a free cancellation.

Article 4. Obligations of Q-Inn Hotel Paramaribo

4.1. Q-Inn Hotel Paramaribo will make available to the Guest during the agreed period the agreed accommodation and / or the agreed Services in accordance with the quality standards applicable in Q-Inn Hotel Paramaribo.

4.2. The provision as mentioned above under Article 4.1. Described is not applicable:

A. In case of force majeure as defined in these articles in the article on Force Majeure (Article 9);

B. If the Guest does not appear late or more than half an hour;

C. If the Customer has not paid the payment or interim payment referred to in Article 7 or has not been paid in time;

D. If Customer does not or does not fully comply with the Customer's obligations to Q-Inn Hotel Paramaribo for any reason whatsoever.



4.3. Unless otherwise agreed in writing, Q-Inn Hotel Paramaribo will make the accommodation available to the guest from 14:00 on the day of arrival until 12:00 on the day of departure.

4.4. Q-Inn Hotel Paramaribo is entitled to offer the guest other hotel accommodation than would be made available under the Hotel Agreement. In case this is objectionable to the Guest, the Guest or Customer is entitled to terminate the Hotel Agreement with immediate effect. In case the offered and accepted accommodation offered by Customer or Guest is cheaper than the original accommodation, Q-Inn Hotel Paramaribo will provide the guest or customer with the savings. Q-Inn Hotel Paramaribo will in no case be liable for any further damages.

Article 5. Group Reservations

5.1. From 10 rooms, a reservation is included under group bookings. The provisions relating to group bookings are without prejudice to the provisions in these terms. In contravention of provisions, it prefers the article set out in this article.

5.2. A customer can make a so-called optional reservation for a group reservation. An optional Reservation has not been made until it has been confirmed in writing. An optional reservation can be held up to 3 months before the arrival date. Unless expressly agreed in writing, an optional Reservation will automatically expire. For eventual events, the option can be held up to 5 months before the arrival date.

5.3. A final reservation has not been made until it has been confirmed by Q-Inn Hotel Paramaribo in writing and this Customer's confirmation has been signed. Return has been received. Upon change of arrival and / or departure date, the original final Reservation will expire and a new final reservation will be reached by mutual agreement.

5.4. For a group reservation, a Customer may reduce 10% of the original, definitively reserved number of rooms free of charge up to one week before arrival.

5.5. Increase of the originally permanently reserved number of rooms is only possible in consultation with Q-Inn Hotel Paramaribo. In no way is Q-Inn Hotel Paramaribo responsible for increasing without prior consultation of the originally permanently reserved number of rooms.

5.6. A full cancellation of a final reservation up to 1 month before arrival will not be charged. With full cancellation of a final reservation from 1 month to 1 week prior to arrival date, the customer is obliged to pay 25% based on accommodation to Q-Inn Hotel Paramaribo. In case of a full cancellation of a final reservation from 1 week to 24 hours prior to arrival, the customer is required to pay 50% based on



accommodation to Q-Inn Hotel Paramaribo. Full cancellation of a final reservation at less than 24 hours prior to arrival date is 100% based on accommodation, and may be refunded to Q-Inn Hotel Paramaribo. The Customer shall, in the case of group reservations, ensure that the Guest Name list is no later than 7 working days prior to the arrival date. Q-Inn Hotel Paramaribo is owned by the Guests.

5.7. If the amount of the group reservation exceeds € 5,000, we require a deposit of 50% of the total amount. No later than 3 months before the date of arrival, 50% of the booking value must be credited to the bank account number of Q-Inn Hotel Paramaribo.

5.8. In case of change of arrival and / or departure date of a complete final reservation, the original dates will expire and, in agreement with availability, the new final reservation will be moved to the desired dates. If availability does not allow this, you will automatically cancel the cancellation policy (Article 5.6)

5.9. If the Customer is in breach of the foregoing articles, Q-Inn Hotel Paramaribo considers the final reservation to be canceled. This cancellation will be considered a cancellation of a final reservation by the Customer (Article 5.6). The Customer will continue to meet the cancellation fee to Q-Inn Hotel Paramaribo.

Article 6. Cancellation

6.1. The provisions of this article shall apply without prejudice to the provisions in these terms. The provisions of this article do not affect the liability of the Customer and / or third parties on the basis of the common law.

6.2. A Hotel Agreement is irrevocable and can not be canceled.

6.3. Specific to Online Reservations, Consumers do not have a right of dissolution in accordance with Article 6.2.

6.4. If the Q-Inn Hotel Paramaribo website has a specific rule for cancellation and / or mention, then this will be considered a fixed part of the offer and is for the irrevocability specified in this article. Customer will then be able to cancel as stated on the website of Q-Inn Hotel Paramaribo. If Customer has already checked online, cancellation is never possible unless otherwise specified.

6.5. Cancellation must be done in writing, including online via the intended tool / form (www.q-inn.nl), by e-mail, and dated.

6.6. Subject to the provisions in respect of group reservations (Article 5), unless a written agreement has otherwise been agreed, a reservation may be canceled free of



charge no later than 1 month before the date of arrival. With full cancellation of a final reservation from 1 month to 1 week prior to arrival date, the customer is obliged to pay 25% based on accommodation to Q-Inn Hotel Paramaribo. In case of a full cancellation of a final reservation from 1 week to 24 hours prior to arrival, the customer is required to pay 50% based on accommodation to Q-Inn Hotel Paramaribo. Full cancellation of a final reservation at less than 24 hours prior to arrival date is 100% based on customer reservation to Q-Inn Hotel Paramaribo.

Article 7. Prices and payment

7.1. Prices may vary by type of accommodation, day, time of reservation, payment conditions and cancellation terms.

7.2. The Customer owes the amounts stated in the Hotel Agreement to Q-Inn Hotel Paramaribo. Q-Inn Hotel Paramaribo can charge additional fees to the Customer and / or Guest for special services such as telephone and so on. Charges are clearly communicated.

7.3. All accounts, including the cancellation or no-show accounts will be met by the Customer and / or Guest in cash or, if explicitly agreed within 14 days of the invoice date. As a place of payment, the establishment of Q-Inn Hotel Paramaribo is designated.

7.4. The Customer is deemed to conclude the Hotel Agreement or any other agreement on behalf of each Guest. By appearing, the Guest informs that the Customer was authorized to represent him.

7.5. Payment is made in SRD (or USD or Euro by credit card). For the foreign currency, the current market rate is valid.

7.6. Q-Inn Hotel Paramaribo is entitled to refuse checks, giro payment cards and other similar payment methods, or other means of payment than mentioned above, or to accept certain conditions for acceptance. In addition, Q-Inn Hotel Paramaribo offers payment options. In case of an Online Reservation, payment options will be notified in due time before the agreement is concluded. Q-Inn Hotel Paramaribo is entitled to claim (partial) advance payment. This applies to all type of reservations and this amount is ultimately settled with the final amount due. In case of cancellation, the amount already paid will be paid as soon as possible, no later than 14 days.

7.7. If a guest / customer makes use of Services Q-Inn Hotel Paramaribo, Q-Inn Hotel Paramaribo is entitled to claim payment for the services taken.



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7.8. If the Guest / Customer fails to meet his payment obligation (s) in good time, after having been informed by the Q-Inn Hotel Paramaribo of late payment, Q-Inn Hotel Paramaribo Customer has given 14 days to To meet its payment obligations, after payment of payment within this 14-day term, owed the statutory interest due and the Q-Inn Hotel Paramaribo is entitled to charge the extrajudicial collection costs incurred by him. These collection costs amount to a maximum of 15% on outstanding amounts to € 2,500, =; 10% over the next € 2,500, = and 5% over the next € 5,000, = with a minimum of € 40, =. Q-Inn Hotel Paramaribo may deviate from the above amounts and percentages for Customer's benefit.

Article 8. Liability

8.1. This article applies only if Customer is a (right) person acting in the pursuit of his profession or business. If there is a Consumer Customer, Q-Inn Hotel Paramaribo's liability is limited to the extent that this is legally possible.

8.2. Unless there is intent or gross negligence on the part of Q-Inn Hotel Paramaribo, Q-Inn Hotel Paramaribo accepts no liability whatsoever.

8.3. Unless there is any intent or gross negligence on the part of Q-Inn Hotel Paramaribo, Q-Inn Hotel Paramaribo accepts no liability for damage or proprietary vehicles.

8.4. Unless there is intent or gross negligence on the part of Q-Inn Hotel Paramaribo, Q-Inn Hotel Paramaribo accepts no liability for any loss which may result directly or indirectly to anyone or whatever as a direct or indirect consequence of any defect or whatsoever On, in, or on any movable or immovable property of which Q-Inn Hotel Paramaribo is owner, (erf) pachter or tenant or on the other hand, available to Q-Inn Hotel Paramaribo.

8.5. A liability of Q-Inn Hotel Paramaribo will never go beyond the value of the Hotel Agreement or the compensation for damage as covered by the Q-Inn Hotel Paramaribo insurance company or the damage as compensated by any third party to Q- Inn Hotel Paramaribo.

8.6. Q-Inn Hotel Paramaribo is fully enlisted by Customer in respect of any claim or no matter what a Guest and / or any third party applies to or against the Q-Inn Hotel Paramaribo, the claims, in the broadest sense The word of the Closed Hotel Agreement or any other agreement. This safeguard obligation also applies to the Hotel Agreement also applies if it has been dissolved in whole or in part for any reason whatsoever.

Article 9. Force majeure



9.1. Force majeure means, among other things, sickness among personnel that makes operations reasonably impossible, war, warfare, riot, strike or company occupation, water damage, molestation, terrorism, fire, flooding, government measures.

9.2. In case of force majeure, Q-Inn Hotel Paramaribo may either suspend or suspend the agreement. In that case, there is no obligation on the part of Q-Inn Hotel Paramaribo to compensate for any damage.

9.3. The above is also applicable when the force majeure occurs in persons and / or services and / or institutions of which Q-Inn Hotel Paramaribo makes use of the Hotel Agreement or any other agreement. The following is also understood as occurring in the above-mentioned persons and / or services and / or institutions as suspensive or dissolving condition or the maladministration of the aforementioned persons and / or services and / or institutions. Q-Inn Hotel Paramaribo is not bound to demonstrate its impact on its business.

9.4. Article 9 applies only if Customer is a (right) person acting in the exercise of his profession or business. If there is a consumer customer, there is only force majeure to the extent that this is legally possible.