

Travel Guide - Frequently Asked Questions

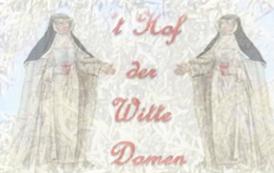
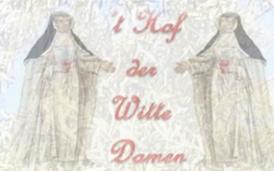


Table of contents

1. Contact details	2
2. What is included in the rental price?	2
3. What are you doing to reduce your impact on the environment?	3
4. We are travelling with a baby or young child. What facilities are available?	4
5. There are people with reduced mobility travelling with us. Do you have any adapted facilities?	4
6. Is there a birthday party during our stay and are there visitors who are not staying overnight?	5
7. We have a dog and a cat. Are they allowed to come with us?	5
8. How can we book meals or activities?	5
9. When can we arrive and depart?.....	6
Arrival: 4 p.m. to 6.30 p.m.....	6
Departure: 7.30 a.m. to 10.30 a.m.	6
10. Are you easily accessible?	6
11. Is there parking?.....	7
12. We are coming with an electric car and bicycle. Can we charge them in the car park?	7
How to charge batteries safely:.....	7
13. Arrival: We have found it, parked, and now what?.....	8
14. How are the holiday homes heated and what should we pay attention to?	8
Propane gas heats the water in the radiators.	9
Electric infrared panels (IFR).....	9
Wood-burning stove in the horse stable	10
15. What do you mean by 'excessive consumption' of utilities?	10
16. Do we have to clean our holiday home before departure?	11
Cleaning examples Question & Answer:.....	11
17. What is expected of us before we leave?	12
18. Can we leave items behind on departure due to practical travel restrictions?	13
19. We would love to come back again. Are we entitled to a discount?	13
Standard discount for returning guests	13
A review is worth its weight in gold!	14

Travel Guide - Frequently Asked Questions



This Travel Guide has been compiled based on frequently asked questions from our guests. Please refer to the [Rental Agreement](#) or contact us for any other questions.

1. Contact details

Landlord:
Pascal Maenhout
0032 476 98 95 26
thofderwittedamen@outlook.be

Resident owner:
Dirk Monbaliu
0032 499 18 67 66

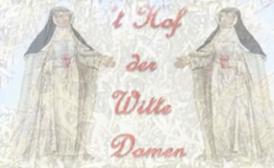
Address:
t Hof der Witte Damen
's Heerwillems 10
8630 Veurne BELGIUM

VAT number:
BE 0779 641 359

2. What is included in the rental price?

- ✓ **Final cleaning** for light soiling.
- ✓ **Energy costs** including water, gas and electricity (including electric car charging).
- ✓ **Bed, bath and kitchen linen.** Streak-free beds and a separate colour of bath linen for each guest.
- ✓ **Babies and children** up to 3 years old are welcome **free of charge** if they use one of our cots.
Depending on the property, there is 1 or 2 wooden cots available. Including nappy changing mat, high chairs and separate sorting for disposable nappies.
- ✓ Ultra-modern **Wi-Fi** with full coverage in all indoor areas.
- ✓ Satellite **television** in every property.
- ✓ 85m² **straw bale play area** with XXL built-in trampoline.
- ✓ Natural **swimming pool** + pontoon
- ✓ **Canoeing and kayaking** for up to 6 people
- ✓ Wooden **play equipment** for outdoors and indoors
- ✓ **Garden furniture** (hammocks, wooden tables, chairs, benches, sun loungers and parasols)
- ✓ **Free parking** on the farm in front of the open barn. Covered bicycle storage under the barn (+ bicycle cable lock)
- ✓ **Waste disposal** with sorting assistance
- ✓ **Biodegradable** shampoo, **soap** and washing-up liquid in dispensers and dishwasher tablets
- ✓ There is a communal **washing machine** with biodegradable products
- ✓ **Well-equipped kitchen** with fridge, convection oven, microwave, coffee maker, toaster, mixer.
But also coffee with filters, tea, sweetener, olive oil, pepper, salt, cling film, kitchen paper, barbecue fork and tongs, table napkins, bin bags and much more. (see the inventory lists in the folder on the fridge or consult the inventory via the [documents page](#) on our website)
- ✓ **Comfortable bedrooms** with large wardrobes, clothes hangers, good ventilation and complete blackout, window and door insect screens, reading lamps and much more

Travel Guide - FAQ



- ✓ **Other amenities:** Hair dryers, table fans, drying racks or lines, extension cords, cleaning supplies, whiteboard, portable night lights and much more (see the inventory lists in the folder on the refrigerator or consult the inventory via the [documents page](#) on our website)
- ✓ **Comfortable bedrooms** with large
- ✓ Promotional stands with brochures and staff maps for exploring the **Westhoek** region.
- ✓ **24/7 assistance**

What exactly is available in the kitchen and bathroom?

Each holiday home has an **inventory list** with a summary of all the items and amenities available. Please refer to the inventory lists in the folder **on the fridge** or consult the inventory via the [documents page](#) on our website.

3. What are you doing to reduce your impact on the environment?

- ✓ All washbasins and showers are equipped with dispensers filled with **100% biodegradable soaps**, shampoos, cleaning, washing-up and laundry products.
- ✓ All beds, bedside tables, doors and sliding glass doors are **made on site** from solid **oak**. During the renovations, we made maximum use of **recycled materials**.
- ✓ In addition to traditional radiators, the heating is provided by **infrared panels**, either as a supplement or exclusively, which provide healthy, pleasant and dust-free radiant heat. We have **solar panels** to offset our electricity needs.
- ✓ We **sort our waste** according to the **six** available waste groups: residual waste, PMD, glass, cardboard, nappies and organic waste or chicken feed.
- ✓ All toilets and washing machines are supplied with **rainwater** collected from the roofs of the farm buildings. In the horse stable, we provide **washable toilet towels** in both luxury toilets.
- ✓ After aeration and sedimentation, our **waste water** is further broken down by nature.
- ✓ Every window and door is fitted with a **mosquito net**.
- ✓ All bed, bath and kitchen linen is **washed on site** and dried naturally in the open air.
- ✓ We create **ecological added value** in the immediate vicinity of the farm by adding or allowing a diversity of fauna and flora. We support the local association [Natuurwerkgroep De Kerkuil](#) ([Nature Working Group The Barn Owl](#)) with implementations on the farm.
- ✓ We do **not** use **petrochemical pesticides** on the estate!

Travel Guide - FAQ



4. We are travelling with a baby or young child. What facilities are available?

Babies and children up to 3 years old stay for free if they use one of our cots. Depending on the property, there is 1 or 2 wooden **cots** (60x120cm internal dimensions) available.

- ✓ Made-up oak cot(s) with internal dimensions of 120 cm x 60 cm
- ✓ Mattress with waterproof ventilating protection (from 0 years)
- ✓ Soft mattress fitted sheet.
- ✓ You will need to bring your own duvet with cover and, if required, a pillow!

In addition, we provide a range of **free essentials** as standard to ensure your holiday with young children runs smoothly:

- ✓ High chair(s) with removable table
- ✓ Nappy changing mat(s) | waterproof | 74x48cm | including soft cover.
- ✓ Separate waste sorting facility for disposable nappies.

5. There are people with reduced mobility travelling with us. Do you have any adapted facilities?

4

In the **'t Koeistal** holiday home, we have two bedrooms with adapted bathrooms on the ground floor. Each bedroom can accommodate two people with reduced mobility.

't Ossestal also has one bedroom with an adapted bathroom on the ground floor.

In both properties, the kitchen is wheelchair accessible and all kitchen utensils are within easy reach.

Both cottages, De Paardestal and the farm domain, are completely barrier-free.

A shower wheelchair is available on request.

Travel Guide - FAQ



6. Is there a birthday party during our stay and are there visitors who are not staying overnight?

Visitors who are not staying overnight are welcome to come for a party or meeting, provided that:

- Permission is obtained from the landlord (before arrival)
- (if applicable) an agreed supplement has been paid
- The total number of persons may never exceed twice the capacity of the rented property, with a maximum total of 32 persons (including babies and children)
- The tenant is responsible for all persons he admits. He must also supervise compliance with the **house rules** and conditions and inform his visitors of these.

7. We have a dog and a cat. Are they allowed to come with us?

Pets are not permitted, with the exception of guide dogs that meet our requirements.

We refer owners of pets (cats and dogs) to [Bed en Blaf](#) in Avekapelle (Veurne), 7 km from the holiday homes.

8. How can we book meals or activities?

5

Additional facilities can be booked during the **online reservation** as an add-on.

However, you can also book these **up to 7 days before arrival** by email, telephone or message.

Please consult our [additional facilities](#) on our website.

Please [let us know](#) your preferred facilities and we will prepare a quote for you. Be sure to include the following in your communication:

- ✓ The date(s) and time(s) when you would like to use the facility
- ✓ The number of people and children
- ✓ Any special requests or questions

All additional facilities will be prepared for you at the accommodation or delivered at an agreed time (if applicable).

Travel Guide - FAQ



9. When can we arrive and depart?

Arrival: 4 p.m. to 6.30 p.m.

Please notify us **by telephone** if your actual arrival time **differs** by more than 30 minutes from your estimated time of arrival (ETA).

Arrival between **6.30 p.m. and 10 p.m. at the latest** is only possible with the landlord's permission and is subject to an additional **supplement**.

Upon arrival, the tenant will receive a **mandatory tour** from the landlord. The tenant may **appoint a person** to carry out the arrival check and receive the tour from the landlord in his or her place. To do so, the tenant must provide his or her full name and telephone number before arrival. This person must be **capable** of processing the information provided during the tour and subsequently managing the group. If this is not the case, the operator may give the tour to each guest or appoint another person.

The tenant or a person appointed by him is obliged to **pass on all practical information** obtained during the tour with the landlord **to everyone** in his group and any visitors. Have a pen, paper or smartphone ready.

Departure: 7.30 a.m. to 10.30 a.m.

Departure between **10:30 a.m. and 6 p.m. at the latest** is only possible with the landlord's permission and is subject to an additional **supplement**. The tenant must notify the landlord of the (different) departure time at **least 1 day** in advance.

Just before departure, the landlord will **inspect** the property at the agreed time together with the tenant or a designated person.

It is **prohibited to leave** without a joint inspection having taken place, unless this has been expressly agreed.

6

10. Are you easily accessible?

Yes, we are located 4 minutes or 4 kilometres from the E40 (A18) exit 2 Oostduinkerke.

Follow the signs for Diksmuide via the N330 Toekomstlaan and the N35 's Heerwillems. Along the N35 's Heerwillems, you will see our yellow signposts on the left-hand side after 2.7 kilometres. Turn into the dead-end street and drive to the end (additional signs are present).

We are **not accessible** via Cesar Hollevoetstraat. This is a dirt road on the wrong side of the water.

Most **navigation systems** will take you to the beginning of the dead-end street or to the holiday farm itself. Parking is available on the grounds in front of the open barn.

Vehicles heavier than **7500 kg** are not allowed on the farm grounds but can drive up to the farm gate, load or unload and turn around (including tractor-trailer combinations up to 16.5 metres).

Please pass this information on to **all drivers** in your group!

Travel Guide - FAQ



11. Is there parking?

All cars can park **for free** during your entire stay at the farm, in front of the open barn. There is space for nine cars here and you **will not be in** anyone's **way**. In addition, there is space for at least six more cars scattered around the farm, also without disturbing anyone.

We recommend that you drive up to the door of your accommodation for short-term loading and unloading and then park your vehicle in the car park in front of the open barn.

- ✓ This ensures that the farm remains **easily accessible** for guests, the owner and emergency services (fire brigade).
- ✓ Vehicles are parked **outside the go-kart track**.
- ✓ The grounds remain **tidy and aesthetically pleasing**, in keeping with the character of the farm and conducive to the **peace and quiet of all guests**.

A covered **bicycle shed** under the barn with a 5-metre bicycle cable lock is also available free of charge.

12. We are coming with an electric car and bicycle. Can we charge them in the car park?

7

There is no electric charging station yet, but one is coming. In the meantime, you can charge your batteries **for free** at the indoor and outdoor sockets (230 volts, 16 amps).

Please do not charge your batteries in front of the open barn! There is one **outdoor socket** at the entrance to the De Paardestal kitchen and two under the canopy.

Provided that you respect **the rules for safe charging** below.

How to charge batteries safely:

- Never charge batteries on evacuation routes (inside and outside)
- Do not charge in extreme temperatures, in direct sunlight or in freezing conditions!
- Charge the battery during the day, in a stable, non-flammable and ventilated place, keep an eye on it and do not charge it near the open barn!
- Check the charger, battery with cables and plugs for damage, deformation and compatibility before use
- When the battery is full, disconnect the charger.
- A leaking, excessively warm, strong-smelling, smoking, sparking or noisy battery will
 - Disconnect it from the mains.
 - placed outside away from flammable materials (heat gloves?),
 - Allow the battery to cool down, never extinguish with water,
 - Do not inhale toxic gases.
 - In case of heavy smoke or fire, call 112,

Travel Guide - FAQ



- Do not reuse the battery!

13. Arrival: We have found it, parked, and now what?

At the agreed time, we will be waiting for the tenant or a designated person (please provide name and telephone number). If you do not see anyone arriving, please call us on **0032 476 98 95 26**.

Upon arrival, we will give you a **mandatory short tour**. This tour is intended to ensure that:

- You do not waste time **looking for amenities** during your stay.
- Questions** can be asked
- As tenants, you can **inspect** the rented property and check that everything is to your satisfaction.
- You know where to find the **fire and emergency equipment**.
- Practical matters** and important **agreements** are clearly explained;
- The **house key(s)** are handed over to you.

We do our utmost to keep the tour **as short and efficient as possible**.

In addition, we provide Dymo labels and information sheets where necessary, and we have already placed additional information signs on the farm estate to make everything as clear as possible.

Please pass on the **information relevant** to you **that** was explained **during the tour** (keep a pen and paper or smartphone handy), as well as the information in this travel guide (available on site), to **everyone** in your group and any visitors. This will ensure that everyone is well informed and that your stay runs smoothly and pleasantly.

8

We wish you a pleasant stay!

14. How are the holiday homes heated and what should we pay attention to?

At 't Hof der Witte Damen, we heat with gas, electricity and wood. For normal consumption, gas and electricity are included in the accommodation costs.

Travel Guide - FAQ



Propane gas heats the water in the radiators.

Set the desired temperature by turning the thermostatic radiator knob to the appropriate number.

- * = 7°C
- No. 1 = 11°C
- No. 2 = 16°C
- No. 3 = 20°C
- No. 4 = 24°C
- No. 5 = 28°C



The recommended temperature length of stay and the comfort level.

A. Living rooms or sitting areas

- Max. 21°C
- <= No. 3
- Comfortable for sitting, reading or socialising

B. Bedrooms

- Max. 16°C
- <= No. 2
- Promotes deep and healthy sleep
- Summer + autumn duvet together

C. Kitchen

- Max. 16°C
- <= No. 2
- Extra heat is released during cooking and washing up.

depends on the use of the room, the

D. Bathrooms

- Between 20-22°C
- No. 3-4
- Wet ball effect and changing clothes. Only increase during use.

E. Toilets

- Max. 16°C
- <= No. 2
- Sufficiently comfortable for short-term use

F. Laundry room, stairwell, hallway or storage room

- Max 14°C
- <= No. 2
- Short-term use, cool storage room

9

When the temperature requirement changes or a room is not used for a longer period of time, the thermostatic radiator knob must be adjusted accordingly. Excessive consumption is not included.

Electric infrared panels (IFR)

In rooms where radiators and infrared panels are present together, only the infrared panels should be used!

Where only IFR panels are present (e.g. in bathrooms), these can of course be used in combination with the WiFi clock. There is an on/off button at the bottom of the clock.

The clock switches on automatically at 7 a.m. and switches off again at 5 p.m.

These panels produce pleasant infrared radiant heat (like a wood-burning stove) that penetrates deep into the wall and floor mass, retaining the heat for longer and gradually releasing it back into the room.

Keep the windows and doors of the bathroom closed during heating. Always ventilate thoroughly and briefly. Excessive consumption is not included.

Travel Guide - FAQ



Wood-burning stove in the horse stable

- Read the accompanying instructions provided with the wood-burning stove.
- Matches, natural firelighters and small pieces of wood are included in the price for normal consumption.
- The firewood in the box next to the stove comes from the maintenance of the numerous willow trees that surround the farm estate. A full box corresponds to 2 wheelbarrows and has a value of €50. After your departure, the before and after photos of the box will be compared and an estimate of 1/10 or €5 will be made of the consumption.

A few more practical tips for energy efficiency and everyone's comfort during their stay:

- 🏠 Give the room time
 - A room heats up gradually.
 - Turning the knob to setting 5 immediately does not help to heat it up any faster
- ☀ Sun = free heating
 - During the day: open the curtains when the sun is shining.
 - In the evening: close the curtains to keep the heat in.
- 🔥 Heat stays in
 - Walls and floors retain heat.
 - Keeping the temperature at the right level once is often more economical than constantly switching it on and off.
- 🛏 Sleeping cooler = sleeping better
 - A cool bedroom may feel cold when you enter it, but it is ideal for a deep and healthy night's sleep.
- 🪟 Gaps & ventilation
 - Do not leave windows tilted open while heating.
 - Better: open them fully for a short time, then close them again.
- 🔥 Radiator 'feel' ≠ room temperature
 - A cold radiator often means that the desired temperature has already been reached, not that it is not working.
- 👥 People also generate heat
 - With several people in one room, the heating can often be turned down a notch.

10

15. What do you mean by 'excessive consumption' of utilities?

Energy costs, including water, gas and electricity (including charging electric vehicles, bicycles, etc.) are included in the accommodation costs. Wi-Fi is also **free to use**.

In the event of **excessive consumption** of water, electricity, gas, internet (Wi-Fi), kitchen consumables and cleaning products, additional costs will be charged to the tenant.

For water, gas and electricity, we will note the **meter readings** before your arrival and after your departure in the inventory list. This can be found in the folder on the fridge. We will consult our **historical data** and determine whether excessive use has taken place during your stay. We take into account the occupancy, type of property, electric vehicles and the outside temperature.

For **data usage** on the Wi-Fi network, we set a limit of 2.5 gigabytes per property per night. 't Koeistal + De Paardestal are two properties.

Travel Guide - FAQ



16. Do we have to clean our holiday home before departure?

Tableware and cooking utensils with accessories must be returned clean, dry and in the same place. To help you, we provide photos in the cupboards, Dymo labels and [dishwasher instructions](#).

Only the **final cleaning** for **light soiling** is included in the rental price. If something is **spilled** or you make something dirty, it must be cleaned up immediately with the materials provided. This applies in particular to the natural stone and laminate floors in the holiday homes. But also for the numerous wooden exterior and interior fittings.

Cleaning examples Question & Answer:

- A. QUESTION: We used the kitchen to prepare a meal. There is some grease around the hob, and there are also some food residues left on the kitchen counter and the dining table. While clearing up, food residues were also spilled next to and around the organic waste bin.

ANSWER: This should be cleaned by the tenant. With the right kitchen linen and sufficient washing-up liquid, this can be easily removed.

- B. QUESTION: We stayed for 14 nights and noticed, at the end of our stay, a few dry crumbs under the dining table, dust starting to accumulate on the fridge, and the toilet and sink were not as shiny as when we arrived.

ANSWER: This is included in the final cleaning. We dust, vacuum and mop the floor, and clean the kitchen and bathroom after your departure. You are responsible for cleaning during your stay and for washing and drying the kitchen and bathroom linen. The washing machine and drying lines can be used free of charge.

- C. QUESTION: When unloading the dishwasher and/or drying the dishes by hand, a greasy film remains on the crockery.

ANSWER: This must be cleaned again by the tenant. A few tips:

- I. Remove all food residues, including baked-on food, with a scouring pad.*
- II. Rinse off greasy and coloured residue before starting to wash by hand or loading the machine.*
- III. Change your washing-up water regularly and use more washing-up liquid (see dosage on the bottle)*
- IV. Separate matt and shiny crockery*

- D. QUESTION: We used the rented barbecue and fire pit. Do we clean the grill and remove the ashes and coals?

Travel Guide - FAQ



ANSWER: No, this is included in the rental price of the appliance. We remove the ashes and coals and clean the appliance. Never throw ashes or coals in the bin as they may still be hot inside!

- E. QUESTION: The children come in full of enthusiasm with their muddy shoes. There is mud on the floor and a trail is visible.

ANSWER: This must be cleaned by the hirer and is not considered light soiling.

17. What is expected of us before we leave?

Tasks for the tenant after the end of the stay:

- a. **Tableware and cooking utensils** with accessories must be clean, dry, in the same condition as found and returned to the same place (photos in the cupboards as a guide).
- b. Only the final cleaning for **light soiling** is included in the rental price. If something is spilled or you make something dirty, it must be cleaned up immediately with the materials provided (see also point 14).
- c. Used **kitchen and bath towels** may be left in the drying facilities. Unused kitchen and bath towels should remain folded in the cupboard or on the drawer.
- d. **Bed linen** may not be removed; it is sufficient to open it up for ventilation. This ensures faster counting and checking after your departure.
- e. Any **items used** must be returned to their original place before your departure.
- f. All **rubbish bins** in the holiday home(s) must be emptied into the designated outdoor containers.
- g. Switch off **refrigerators** and open the door.
- h. Switch off **the heating** using the thermostatic radiator knob or pull the IFR plug out of the socket.
- i. Turn off **the lights**.
- j. Close windows that are sensitive to **rain and wind**.
- k. **Garden tables, play equipment** and similar items must also be left in the same condition and returned to the same place.
- l. **No belongings or food items** belonging to the tenant may be left behind in the property. See the following point for exceptions.

12

The barbecue, fire pit and wood-burning stove used may **not be cleaned**. **Ashes or charcoal residues** may still be hot inside, so never dispose of them in a rubbish bin due to the fire hazard. Cleaning and removal of ashes is included in the rental price.

Just before departure, the landlord, together with the tenant or an appointed person, will conduct a **brief inspection** of the property at the agreed time of departure. Any damage, missing items or irregularities must be reported to the landlord before departure.

It is **forbidden to leave** without a joint inspection having taken place, unless this has been expressly agreed.

In the hours and days following your departure, we will go through our inventory lists and carry out the final cleaning before the arrival of the next guest. After this work, we will declare the property **thoroughly**

Travel Guide - FAQ



inspected and inform the tenant about the refund of their deposit.

This will be done no later than **7 working days** after your departure (unless otherwise notified) and we will proceed with the refund of the rental deposit.

18. Can we leave items behind on departure due to practical travel restrictions?

To prevent **food waste**, unopened food items may be left behind upon departure.

Non-food items may also be left behind due to practical travel restrictions if they are still in good, usable condition. Please collect all items in one **central, visible place**.

Any items left behind that do not meet the requirements must be removed from the property by the guest in accordance with the waste sorting rules.

We will keep **lost items** for up to 1 month. Shipping is only possible if the shipping costs, packaging costs, mileage allowance and services are reimbursed.

19. We would love to come back again. Are we entitled to a discount?

13

Standard discount for returning guests

Returning guests receive a **standard 5% discount** on the cost of a direct booking. When booking online, use the discount code: **COMEBACK**.

The price difference can be up to 18% if your initial booking was made through an OTA (Booking, Natuurhuisje, AirB&B, etc.). This is because their commission is no longer applicable.

Check availability and prices on our own commission-free [online booking module](#).

Travel Guide - FAQ



A review is worth its weight in gold!

We are grateful to you for sharing your experience with us, online (links below) and in person with friends and family.

A Google or Facebook review entitles you to a **10% discount** on the cost of your next stay with us! Not combinable with other discounts.

