



## **Rental Terms**

You must be 18 years or older to make a booking. Please read these rental terms carefully.

### **Rental Period**

Before arrival at the holiday home, you will be given instructions on how to collect the keys. The holiday home must always be vacated by no later than 10am on the day of departure.

### **Use of the Holiday Home**

Unless otherwise agreed with us, the holiday may not be used for any purpose other than that of a holiday. If we suspect that acts are being committed that are contrary to applicable law, public order or decency, we have the right to gain access to the holiday home. If the suspicion is confirmed, we have the right to terminate the Agreement and to expel the person(s) in question from the holiday home with immediate effect and without refund of the rent.

### **Number of Guests**

At any one time, the holiday home and its grounds may be occupied (by which is to be understood staying overnight, although daytime guests are welcome) by no more than the number of people (including children of any age) stated in the Agreement. It is forbidden to pitch tents or to park caravans or similar on the grounds of the holiday home. If more than the maximum number of people are staying in the holiday home, or if you have pitched tents or parked caravans or similar on the grounds of the holiday home, we are entitled to ask the extra people to leave the holiday home without notice. If you do not comply with this request within 12 hours, the Agreement is terminated, and all occupants are obliged to leave the holiday home with immediate effect, without further notice and without refund.

### **Noise**

Occasionally, you may experience unexpected noise from neighbours, traffic etc to which we cannot be held responsible for.

### **Internet**

Internet is an extra service provided to you for pleasure and not for business purposes. Access is subject to availability and network conditions and must be used in accordance with relevant laws and regulations.

### **No Smoking**

Smoking is not permitted inside the holiday home or within the grounds of the holiday home.

### **Swimming Pools**

You are responsible for any use of the swimming pool and must follow the instructions provided at the holiday home. Children under the age of 16 are not permitted in the pool area without adult supervision. The swimming pool is not heated and may not be available all year round.

### **Prices & Payments**

The booking is immediately binding, regardless of how the booking is made. The rental amount will be charged in one or two instalments, see details below. Advance payments

do not constitute deposits. Unless otherwise stated, all prices are indicated in Pound Sterling (GBP) or Euros

We are obliged to collect local tourist taxes from you prior to your arrival and will be payable at the same time as the final payment is due. These taxes are calculated on a per adult, per night stay at the holiday home. These amounts will be communicated to you when your booking is finalised and you have provided us with the number of adults that will be staying at the holiday home.

**For bookings made 60 days or more before the start of the rental period** the following payment conditions apply.

- a. The first instalment of 20% of the total rental amount shall be due immediately and must be received by us no later than 2 days after the booking has been made.
- b. The second instalment, which amounts to the remaining 80% of the rental amount, shall be due and must be received no later than 42 days before the start of the rental period

**For bookings made later than 59 days before the start of the rental period** the following payment conditions apply.

The total rental amount is due immediately and must be received no later than 1 day after the booking has been made.

Failure to comply with the payment terms will be considered a breach of contract and we will be entitled to terminate the Agreement (without notice if no notice is possible). Termination of the Agreement shall not relieve you of the obligation to pay any amounts due.

### **Cleaning**

You must leave the holiday home tidy and in the condition that you wish to find it. The final cleaning is included in the rental price. This does not exempt you from doing the dishes, emptying the dishwasher and fridge/freezer, cleaning the oven and outdoor grill and tidying up in around the holiday home before you leave. If the holiday home is left in a disorderly state, you will be charged.

### **Damage**

You must treat the holiday home responsibly and return it in the same condition as you received it. You will be liable for any damage to the holiday home and/or its inventory, furniture, appliances or facilities caused by you or any other person to whom you have given access to the holiday home. Any damage to the holiday home and/or its inventory made during the rental period must be reported immediately to us. If you are liable during the rental period for minor damage, the value of which is no more than £120 GBP/136 Euros we will waive the claim for compensation. If the value of the damage exceeds £120 GBP/ 136 Euros, we will not waive the claim for compensation. Any claim for damage done during the rental period, whether reported by you or otherwise, must be notified to you within 4 weeks of the end of the rental period, unless you have been negligent.

### **Defects, Complaints &Remedy**

If you find the holiday home to be insufficiently cleaned, damaged or defective on arrival, you should make a complaint immediately as the holiday home will otherwise be deemed to have been handed over to you in good order and you will lose the right to make a claim. Complaints about cleaning should be made immediately. Complaints about damage or defects should be made as soon as possible and no later than 72 hours after the start of the rental period or the discovery of the defect or damage. Complaints should be made to us by telephone.

You must endeavour to avoid aggravating any damage, defect or fault and shall mitigate any loss as far as is reasonable. We are entitled to remedy any defect or fault. In the

event of a complaint, you must give us a reasonable period of time to remedy or repair any defect or damage. Early departure from the holiday home before the end of the rental period without our prior consent is at your own expense and risk. You risk not being able to terminate the Agreement and risk losing the right to compensation or a reduction in price if you make it impossible for us to remedy or repair any damage.

**Other Circumstances**

We cannot be held liable for changes in circumstances that are not related to the holiday home itself, just as we cannot be held liable for loss of enjoyment during the holiday stay as a result of such circumstances, including but not limited to factors such as roadworks or construction work near the holiday home, power cuts, closure of shops, facilities etc, changes in swimming opportunities, including a ban on swimming, changes in fishing rights and weather conditions including but not limited to floods, forest fires and drought. We cannot be held responsible for cases of insect infestation in the holiday home or on the property nor for theft of or damage to your property or similar circumstances.