

It is wise to read these "small letters" attentive. Both you and us find herein our rights and requirements. If you book an apartment with us, you automatically agree with these conditions.

1. Booking

- 1.1. You can book by phone, e-mail or internet. These ways of booking are for you and us binding.
- 1.2. The booking is just definitive after you receive the confirmation from us and the instalment has been paid.
- 1.3. The rent period goes normally of Saturday till Saturday. Other periods are only possible after consultation.
- 1.4. The reserved apartment is available on the day of arrival from 3 p.m. On the day of departure the apartment must be left before 10 a.m. Leaving the apartment clean behind.

2. Cost

- 2.1. The booking costs are €17,50.
- 2.2. On the day of arrival an amount of € 200,- must be paid as a guaranty.
- 2.3. Electricity costs, the mandatory end cleaning and the tourist tax will be calculated separately.
- 2.4. After deduction of electricity costs, clean-up costs, tourist tax and possible damage to the apartment the guaranty will be refunded.

3. Booking and payment

- 3.1. Every booking will be confirmed by us.
- 3.2. In 3 weeks after receiving the confirmation you pay 30% of the rent sum. The rest of the rent sum must be paid at least 6 weeks before arriving.
- 3.3. When you arrive within 6 weeks after booking the total amount has to be paid at once.
- 3.4. When payments are not in time we are entitled to cancel the reservation of the apartment. The cancellation conditions are then relentless in place (see article 5).

4. Time to consider

- 4.1. Every booking you can cancel within 8 days, counting from the booking date. Cancelling can be done by phone and in writing (e-mail). Using of this time to consider costs € 15,-, which you directly have to pay. We confirm after receiving this payment your cancellation.
- 4.2. With cancellation after these 8 days the cancellation conditions are relentless in place (see article 5).
- 4.3. For a booking within 6 weeks for arrival there is no time to consider. The conditions for cancellation are than in place like in article 5.

5. Cancellation by tenant

- 5.1. Cancellations have to be done by phone or per e-mail to us. Directly after receiving the cancellation we send a cancellation confirmation/-bill.
- 5.2. In cancellation within 8 days after booking it has expressed by article 4.
- 5.3. In cancellation after 8 days and till 6 weeks before date of arrival 30% of the rent sum will be calculated.
- 5.4. In cancellation between 6 and 3 weeks before date of arrival, 60% of the rent sum will be calculated.
- 5.5. In cancellation within 3 weeks before date of arrival the entire rent sum is owed.
- 5.6. All paid sums will be settled and directly paid conform the cancellation conditions and the cancellation bill.

6. Cancellation by us

- 6.1. In case that circumstances forces us to cancellation of the rented apartment, we will directly inform the tenant about this. When possible we will offer an alternative. When the alternative is not accepted by the tenant or when an alternative cannot be offered we will repay immediately the already paid amount to the tenant. The tenant has no more or other right then re-claiming of this amount.
- 6.2. In cancellation by us within 8 days before the date of arrival the tenant has the right to an amount of € 50 per reserved apartment, in case no alternative can be offered or the tenant does not accept this alternative.
- 6.3. Excluded of article 6.2 have been short term bookings, bookings that have taken place 6 weeks or shorter before the date of arrival.

7. Modifications by the tenant

- 7.1. When you like to change the rent period this is, depending on availability, possibly till 6 weeks before date of arrival. The costs for this are € 25,-. In case you like to transfer later then this above-mentioned term this is seen as cancellation and the cancellation conditions will be relentless in place (see article 5).
- 7.2. The number of persons can be freely modified, as long as the number of persons does not exceed the maximum of the apartment.
- 7.3. When modifications influence the rent sum (rebates, seasons) this will be calculated and the tenant receives a new bill whereupon the payment conditions are in place.

8. Responsibility of the tenant

- 8.1. During your stay in the apartment you as tenant are absolutely account for the total apartment. Damage, caused by your matter and/or by your trip comrades, will totally be repaid by you. Also for possible contingent costs you as tenant are absolutely account. We are entitled to still hold the tenant responsible for, in case the caused damage is not, or not properly, been settled or when the costs have not been (fully) paid by the tenant. All of the related costs come fully for account of the in the by booking confirmation mentioned tenant.
- 8.2. In the apartment presented house rules are irrefragable part of the lease and have therefore be followed.
- 8.3. Possible damage and/or deficits must be directly reported to us.

9. Responsibility of us

- 9.1. We do not accept a responsibility for loss, robbery, damage or lesion, of which kind caused to or by tenants of our apartments.
- 9.2. Possible faults either mistakes in the description or prices of the by us offered apartments do not bind us.
- 9.3. We do not accept a responsibility for damage that emerges by natural violence, natural disasters, attacks, strikes, violence's and the collide with an airplane or parts thereof.

10. Complaints

- 10.1. In spite of all our cares it is nevertheless possibly that you have a warrantable complaint. This complaint must be presented to us on the spot. Often a reasonable, acceptable solution is possibly and preserves you your vacation pleasure.

11. General

- 11.1. The information on these pages forms are irrefragable part of the booking.
- 11.2. Domestic pets are not allowed.
- 11.3. Smoking only is prohibited in the cellar of Oranžový dům. In the apartments and the general places smoking is not allowed.