

General rental conditions Hasenhof Neuerburg Gbr

Read these rental conditions carefully, both the tenant and the landlord or their representative (s) find their rights and obligations in these conditions. With your reservation and payment to Hasenhof Neuerburg Gbr you confirm that you agree with the conditions stated below.

1. Terms

The following definitions apply in these general terms and conditions:

Tenant = a natural person who rents or wishes to rent an accommodation from the range of accommodations from Hasenhof Neuerburg Gbr. This also includes those who stay with the tenant in the accommodation during the rented period.

Landlord = the owners or their representative (s) of the accommodation that is available.

Third party = any other (legal) person, not being a tenant or lessor

Reservation = a reservation of an accommodation of limited duration accepted by Hasenhof Neuerburg Gbr, namely no longer than three months per reservation per calendar year and exclusively for recreational private use.

Accommodation = the accommodation rented by the tenant.

2. Mediation by Hasenhof Neuerburg Gbr

Nature of the agreement

By reserving and paying for accommodation at Hasenhof Neuerburg Gbr, a tenancy agreement is concluded between the tenant and the landlord. These general terms and conditions apply to this.

General company information Hasenhof Neuerburg GbR

Hasenhof Neuerburg GbR is a partnership consisting of three people namely Johan, Marian and Jan Dobbe, based in Neuerburg, Germany. With the following information:

Hasenhof Neuerburg GbR
Johan, Marian, Jan Dobbe
Hasenhof 1
54673 Neuerburg, Germany
Tel: +49 1511 2109 337
Email: info@hasenhofeifel.com
USt-IdNr .: DE815723314
IBAN: DE16 5866 0101 0007 0080 13
BIC / Swift: GENODED 1BIT

3. Reserve and pay

After making a provisional reservation with the landlord, there is a period of 48 hours to confirm the reservation definitively. Within these 48 hours the landlord may cancel the provisional reservation in the event of insufficient availability or without further explanation of the reason.

The tenant must pay a deposit of 30% of the total rent and any other costs to the landlord within 7 days, in accordance with the specifications on the booking confirmation. If the landlord has received the down payment and the accommodation appears to be available, the reservation is confirmed by the tenant. If the tenant fails to pay the deposit in the aforementioned period, the reservation of the accommodation will lapse without the tenant being able to claim this. There are no further costs or obligations for the tenant.

The remaining amount, namely 70% of the total rent and any other costs must be paid to the landlord no later than 6 weeks before the start of the rental period. The landlord will send a reminder with instructions to the tenant in a timely manner. Failure or late payment of the remaining amount may result in a cancellation of your reservation. In this case you are not entitled to a refund of your deposit.

If there is less than 6 weeks between the reservation date and the start of the rental period, the entire amount is due at once within 7 days. If this is the case, this will be indicated on the booking confirmation.

Upon receipt of the total payment, the tenant will receive the residence ticket by email from the lessor. This contains the contact details of the lessor with precise instructions regarding the check-in procedure.

Landlord reserves the right at all times to refuse guests or cancel bookings for well-founded reasons.

Making a change in booking by the tenant

Rebooking after conclusion of the lease is only possible after agreement has been reached between the tenant and the lessor. Changing the rental agreement is only possible up to 90 days before the start of the rental period for which a change fee of € 45 is charged. After that, a change in a booking is no longer possible.

4. Cancellations

Cancellation of a vacation home or apartment by the tenant

In the event of a cancellation, the tenant owes the following cancellation costs:

- - up to 43 days before arrival the full down payment
- - 42 to 15 days before arrival 75% of full rent
- - from 14 days to the day of arrival 100% of full rent

The landlord advises the tenant to take out travel and / or cancellation insurance. Cancellations must be notified directly to the landlord by e-mail or by post and confirmed by the landlord. The day of receipt of the e-mail or letter is regarded as the day of cancellation.

Cancellation by Landlord

If any circumstance requires cancellation of the rented accommodation, the tenant will be notified of this as soon as possible and if possible, being offered an equivalent alternative. If this alternative is not accepted, or if a suitable alternative cannot be offered, the amount already paid by the tenant will be refunded. The tenant has no more or different right towards the landlord than to reclaim this amount.

5. Condition on site

Deposit, if applicable

Upon payment of the full rent, if applicable, you have paid a down payment (deposit). The deposit is refunded by the landlord to your bank or giro account within 3 days after departure. Any damage or loss of items present in or at the accommodation will be deducted from this.

All damage and defects that have not been reported to the landlord within 24 hours of the key being handed over are assumed to have been caused by the tenant.

Young people (groups of people <25 on average) pay a different deposit in some cases. For the purpose of the refund, the tenant must disclose his full address and bank details (IBAN and BIC code) to the landlord on site.

Cleaning fee

The cleaning costs are an inseparable part of the rent and include the final cleaning and management of the accommodation.

Bed, bath and kitchen linen

The bed, bath and kitchen linen are an inseparable part of the rent and include bed linen, towels, shower sheets and kitchen towels.

Traveling party

For each accommodation, the maximum number of people allowed is stated on the landlord's website (this includes children regardless of their age). The tenant must make the composition of the travel party known in advance. If the number of persons allowed is exceeded upon arrival at the accommodation without the express written permission of the landlord in advance, access will be refused, without there being any question of a refund. If it turns out that during the stay or after the stay, more people were staying in the accommodation than the maximum permitted persons, access for all tenants will be refused without any refund, and additional costs may be incurred by the tenant.

Arrival and departure

The tenant must report on the day of arrival at the location indicated by the landlord. Here the landlord will handle the check-in procedure with the tenant. During the check-in process, the tenant receives the keys to the accommodation.

If, due to unforeseen circumstances, the tenant is unable to check in within the normal check-in time, the tenant must contact the landlord as soon as possible but in any case before 4 p.m.

For verification, the tenant must show a copy of the reservation confirmation from the landlord and valid proof of identity of the travel party to the landlord upon arrival. On the day of departure, the tenant must leave the accommodation before the time stated on the booking confirmation. The tenant delivers the keys to the accommodation to the landlord.

Age reservation

Landlord reserves the right to refuse groups of youngsters aged <25 if this is not clearly indicated in advance of the booking.

Tents and caravans

It is forbidden to place caravans, tents, etc. on the ground belonging to the accommodation. The landlord has the right to summon the tenant to remove it immediately. If the tenant does not immediately comply with this demand, the landlord has the right to cancel the lease with immediate effect and the tenant is obliged to vacate the accommodation immediately.

Pets

If the tenant brings a pet without the express written permission of the landlord in advance, access to the accommodation will be refused, without there being any question of a refund. The landlord does not guarantee that no pets were present in the accommodation before your arrival.

Noise disturbance

The landlord does not guarantee that noise will not occur in the accommodation due to construction work, traffic or other causes.

Vermin

The landlord does not guarantee that no pests such as mosquitoes, ants and other animals will be present in the accommodation.

Swimming pool / jacuzzi / sauna

If there is a swimming pool, sauna and / or jacuzzi in the accommodation, the tenant is obliged to use it in a responsible, safe way. The tenant is obliged to allow children who do not have sufficient swimming skills to use the swimming pool and jacuzzi only under the supervision of an adult.

Cleaning

Your accommodation will be delivered clean. The cleaning teams of the landlord ensure that the tenant ends up in a well-cleaned accommodation. It is the intention that the tenant leaves the accommodation as found by the tenant. The tenant must immediately inform the landlord within 24 hours of all comments or remarks about cleaning or inventory on the day of arrival.

Delivery of the accommodation by the tenant

Upon leaving your accommodation, the tenant will ensure that:

- Table ware and cutlery are washed and stored, and other kitchen utensils are located in the designated places.
- The dishwasher is empty.
- The household waste in the designated waste containers has been disposed.
- The fireplace and barbecue are empty and cleaned.
- The patio furniture is in place and the garden and / or patio is free of waste.
- The house swept clean.

If the accommodation and the accompanying garden and / or terrace are not left behind as described above, the landlord is entitled to withhold the cleaning costs from the deposit up to a maximum of € 250.

If the rented bed linen / towels is torn, stained or otherwise abnormally damaged or rendered unusable, the landlord is entitled to withhold the replacement costs from the deposit.

Access Law

By virtue of its function, the landlord has the right to enter the accommodation at any time if it deems this necessary. The landlord will try to make the entry known to the tenant before entering.

Facilities

Not all sports facilities, swimming pools, playgrounds, restaurants, places of entertainment, etc. mentioned in the description are open day in, day out, all year round. The landlord is not liable for the facilities of third parties that were not accessible for any reason during your stay.

Utilities

It is possible that during your stay certain utilities (including water, electricity) have temporary interruptions in the delivery. The landlord has no influence on this and cannot be held liable for such interruptions.

6. Liability

Liability of the tenant

During your stay in the accommodation, you as a tenant are fully and personally liable for the rented property, the furnishings and all items that belong to the object and the damage that is suspected without proof to the contrary that it was caused by your actions and / or by your traveling companions, must be fully reimbursed by the tenant to new value, on the spot to the landlord. The tenant is also fully liable for his (non-accountable) fellow travelers. The landlord is entitled to possibly use the deposit for this. If this does not take place immediately, the tenant will be legally involved.

Between 10 p.m. and 8 a.m. the tenant must respect the night's rest of the residents and not cause any nuisance.

In the event of extreme damage to the home or serious nuisance caused by the tenants, the landlord has the right to immediately terminate the lease without any refund.

Liability of the landlord

The landlord is responsible for the implementation of the obligations arising from the lease. The landlord can never be held liable for damage and / or costs suffered by the tenant. The landlord is not liable for loss, theft, damage or injury of any kind caused to or by tenants of the accommodation. The landlord is also not liable for any nuisance during the stay. The landlord is never liable further than the rent paid by the tenant.

7. Complaints

The tenant must immediately report any complaints regarding the implementation of the tenancy agreement to the landlord and must first come to a solution with the landlord. The tenant must at all times give the landlord the opportunity to find a suitable solution to the complaint. Early departure, without prior consultation with the landlord, indemnifies the landlord from any acceptance of a complaint or any form of refund and / or compensation.

If the complaint cannot be satisfactorily resolved on the spot, it must be submitted in writing and with reasons to the landlord no later than 4 weeks after return. The landlord strives to deal with this complaint, insofar as it relates to the implementation of the lease, with the necessary diligence. Every claim right expires 3 months after the end of the rental period of the vacation accommodation. The landlord is never liable further than the rent paid by the tenant.

German law applies to all disputes with Hasenhof Neuerburg GbR, landlord.

May, 2018