

General Terms and Conditions (T&Cs) for the „Haus am See“

1. Utilization of the T&Cs

The following rules set within these AGBs are applicable for the four rental flats in the „Haus am See“ Unterlangensee 4, 88099 Neukirch. The four flats are: „Seebrise“, Baurm-Suite“, „Alpengeflüster“ and Waldzauber“.

2. Booking

A binding booking is generated with the provision of a booking confirmation by the hirer and by return shipment of the signed T&Cs by the renter. Applicable are the time frames, persons and flats stated in the booking confirmation.

A sole booking request is not a binding booking.

3. Payment terms

Applicable is only the price stated in the booking confirmation. There is no deposit requested. The price includes tax, water, electricity, heating, bedding, towels, internet access via WLAN and free parking.

The applicable amount is to be paid upfront to:

- Bank: Volksbank FN-TT eg
- Account holder: Alfred Broger
- IBAN: DE59 6519 1500 0070 0630 10
- BIC: GENODES1TET

Or alternatively to be paid cash to the hirer, latest 2 days after arrival.

4. Cancellation

The following conditions apply for cancellations (crucial is the date of reception of the written cancellation inquiry):

- Cancellations up to 2 months prior to arrival date: free of charge
- Cancellations within 2 months prior to the arrival date 90% of the price stated in the booking confirmation. As soon as a cancellation request is received the hirer will try to re-rent the flat. In case this is successful, the above stated cancellation fee is not applicable. In case a re-rental is not possible the above cancellation fee will be charged. We recommend cancellation insurance.

In case you decide during the stay to shorten the time of your stay, the full price of the booking confirmation will be charged.

5. Check-in

The rented flat is available on the arrival day stated in the booking confirmation from 15.30. Please note that latest check-in time is 19.00.

6. Check-out

The rented flat is available on the departure day stated in the booking confirmation until 10 o'clock.

You can return the key between 9.30 and 11 o'clock.

The rented flat must be returned tidy and well-swept. The hirer has the right to check the flat in detail for acceptance processing.

7. Key

On the day of arrival the renter receives one set of keys per flat, consisting of key for the flat and for the building. In case of loss of keys the costs for changing the locking system will be charged to the renter. We recommend having such potential costs covered via the personal liability insurance. The keys must be returned to the hirer at the day of departure.

8. Persons

The rented flat is only for the amount of persons stated within the booking confirmation. Changes request a written confirmation by the hirer, especially for additional people staying overnight into the flat. In case of non-compliance the hirer has the right to send unauthorized persons of the property. Such non-compliance can furthermore create the right for compensation claims.

9. Animals, smoking

Generally animals are not allowed in our apartments. Provision of animals is only possible after alignment with and written confirmation by the hirer. This is also applicable for visitors of the renters. The complete building is a non-smoking area.

10. Cleaning costs

Per flat an end-cleaning fee is charged which is included in the rental price. In case of gross contamination the hirer has the right to charge additional cleaning efforts.

11. Utilization of play equipment

The utilization of the provided play equipment indoor and outdoor is on own risk. The children have to be supervised by the parents during utilisation.

12. Liability & compensation

The renter/s is/are requested to take care of the rented flat and to prevent any damages to the flat or the inventory. In case of damages on the rented flat, the hirer has the right to invoice corresponding costs (for rework or new purchase) to the renter.

13. Duties of the hirer

With a final booking (booking confirmation and acknowledgement of T&Cs) the hirer has the duty to provide the rented flat at the agreed date. In case the flat cannot be provided as agreed, because of circumstances which are outside the influence of the hirer (vandalism) or force majeure (fire, storm damage) the hirer is only liable in the amount of the

rental price stated in the booking confirmation. The hirer is not liable for damages outside its area of influence.

14. Place of jurisdiction

In case of legal claims the place of jurisdiction is the responsible court at the business place of the property. Applicable law is German law.

15. Revision

T&Cs, revision 1.4 dated 15. June 2020. These T&Cs are applicable until a new revision is published.