

# General Terms and Conditions

Dear guest,

the following general terms and conditions regulate the contractual relationship between you and us. Please note that you accept these terms with your booking.

## **1. 1. binding booking**

- a. The contract is considered to be bindingly concluded when the apartment is ordered and promised or made available at short notice. In case of direct online bookings via our service provider beds24, the contract is only considered concluded when you have received the detailed booking confirmation from us with the payment information.
- b. What was stated on the booking confirmation is considered as agreed. This will be sent to the guest in written form (preferably by email), if time permits.

## **2. prices and payment**

- a. The indicated prices are final prices and include the legal value-added tax
- b. The agreed prices include all consumption-dependent ancillary costs (water, electricity and power).
- c. Upon conclusion of the contract, a pre-payment of 20% of the agreed price is required. The request is made on the booking confirmation. If the amount is not credited to the account of the landlords by the date stated on the booking confirmation, the lessor is entitled to withdraw from the contract.
- d. The payment of the remaining amount (in case of short-term rental of the total amount) is to be made in cash, by EC card or credit card (Mastercard or VISA), upon arrival.

## **3. arrival and departure**

- a. The apartment is available for you on the agreed day of arrival from 15:00 o'clock. The vacation apartment must be occupied by 20:00 at the latest. Late arrival times are possible by arrangement.
- b. On the day of arrival, the registration form will be filled out with all persons travelling. Only these persons can occupy the apartment.
- c. On the agreed day of departure, the apartment must be returned by 10:00 a.m. at the latest. After consultation and possibility, a longer use can be arranged. For the additional use of the vacation apartment until 6:00 p.m. half of the daily rate will be charged and after 6:00 p.m. the daily rate will be charged.
- d. The vacation apartment is to be left swept clean upon departure. The dishes including pots and pans are to be put cleanly into the cupboards. The waste must be disposed of in accordance with the regulations. (You will find information in the house). If the apartment is particularly dirty on departure, a separate cleaning fee will be charged depending on the amount of work involved.
- e. On arrival we may require a deposit of 50 EUR. This will be returned to you after your stay, if the apartment has been left in an orderly condition.

#### **4. general rights and duties, house rules**

- a. The guest has to treat the vacation home and its inventory with care. The guest has to obey the house rules. From 22.00 o'clock to 7.00 o'clock the night rest applies. During this time special consideration for the neighbors is required.
- b. The guest is obliged to keep windows and doors closed when leaving the apartment, to turn down the heating and to switch off lights and technical devices.
- c. Pets are not allowed in the apartment.
- d. Smoking is not allowed in the vacation apartment and the house. In case of violation we can charge a cleaning fee of up to 200,00 EUR. Smoking is only allowed on balconies and terraces.
- e. The use of the internet is permitted for guests registered with us as long as the use does not violate the legal regulations. Criminal acts (especially illegal downloads, page views) will be reported and prosecuted. The guest alone is liable for any illegal use of the Internet.
- f. The insertion and/or attachment of materials for decoration or similar is not permitted in the apartment. The guest is solely liable for any decoration or similar that is nevertheless inserted and/or attached and releases the provider from any claims by third parties. He is also obliged to compensate for damages caused by the insertion and/or attachment of decoration or similar.
- g. The landlords has a right of access to the apartment at any time, in particular with danger in the delay. The interests of the guest worthy of protection are to be taken into consideration appropriately when exercising the right of access. The landlords will inform the guest about the exercise of the right of access in advance, unless this is not reasonable or impossible for the guest according to the circumstances of the individual case.

#### **5. indoor swimming pool use**

- a. The indoor swimming pool is open daily from 8.00 to 20.30 for our guests. Persons who are not registered with us as guests are not allowed to enter the indoor pool.
- b. Entering and using the in-house indoor swimming pool is at your own risk. There is no supervision.
- c. The wet area is slippery and may only be entered with appropriate footwear.
- d. The swimming pool water must not be contaminated. Before using the swimming pool, the body must be showered thoroughly.
- e. It is prohibited to jump in, push or throw other bathers into the pool.
- f. It is not allowed to bring food or glass objects into the pool area.
- g. Personal belongings can be stored in a locker. The landlords excludes any liability for loss, damage or theft of personal belongings.
- h. The stay in the bathing area is only allowed in swimwear.
- i. Entering the indoor pool with street shoes is not allowed.

## **6. additional services**

- a. Sauna/Sanarium
  - i. Possible during your stay by appointment.
  - ii. The valid prices for use are stated on the booking confirmation
- b. Change of bed linen during your stay per set € 8,00
- c. Change of towels during your stay per set (1 shower towel and 1 towel) € 2,50

## **7. cancellation of the apartment (cancellation by the guest)**

- a. Any cancellation can be made by phone, mail or e-mail.
- b. If the guest cancels before the beginning of the rental period, the following cancellation fees will be charged:
  - i. Cancellations from 6 weeks before arrival will be charged with 50% of the rental price
  - ii. cancellations from 3 weeks before arrival will be charged with 80% of the rental price
- c. The calculation basis of the period is the day on which the cancellation is received by the landlords. To avoid cancellation fees, it is recommended to take out a travel cancellation insurance.
- d. In case of cancellation before 6 weeks before the beginning of the rental period, a processing fee of 50.00 EUR can be charged for foreign remittances of the deposit.

Information on special cancellation conditions due to the Corona Pandemic can be found on our website under the heading "Corona Information": <https://schwarzwaldmaedel-ferienwohnungen.de/corona-information>