

General Terms and Conditions

By paying the deposit, the tenant agrees to the general terms and conditions.

1. General

1.1 Tenant is understood to mean the person who enters into the rental agreement with "TOP-VAKANTIEHUIZEN.BE".

2. Reservation and payment

2.1 The rental agreement is concluded as soon as the booking has been confirmed by "TOP-VAKANTIEHUIZEN.BE" (See confirmation email).

2.2 Services and facilities to be agreed with the owner upon arrival at the holiday destination or contact us by email/telephone.

2.3 No later than 7 days after receipt of the confirmation email, "TOP-VAKANTIEHUIZEN.BE" must have received a deposit of 30% of the full rental price from the tenant, unless "TOP-VAKANTIEHUIZEN.BE" and the tenant agree on an adjusted arrangement. After payment, the tenant accepts the general terms and conditions.

2.5. The remaining 70% of the rent and the deposit must be paid into the bank account of "TOP-VAKANTIEHUIZEN.BE" no later than 2 months before the stay, unless an adjusted arrangement has been agreed.

2.6 When booking at a term of (less than) 2 months before the stay, the entire rent must be paid at once after receipt of the rental contract.

2.7 In the event of late payment of the amounts due, the tenant will automatically be in default. "TOP-VAKANTIEHUIZEN.BE" will then send a reminder by email. If the amount due is not in the possession of "TOP-VAKANTIEHUIZEN.BE" within 3 days after the date of the reminder sent, the agreement is deemed to have been cancelled, in which case "TOP-VAKANTIEHUIZEN.BE" is entitled to charge cancellation costs as described in article 3 of these general terms and conditions. 3. Cancellation

3.1 If the tenant wishes to cancel the agreement, in addition to the reservation costs, cancellation insurance costs that will not exceed the amount of the rental sum will be charged, unless in that case a cancellation insurance has been taken out that provides cover.

3.2 "TOP-VAKANTIEHUIZEN.BE" is entitled to cancel the agreement if the tenant is in default and/or otherwise in the cases described in these general terms and conditions.

3.3 In the event of cancellation before the period of 2 months before the start of the stay, the tenant owes an amount of 30% of the total rental sum + 55 euros administration costs.

3.4 In the event of cancellation within the period of 2 months before the start of the stay, the tenant owes the full rental sum + 55 euros administration costs.

3.5 Cancellation insurance:

We recommend that you take out cancellation insurance! The contract must be signed up to a maximum of 10 days after this confirmation!

4. Arrival and departure

4.1 Check-in: from 16:00 to 23:45 (every day), check-out: before 10:00.

5. Sheets and towels

Holiday home: Sheets and towels are included in the rental price and are therefore provided in the holiday home.

6. Deposit

6.1 A deposit of 300 euros must be paid.

We trust that you will inform us if there is any culpable damage etc. If everything has been left in good order inside and outside the holiday home and the key has been returned to us, the deposit will be transferred back to you as soon as possible. If the damage exceeds the deposit, we will send you an invoice for the costs. If a settlement can take place, we will settle this with the remaining deposit.

7. Residence taxes from 16 years: 2.20 euros/pers./day

8. Pets are not allowed.

9. Other

9.1 Smoking is not permitted in the holiday homes unless otherwise stated in the holiday home and/or guest room itself.

9.2 Insofar as there are house rules in the home, the tenant must comply with the provisions of these rules without exception. A copy of an applicable house rule is available in the holiday home. 9.3 Liability: We cannot be held liable for: theft, loss, damage, injury, or accident caused by persons or goods during and as a result of your stay.

9.4 Tenant(s) who cause or can cause such nuisance or inconvenience that the proper execution of a stay in the holiday home is or can be greatly hampered, can be excluded from (continuation of) the stay by the manager on site, if the manager on site cannot reasonably be expected to comply with the agreement. All resulting costs will be borne by the tenant(s), if and to the extent that the consequences of nuisance or inconvenience can be attributed to him/them.

9.5 Maximum number of persons: Use and occupancy by a maximum of the number of persons indicated in advance for which the holiday home is furnished. If it is found that the holiday home is occupied by more than the permitted number of persons, we will take measures. Always discuss this with us first. 9.6 Service – numbers:

On site: +34 629 72 11 67, after 5 pm +34 696 18 78 34

TOP-VAKANTIEHUIZEN.BE : + 32 56 89 15 80

Should a shortcoming occur despite our many efforts or should a possible complaint not be resolved on site, we kindly ask you to inform us immediately. Please understand that without notification we can no longer accept complaints after the trip.