

Article 1:

A deposit is required for every reservation and must be paid within five days after receiving the final email confirmation. The balance must be paid no later than six weeks before the rental start date. Failure to do so will result in cancellation, with the applicable cancellation terms (Article 4) coming into effect. In such cases, the landlord may re-list the property for rental. If a reservation is made less than eight weeks before the rental start date, full payment must be made immediately.

Article 2:

A reservation becomes valid upon payment of the deposit by the tenant. If the payment term is exceeded, the reservation is void. The date the payment is credited to the landlord's account is considered the payment date. By making this payment, the tenant acknowledges having read and agreed to the general rental terms and the property description.

Article 3: Cancellation by the Tenant

Tenants are strongly advised to purchase cancellation insurance. Natural disasters, extraordinary weather, blockades, terrorism, or other force majeure events preventing the tenant from occupying the rental property do not qualify for cancellation. Cancellations must be made in writing via email to the landlord. Cancellation fees are as follows:

- Cancellation between 90 and 60 days before the rental period: 70% of the rental price.
- Cancellation less than 60 days before the rental period: 100% of the rental price.

An administrative fee of €400 will be charged for all cancellations. Refundable deposits will be returned to the tenant in all cases of cancellation. No refunds will be issued for early departures or unused rental periods.

Article 4:

The landlord is not responsible for any disruption, alteration or hindrance to the tenant's stay resulting from unforeseen, unexpected, or insurmountable events beyond their control. The landlord is also not liable for inconveniences caused by third-party works (e.g., municipality, province) or interruptions to gas, water, or electricity supply regardless of cause. Furthermore, the landlord disclaims responsibility for loss, theft, or damage to luggage, personal belongings, or vehicles, as well as costs arising from delays preventing timely arrival at the holiday home.

Article 5: Cancellation by the Landlord

If unforeseen circumstances require the landlord to cancel the agreement, the tenant will be promptly notified, and all payments will be refunded. If the cancellation is not due to force majeure, the landlord will offer an equivalent alternative property.

Article 6: Complaints and Disputes

Complaints must be reported immediately on-site to the keyholder and sent via email to the landlord. If the keyholder is unavailable, the tenant should contact the landlord directly. Both parties will work to resolve any issues promptly. The current contract is drawn up and must be interpreted according to Belgian law. All disputes arising from this contract fall under the exclusive jurisdiction of the Belgian courts and will be handled in the courts of Dendermonde.

Article 7: Arrival and Departure

Arrival at the vacation rental is generally scheduled from 4:00 PM, unless otherwise agreed upon. It is recommended to contact the person responsible for check-in the evening before arrival to confirm an exact arrival time. Should unforeseen circumstances arise that require changes to the agreed time, the guest must notify the responsible person again via phone.

Following this procedure ensures that the owner cannot be held liable for any delays in accessing the property upon arrival, unless the guest has failed to notify changes to the agreed time in a timely manner.

Guests must arrive no later than 8:00 PM. For arrivals after this time, the responsible person may charge €20 per additional waiting hour. Please make appropriate arrangements with the person handling the check-in process. The relevant phone number will be provided in advance via the voucher, sent by email two weeks prior to departure.

On the day of departure, the property must be vacated by 10:00 AM at the latest.

Article 8: Maximum Occupancy

The vacation rental may not accommodate more guests than the maximum number specified in the advertisement, unless prior consent has been granted by the property owner. If the number of occupants exceeds this limit, the person responsible for check-in has the right to deny access to the additional individuals.

If extra guests stay in the property without the knowledge or consent of the person responsible for check-in, a surcharge of 25% of the total rental price per additional guest will be imposed. This surcharge may be deducted from the security deposit if necessary.

Article 9: Security Deposit

Upon arrival at the vacation rental, the tenant must hand over the voucher to the person responsible for check-in, which indicates the amount of the security deposit paid via bank transfer, and whether there is any remaining balance to be settled. Upon departure, the same voucher will be used to obtain a signature from the person receiving the keys, noting the tenant's right to a full or partial refund of the deposit. In case of a partial refund, the reason will be specified. The deposit will be refunded to the tenant's bank account within 14 days of departure. The tenant is asked to email the bank account details for the deposit refund upon returning home.

Article 10: Additional Costs

Tourist taxes (taxe de séjour) are paid by the tenant and will be settled with the security deposit based on the number of nights per adult (18+ years).

Article 11: Cleaning

To ensure that our tenants arrive at a clean home, it is mandatory that the cleaning is carried out by a person designated by the landlords. The tenant must ensure that the house is left in an orderly manner and that all possible waste, including empty bottles, food scraps, etc., is removed.

The tenant can choose to use our cleaning services for these tasks, such as cleaning the BBQ or taking out the trash, for a small additional fee. This fee is indicated on the checklist, which you will review with the property manager upon arrival.

The tenant acknowledges the following:

The opening and closing dates of the swimming pool depend on weather conditions, and no guarantee can be provided that the pool will be open or remain open. If unforeseen circumstances during the stay make the pool unusable, this cannot be charged to the landlord.

- Bed and bath linens are not included in the rental. If desired, the tenant may order these from the landlord for an additional fee.
- Final cleaning is mandatory and payable upon arrival unless otherwise agreed.
- Pets are not allowed in the property unless written and prior permission has been granted by the landlord.

By paying the deposit, you agree to these terms and conditions.