

# General Terms and Conditions (GTC)

## Rental agency Hohenlohe

The rental agency Hohenlohe operates exclusively on behalf of the owners of the vacation properties and thus on behalf of third parties. Claims for damages from the rental relationship against the agency are excluded. Any claims in terms of travel contract law are to be made against the owner.

### §1 Conclusion of a guest accommodation contract

The guest accommodation contract is concluded as soon as the vacation object has been ordered and confirmed in writing or, if a confirmation was no longer possible for reasons of time, made available. The conclusion of the guest accommodation contract obligates the contractual partners to fulfill the contract, regardless of the duration of the contract. In case of non-utilization of the contractual services, the guest is obliged to pay the agreed or customary price, minus the expenses saved by the landlord (e.g. final cleaning, etc.). A fee of 20 € will be charged for changes to the guest accommodation contract after conclusion of the contract. The landlord is required in good faith, not claimed vacation properties to allocate elsewhere, if possible, to avoid losses. Until the vacation object is given to someone else, the guest has to pay the calculated amount for the duration of the contract.

### §2 Number of persons

The vacation property may only be occupied by the previously agreed number of people. A deviation must be agreed with the rental agency Hohenlohe and is subject to charges. The minimum rental period also applies to persons who are only temporary guests in the object. A reduction of the number of persons after conclusion of the contract does not lead to a change of the rental price.

### §3 Arrival / Departure

The vacation property is available from 16:00. Departure must be no later than 10 am. **Earlier arrival or later departure is not possible.** If the tenant does not appear on the day of arrival until 22.00 o'clock, the contract is considered terminated after a period of 48 hours, without notification to the landlord. The landlord or his representative can then freely dispose of the object. A (pro rata) refund of the rent due to early departure will not be made in principle. Arrival and departure day are considered as one day.

#### §4 Admission to the accommodation

The key is in a key box at the entrance. The PIN will be communicated by mail 3 days before arrival. The PIN box does not open automatically after entering the code, but must be opened mechanically by push button. On departure, the key must be returned to the box with known PIN. The tenant is liable for loss of the key, because he is obliged to hand over the vacation home including the key after the end of the tenancy.

#### §5 Payment

The rental agreement receives its with the receipt of the deposit to the account of the owner.

Validity. The deposit in the amount of 30% of the rental amount is due within seven days due for payment after receipt of the booking documents. After the deposit has been made 30 days before departure the payment of the balance is due. If the payment deadlines not complied with, the lessor may withdraw from the contract. The non-payment is considered as Withdrawal and entitled to re-rent. **Confirmation of receipt of payment by the agency is not made.** The agency will be notified by the owner only if no corresponding installment has been received. Then the agency takes the liberty to remind the guest about the payment.

#### §6 Withdrawal

If a binding accommodation contract has been concluded, the following applies: booked is booked. The guest cannot unilaterally withdraw from the concluded contract, regardless of the reasons for cancellation (exception: force majeure). For example, bad weather and illness do not justify withdrawal from the contract. Therefore we recommend the conclusion of a travel cancellation insurance.

We offer the following voluntary cancellation policies to our guests:

Cancellation more than 90 days before arrival - 30% of the rental amount

Cancellation 60-90 days before arrival - 50% of the rental amount

Cancellation 30-60 days before arrival - 70% of the rental amount

Cancellation 15-30 days before arrival - 90% of the rental amount

Later than 15 days before arrival the total rent is to be paid

plus 50 € administration fee for each cancellation

## §7 Changes to the contract and rebooking

For each subsequent change of the contract, such as the increase of the number of persons or the subsequent change of bed linen, etc., the agency will charge a processing fee of 20 €.

## §8 Duties of the tenant

The tenant agrees to treat the rented property (vacation home, inventory and outdoor facilities) with care. If damage to the vacation home and/or its inventory occurs during the rental period, the tenant is obliged to report this immediately to the agency.

Defects and damages already detected upon arrival must be reported immediately to the agency, otherwise the tenant is liable for these damages. A reasonable period of time must be allowed for the rectification of damage and defects. Claims arising from complaints that are not reported immediately on site are excluded. Complaints that are received by the agency only at the end of the stay or after leaving the vacation property are also excluded from compensation. In the event of any service disruptions, the tenant is obliged to do everything reasonable within the scope of his legal obligation to contribute to the elimination of the disruption and to keep any damage incurred to a minimum. The house is to be kept clean by the tenant during the vacation stay and is to be returned in the condition in which it was taken over. The house is to be left in a tidy condition. An obligatory final cleaning will be carried out. Cleaning of kitchen equipment is not included in the final cleaning. On the day of departure personal belongings are to be removed by the tenant, household waste is to be disposed of in the bins provided, this includes the removal of glass bottles & paper. Dishes are to be stored clean and washed in the kitchen cabinets. The dishwasher must be cleaned out and on display.

The guest must complete and sign the registration form for accommodation establishments displayed in the vacation property.

## §9 Equipment

Bed linen and hand or bath towels are not included in the rental price, but can be rented for a fee. These must be ordered directly at the time of booking, a subsequent booking or change is subject to a fee. Sleeping in the beds without bed linen is not allowed. Any additional costs incurred will be charged. Baby cribs and high chairs can be ordered in advance - subject to availability. Here, too, a lead time of at least one week is required. Further equipment details of the vacation object can be taken from the homepage.

For technical reasons, it is not permitted to charge e-vehicles via the power supply of the vacation home. This is not designed for this purpose and the risk of fire increases significantly. In case of violation, the guest is liable.

Internet access is provided at most vacation properties. The bandwidth varies depending on the regional situation. There is no right to a certain bandwidth. The guest has to take into account the applicable legal norms, such as copyright law, when using it and is liable in case of infringement. The guest uses the internet access at his own risk, e.g. with regard to viruses, Trojans, etc.

## §10 Pets

Pets may be brought only in agreement with the rental agency and for a fee, in the number specified in advance. Out of consideration for following guests, dogs are not allowed in the bed, on the sofa or on the armchair. The dog excrement in the garden and around the vacation property is to be collected. We ask you to vacuum through before your departure to remove the animal hair. Any additional cleaning costs incurred as a result of this will be invoiced subsequently.

## §11 Data protection

The lessee agrees that within the framework of the contract concluded with him Contract necessary data about his person stored, changed and / or deleted. will be. All personal data will be treated with absolute confidentiality.

## §12 Liability

The tender has been prepared to the best of our knowledge. For an influence of the rental object due to force majeure, due to power and water failures customary in the country and

No liability is assumed for severe weather. Likewise, no liability is assumed for the occurrence of unforeseeable or

unavoidable circumstances such as official order, sudden construction site or for Disturbances due to natural and local conditions. However, the agency is happy to assist in the elimination of the problems (as far as possible).

The arrival and departure of the tenant is his own responsibility and liability. The Owner is not liable for personal belongings in case of theft or fire. The tenant is fully liable for wilful destruction or damage.

## §13 Final provisions

Photos and text on the website or in the flyer are for realistic description. The 100% match with the rental property cannot be guaranteed. The Owner reserves the right to make changes in equipment (eg furniture), provided that they are equivalent. Should one or more provisions of these terms and conditions be or become invalid, this shall not affect the validity of the remaining provisions. The invalid provision shall be replaced by a valid provision that comes as close as possible to the economic and legal intent of the contracting parties. German law shall apply. Place of jurisdiction and place of performance is the place of residence of the owner.

These General Terms and Conditions (GTC) are part of the rental contract and are accepted with the deposit and are legally valid even without signature.