

# TERMS AND CONDITIONS

## RENTAL PERIOD

Traditionally, Immo La Terrasse rents per week, with arrival on Friday afternoon from 15.00 and departure on Friday morning before 10.00.

Of course, you can make a booking for a longer period of time, for a weekend (from Friday afternoon till Monday morning), or a midweek (from Monday afternoon till Friday morning).

If you require a special rental period, do not hesitate to contact us for a tailor-made proposal.

## RENT

The rents are all-inclusive and include:

- the basic consumption of water, electricity, gas, and heating oil;
- the liability insurance for tenants (fire, water damage, and glass breakage);
- the cancellation insurance;
- the inspection of the holiday home on arrival and departure.

The following costs are additionally charged:

- any excess consumption of water, electricity, gas, and heating oil;
- the cleaning costs;

All rents are exclusively for informative purposes. Only the rent as stated on your booking voucher is binding.

## DEPOSIT

In addition to the rent, a deposit of € 150 per week. After deducting the additional costs and any damage, the deposit will be refunded no later than four weeks after your stay.

## CLEANING

You are yourself responsible for cleaning your holiday home. If you wish, we can arrange this for you. The following rates apply:

- Studio: € 80 • Apartment with one bedroom: € 90
- Apartment with 2 bedrooms: € 100 • Apartment with 3 bedrooms: € 110
- Apartment with 4 bedrooms: € 120
- Fisherman's cottage: € 130
- Villa with 2 or 3 bedrooms: € 140 • Villa with 4 bedrooms: € 150
- We apply higher rates for specific types of accommodation.
- The above-mentioned rates will be doubled for cleaning on public holidays.

All tenants, including those who have paid for cleaning, have to observe the following guidelines on departure:

- Please leave the accommodation neat and tidy ("broom clean").
- Please empty the dustbins and use the official garbage bags, available at Immo La Terrasse if necessary. These garbage bags should be placed outside at the prescribed times. Only official garbage bags may be deposited into the municipal containers (Moloks).
- Please do not leave any empties or foodstuffs in the accommodation.
- Please empty, clean, and switch off the refrigerator. Make sure to leave the door open after switching off the refrigerator.
- Please clean the other kitchen appliances (coffee-maker, (microwave) oven, dishwasher, etc.) as well.
- Please draw the curtains and close any roller shutters.
- Please set the thermostat to 10° C during the winter months.
- Please do not leave any items on the balcony and/or in the garden.
- Please clean the BBQ after use.

Immo La Terrasse reserves the right to charge costs in case of flagrant breaches of the above-mentioned guidelines.

## BOOKING AND ADVANCE

After you have booked your holiday home, we will send you a booking voucher and ask for an advance to the amount of 50% of the total price. Your booking will be final on receipt of this advance. The remaining amount will have to be paid two weeks before arrival.

In case of a booking within one month before arrival, we will ask you to pay the full amount on receipt of the booking voucher.

## IMPORTANT NOTES

- The keys can be collected at our office in Koksijde-Bad from 15.00 on the day of arrival and must be returned to us no later than on 10.00 on the day of departure.
- Linen (fitted sheets, duvet covers, pillowcases, towels, etc.) is not present in the accommodation.
- Pets are only if allowed is this is expressly stated on the booking voucher. Additional cleaning costs may be charged in case of any infringement.
- Immo La Terrasse cannot be held responsible for any failures of domestic appliances, vacuum cleaner, television, etc.

# TERMS AND CONDITIONS OF CANCELLATION INSURANCE

## 1. DEFINITIONS

- **Insured Party:** the person who enters into a rental contract with Immo La Terrasse for a holiday home.
- **Illness:** a disease affecting a person's health, which has been diagnosed by a certified physician and which makes the implementation of the concluded rental contract medically impossible.
- **Accident:** an incident outside of the control of the insured party affecting his/her physical condition. The injury must be confirmed by a certified physician and must be severe enough to make the implementation of the concluded rental contract medically impossible.

## 2. GUARANTEE

The cancellation of the rental contract due to illness, an accident or the death of the insured party or first-degree relatives of the insured party by blood or marriage.

## 3. EXCEPTIONS

Immo La Terrasse is not obliged to intervene in the following cases:

- an illness or accident-related injury that was already being treated before the conclusion of the rental contract;
- an illness or accident caused by the excessive use of alcohol or narcotics;

- mental disorders, unless requiring sustained hospitalisation for at least 1 week.

## 4. REIMBURSEMENT

The reimbursement is equal to the amount payable in accordance with the rental contract, taking into account an excess amount of € 50.

The reimbursement amounts to a maximum of € 2.500 per claim.

## 5. OBLIGATIONS OF THE INSURED PARTY

The insured party shall take all necessary measures to restrict the cancellation costs to a minimum. This means, among other things, that the insured party must immediately inform Immo La Terrasse of events leading to a cancellation.

The insured party shall comply with the instructions of Immo La Terrasse and provide the company with all information that it may require or consider useful.

## 6. MEDICAL EXPERTISE

In the event of illness or an accident, Immo La Terrasse can require a medical examination. The insured party shall allow Immo La Terrasse to view his/her medical file.

## 7. APPLICABLE LAW

The insurance contract is governed by Belgian law.



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