



GENERAL TERMS AND CONDITIONS "APPART LAIJOLA"

1. Reservations regarding Appart Lajola apartments.

1.1 Appart Lajola GmbH will handle all bookings made for Appart Lajola by persons who are 18 years of age or older. Reservations for persons younger than this age are therefore not valid.

1.2 After Appart Lajola GmbH has processed your reservation it will send you a written confirmation by e-mail being 30% of the rental price, which is due within 7 days of the date of booking. After confirmation of receipt of the deposit by the bank, you will receive a written confirmation of receipt by e-mail.

1.3 A contract is concluded between you and Appart Lajola GmbH as soon as Appart Lajola GmbH has sent you written confirmation of receipt of the deposit.

2. Changes

2.1 Appart Lajola GmbH is not obliged to accept any changes that you may wish to make after the contract has been concluded. It is at Appart Lajola GmbH's discretion to determine whether and to what extent it will accept these changes. In the event that Appart Lajola GmbH accepts your changes, it may charge you a change fee, subject to prior notice.

3. Payments.

3.1 The balance of the rental price must be received by Appart Lajola GmbH no later than 3 weeks before the day of arrival of your stay in Appart Lajola as stated in the booking confirmation.

3.2 Reservations made within 4 weeks prior to the start of your stay must be paid in full at the time of booking. If on arrival at Appart Lajola the booking amount has not yet been credited to the Appart Lajola GmbH account or has not been credited in full, the amount or balance must be paid on the spot before moving into the rented apartment.

4. Arrival and departure.

4.1 The rented apartment(s) can be occupied from 4.00 p.m. on the day of arrival as stated on the booking confirmation. On the day of departure, as stated on the confirmation of the reservation, the latest check-out time is 09.30 hrs.

4.2 If the use of the apartment is terminated earlier than on the agreed date, as stated on the confirmation of the reservation, the tenant is not entitled to a refund of (part of) the rent and/or costs by Appart Lajola GmbH. If you have taken out cancellation insurance and you meet the conditions set by the insurance company, you can submit a claim for compensation for earlier termination of your stay directly to the insurance company.

4.3 The day of arrival and departure, unless otherwise agreed, is Saturday.

4.4 In the event that, in consultation, the Saturday is deviated from the Saturday as day of arrival or departure, a surcharge may be charged for any additional costs incurred in connection with the rental's limited availability as well as the extra cleaning costs.

5. Regulations.

5.1 All guests must respect and comply with the rules and regulations drawn up by Appart Lajola. The relevant regulations can be found in your flat or will be given to you on arrival.

5.2 In accordance with local regulations, guests are required to identify themselves on arrival. If guests are unable to show proof of identity, Appart Lajola cannot or may not accommodate them.

5.3 In the event of a breach of the rules and/or regulations set out in these General Terms and Conditions or failure to follow instructions given by staff, Appart Laijola has the right to immediately remove you, the tenant and any other users from the apartment, without refund of the rent or part thereof.

6. Pets.

6.1 Pets are unfortunately not allowed.

7. Cancellation costs.

7.1 If a reservation is cancelled, the resulting cancellation costs will be payable by you. These cancellation costs are 30 % of the total cost up to 28 days before arrival and from the 28th day before arrival or later the total cost of the agreed rental price.

7.2 You can insure yourself against this risk by taking out cancellation insurance at the same time as booking. You have to take care of this yourself.

7.3 If you have not arrived within 24 hours after the agreed date, this will be considered as a cancellation.

8. Force majeure and changes.

8.1 In the event that Appart Laijola is, temporarily or permanently, unable to fulfil all or part of the agreement due to force majeure, Appart Laijola GmbH will submit a change proposal within 14 days after it becomes aware of the impossibility of fulfilling the agreement.

8.2 Force majeure on the part of Appart Laijola will exist if the performance of the agreement is wholly or partly, temporarily or otherwise, prevented by circumstances beyond Appart Laijola's control, including war risk, personnel strikes, blockades, fire, floods and disruptions or unforeseen events.

8.3 You are entitled to reject the amendment proposal. If you reject the change proposal, you must make this known within 14 days after receipt of the change proposal. In that case Appart Laijola is entitled to dissolve the agreement with immediate effect. You are entitled to a waiver and/or refund of (the part of) the rent already paid. Appart Laijola will then not be obliged to compensate you for any damage.

9. Cancellation.

Appart Laijola GmbH has the right to terminate the agreement at any time with immediate effect, if personal details of you and/or other users are provided incomplete and/or incorrect at the time of booking. In such a case there will be no refund of the rent or part thereof.

10. Liability.

10.1 Appart Laijola accepts no liability for theft, loss or damage to property or persons, of any nature whatsoever, during or as a result of a stay in the apartment building or on the corresponding grounds/area, unless there is intent or gross negligence on the part of Appart Laijola or (one of) its employees.

10.2 Appart Laijola is not liable for failures in the provision of services or defects in services provided by third parties.

10.3 Liability based on wrongful act is in any case limited to a maximum of € 75,000.00 in case of personal accidents per guest per stay and liability for material damage is in any case limited to a maximum of € 1,500.00 per tenant/user per stay.

10.4 You and the user(s) are jointly and severally liable for all loss and/or damage to the rented accommodation and/or other property of Appart Laijola arising during its use by you and/or other users, whether this is the result of acts or omissions of yourself and/or third parties acting with your permission in the building or on Appart Laijola's premises.

10.5 You will indemnify and hold Appart Laijola harmless from and against any and all third party claims for damages arising out of any acts or omissions by you, other users, your travel companions or third parties who are in the building or on the premises with your permission.

10.6 In the event of improper use or failure to leave the accommodation properly, including but not limited to excessive soiling, you will be charged additional costs, which you will be obliged to pay immediately.

