

Rental booking

- Your property rental is booked upon receipt of the booking amount.
- Payment should be made by credit card.
- Your booking is not confirmed until you have received the confirmation email from the company who managed the rental you book. Please allow a delay of 24 hours on weekdays or 48 hours on weekends and holidays.
- This confirmation email contains all your booking details such as the address of the apartment, contact details, and other arrival and departure instructions.
- On arrival, you must pay the refundable damage deposit and possible extra costs that were not included in the booking (such as tourist tax, final cleaning, etc.). The payment method is enforced by the property management company – usually credit card or cash.

City or Tourist Tax

Certain cities impose a tourist tax whose amount varies, but is payable at premise and not included in the rental price. Children are often exempt from this tax.

Damage deposit

Upon arrival guests will be asked to provide a damage deposit as well as a valid credit card number as guarantee for the property and its content for any damages caused. Please note that by accepting these Terms and Conditions you agree that any damages caused by you or your accompanying party will be deducted from your damage deposit, and that you will also be liable for any excess damages. The amount of the damage deposit varies depending on the size and the value of the property, and will be requested upon arrival. This damage deposit should be paid in cash or by credit card. Please see your confirmation email to see which method of payment is required.

- Cash. All damage deposits paid in cash will be refunded in full at check-out, and following an inspection of the apartment for any damages.
- Credit card: All deposits paid with a credit card will be refunded to that same card used for payment made, usually within a period of 7 – 14 days following departure, and after inspection for damages.

Arrival and Departure

Check-in and check-out times are indicated on the property page and vary. Please make sure you note those and kindly arrange your travel accordingly.

Preparation for arrival

- Please ensure that you keep your local contact person informed of any changes or delays in arrival.
- Your contact person will have your contact number and email in the event that the property management company needs to contact you with regards to your arrival time.

- Your confirmation email clearly states where you can find your contact person on the day of your arrival.

Arrival day

- You should call your local contact person when you arrive at the airport (or 1 hour prior to arriving at your destination city in car) and they will inform you exactly where to meet:
- **At local office**, where our check-in department will receive you and give you further check-in instructions, keys, and the address of your rental.
- **Directly at the final address**, where our check-in agent will receive you and give you the keys, as well as further information
- Your rental will be available as of the indicated check-in time, however most property managers will try to accommodate clients arriving early if they can. It is extremely important that your local contact knows your correct arrival time.
- Please remember to note the exact check-in times. If you are arriving much later, a late check-in fee may be charged.

Your departure from the rental property

- You should leave the property on or before the indicated check-out time. Leaving late without prior authorisation may be penalised and fees may incur.
- On the day of your departure, you should leave the property clean and tidy with all waste correctly disposed of. Please remember instructions received on where to leave the keys and make sure that you have all your personal belongings with you before you lock and leave the property.

Property cleaning

- The property will have been cleaned prior to your arrival.
- Before leaving, the client is obliged to leave the place in a good condition, i.e. all waste should be correctly disposed of, no dirty dishes in the kitchen and the property tidied. If not, additional cleaning fees may be charged to your damage deposit.

Number and identity of guests

- The client should inform the property manager of the number of guests in the booking.
- Only those persons indicated in the booking made by the client may enter the property, unless an alternative agreement has been reached prior to arrival.
- The number of clients using the property should not exceed the number assigned to it, except for infants under the age of two.
- Pets are not allowed unless specifically authorised by the property management company for the particular place you rent.
- Should you fail to comply with any of the aforementioned Terms and Conditions, the property management company reserves the right to ask the you to leave the property, and you may not be able to request any form of compensation.

Conduct in properties

- **Loud music and parties are prohibited.** Guests in a property should be aware that if loud music is played, or a party is held, and the neighbours complain and/or police are called, you may be immediately removed from the property regardless of the time, day or night.
- **Noise regulations and respect for other residents at night time.** Your full cooperation in this matter is appreciated, as some properties may be located in residential areas.
- The client, on signing the contract at check-in agrees **to behave responsibly and correctly on behalf of their accompanying party as well as themselves.** If this person, or any of the accompanying party behaves in an unsuitable and incorrect manner, the property manager reserves the right to ask the person and their accompanying party to leave the rental. Furthermore, from that moment on they will have no right to future claims or any form of compensation. Finally, the client may lose all payments made including the rental and deposit.

Liability

- Neither the property management company nor the owner will be held responsible for any direct or indirect damages caused to the property as a consequence of use by the client. This includes damages, loss due to fire, theft, and misconduct.
- In the event that the client fails to comply with the aforementioned Terms and Conditions, the property management company may reserve the right to ask the client to leave the property, and the client in question cannot request any form of compensation.