

# Gîtes La Planche - Terms and Conditions

## 1. Reservation / confirmation / payment

The holiday homes known under the name Gîtes La Planche in Hyds are offered for holiday rental in the name of the owner Frank Rummens (later referred to as the owner) to the tenant (the customer), as the main tenant / reservation manager stated on the booking form. The customer can submit a reservation request via Reservation-Manager (online booking) on the website [www.holidayhomes-rummens.be](http://www.holidayhomes-rummens.be) where he will also find all the price information and the general terms and conditions with which he agrees. If he books via another rental site, he will receive a price offer and the general terms and conditions by e-mail with which he agrees.

After acceptance of the reservation by the owner, the customer will receive an email with the general terms and conditions, the invoice with the payment modalities as well as a supplementary information sheet (surname, first name and date of birth of the entire travel group). The customer has to pay 30% of the total rent including deposit within 3 working days.

The booking is only final after returning the completed information sheet together with a copy of the passport or identity card of the customer / main tenant and after payment of the advance. The balance (70%) of the total rent incl. deposit has to be paid by the customer no later than 6 weeks before the start of the rental period. If the customer makes a reservation within 6 weeks before the start of the rental period, the full amount has to be paid within 3 working days. Payments are made in Euro. Any bank charges are payable by the customer (there are no bank charges for transfers via IBAN bank accounts). Late payment entitles the owner to consider the reservation as cancelled. The rental agreement is governed by Belgian law and the place of payment is in Belgium.

## 2. Cancellation by the customer

Free cancellation possible up to 56 days before arrival.

Cancellation up to 56 days (=8 weeks) before the check-in date is 100% refundable after deduction of 150€ cancellation fee. Cancellation up to 28 days (=4 weeks) before check-in date is 50% refundable after deduction of 150€ cancellation fee. The cancellation must be made in writing. The conditions apply according to the date on which the owner receives the cancellation. We advise you to take out cancellation insurance.

### **Cancelling is often not an option**

Many cancellation insurance policies do not pay in case of cancellation due to a pandemic, which would leave the customer with the costs if his holiday cannot continue. That is why we want to give the customer the opportunity to reschedule his holiday if his holiday cannot take place: **our rebooking guarantee.**

**The customer is entitled to the rebooking guarantee if, as a result of a pandemic, one of the following measures applies:**

1. On the day of departure, residents of the country where he resides may not enter France for holiday purposes.
2. On the day of departure, the country where he resides may not be left for holiday purposes.
3. On the day of departure a transit country may not be crossed for holiday purposes and an alternative travel route cannot reasonably be requested of him.

### **Validity**

The rebooking must be made as soon as reasonably possible and the new booking must take place within twelve months. The end date of the rebooked holiday may be no later than twelve months after the end date of the original trip. The amount already paid will be used as a deposit for the new reserved period. The total amount that applies is determined by the newly chosen period and the availability of the villa.

### **What if the customer does not wish to make use of the rebooking guarantee?**

In that case, the general terms and conditions of the owner remain applicable (see above).

### 3. Changes

Any change to a confirmed reservation, requested by the customer within the period of eight weeks before the start of the rental, will incur a supplement of € 30.00 In addition of any increase with regard to the revision.

### 4. What's included?

The rental price of a gîte includes accommodation for up to 6 people and 1 child < 2 y , the cost of normal consumption of water (3 m<sup>3</sup>/week) and electricity (150 kWh/week), Wi-Fi, baby cots and high chairs if booked, use of swimming pool, jacuzzi, garden.... The kitchen is fully equipped with hob, fridge/freezer, microwave/oven, dishwasher, coffee maker, dishes, cooking pots, pans and cutlery. The laundry room offers the use of washing machine, dryer, iron, ironing board, vacuum cleaner and cleaning utensils.

### 5. What's not included?

The rental price of a gîte does not include personal insurance, travel insurance, transportation nor transport to and from the airport. Hire for bed and bath linen (not compulsory) 25€/person/stay. Final cleaning (compulsory): €125.00/stay. The cost for the occasional additional consumption of water €5,00 / m<sup>3</sup> - electricity: €0,40 / kWh. Meter readings will be taken both on arrival and departure.

### 6. Complaints

In the unlikely event that there is a complaint about a gîte or its contents during the stay, this must be reported immediately by telephone to the local representative. He/she will take the necessary, reasonable steps to resolve the issue. Neither the owner nor his representative can be held liable for any complaints reported after the booking period.

### 7. Occupation

The gîtes will be ready from 15:00 on the date of rental start. Upon arrival, the customer checks whether the gîte and inventory are complete / undamaged. Missing/damaged items must be reported to the local representative within 24 hours after arrival. He will make every effort towards replacement/repair.

The gîte must be vacated before 10:00 on the date of the end of the rental to guarantee final cleaning and preparation for the newcomers. The local representative will inspect the gîte to take inventory and status. Upon departure it is the responsibility of the customer to leave all remote controls for the TV, satellite decoder and the radio as well as the key to the doors in the gîte.

### 8. Maximum number of persons

Under no circumstances may more than 6 persons and 1 child < 2 y than those mentioned in the booking agreement stay in one gîte, unless with the prior written consent of the owner. The gîte may not be let/sub-let to any other group/party without the written consent of the owner. The gîte may only be rented as a holiday home, renting for professional purposes is strictly forbidden; observed deviations will result in a compensation of 75% of the rent. The owner and his representatives reserve the right to refuse access to the gîte to the client and his party if these conditions are not met. Upon arrival, the client will be asked to identify himself by showing the booking agreement and the passports of all members of his party.

### 9. Responsibilities of the client

The customer must take care of the gîte and its contents. The gîte and all equipment, kitchen utensils, furniture, etc., must be left clean - as at the start of the rental. The customer realizes that the gîte is not a hotel; there is only final cleaning and no daily cleaning provided. The customer must ensure a neat status on departure, including a clean dish, an empty dishwasher, all kitchen appliances cleaned and the barbecue cleaned so that it is ready for use for the next customers. He must also ensure that the complete inventory is in the intended place, that all household waste including bottles, cans, plastic, cardboard and paper are taken to the intended waste containers (location: see house rules). Additional cleaning costs or costs for reorganization of the inventory will be deducted from the deposit. The customer/main tenant shall ensure that no member of his party engages in any activity in or around the pool that causes nuisance to the neighbors, pollution of the water or damages the structure or filter equipment of the pool. This also applies to unacceptable, anti-social behaviour. Finally, the customer ensures that no object is removed from the gîte.

### 10. Insurance

The rental price of the gîte does not include personal insurance of any kind. It is highly recommended that the customer takes out insurance both for himself and for his party against cancellation, personal accidents and medical expenses (i.e. a complete travel insurance).

## 11. Damage to the villa

Unless in the case of normal wear and tear, the customer is held responsible for damage to the gîte or its contents as a result of negligence, intentional damage or irresponsible behaviour of the party staying in the gîte or of their guests. Such damage must be reported without delay to the local representative or directly to the owner. Costs of repair or replacement must be accepted and paid by the customer. All disputes between owner and customer will be adjudicated before the Belgian Court.

## 12. Deposit

A deposit of €250,00 is requested against damage to one gîte, the furniture, occasional overconsumption, extra cleaning or reorganization of inventory. If the gîte is left tidy on departure, no occasional overconsumption of electricity (more than 150 kWh/week) nor of water (more than 3m<sup>3</sup>/week), if nothing is damaged, removed or broken, the deposit will be returned to the customer within 2 weeks after departure. The owner reserves the right to repair or replace damaged items and to deduct the costs of the deposit. Breakage, loss or damage may cause a delay in the refund of the deposit until the repair/replacement has been carried out. If the deposit is insufficient to cover the costs for repair/replacement, the customer will be held liable for any additional costs.

## 13. Right of access

The owner, his representative or their subcontractors have the right of access to the property at any time to inspect the property and to carry out necessary repair or maintenance work, in consultation with the customer to respect his privacy.

## 14. Responsibilities

Neither the owner nor his representative can be held responsible for all circumstances beyond his control including mechanical failure or failure of a utility such as water, electricity and WIFI or other facilities beyond the owner's control. However, the owner or his representative will - on behalf of the customer - make every effort to solve the problem.

## 15. Personal injury, damage or theft

The owner and his representative cannot be held liable for personal injury, death, loss of or damage to personal belongings and vehicles of the client or of a member of his party during the rental of the gîte. To prevent theft, all exterior doors, windows and the gate must be closed when leaving the gîte.

## 16. Force majeure

The owner cannot be held liable or obliged to pay any form of compensation if the performance of the contractual obligations is prevented or influenced by 'force majeure'. In these General Terms and Conditions, "force majeure" means any event that the owner or supplier of the service(s) in question, even with due care, could not foresee or prevent. Such events may include, but are not limited to; war, threat of war, civil riots or conflicts, hostilities, strikes or other industrial conflicts, natural disasters, fire, force majeure, terrorist activities, technical problems with transport, closure of ports and ferries, quarantine, epidemics, weather conditions, government measures or other events beyond the control of the owner.

## 17. Cancellation by the owner

In the unlikely event that the owner has to cancel the customer's booking, the full rental price of the gîte will be refunded. Refund payments are limited to the rental price of the gîte. The owner is not liable for any form of cancellation fee for travel arrangements, etc.

## 18. Keys

Detailed instructions for handing over the keys, all info in preparation for a worry-free holiday and an itinerary to the gîte will be sent immediately after receipt of the balance.

## **19. Satellite TV**

Satellite TV is constantly in motion. The owner can therefore never guarantee which channels will be available to the customer.

## **20. Pets**

Pets are NOT allowed.

## **21. Smoking**

Smoking in the gîte is prohibited.

## **22. Information**

While the owner has made every effort to ensure that the details on the website and in other publicity are accurate, the gîte may be subject to changes or its facilities may have changed. All information about the gîtes and surroundings was given in good faith and with the assumption of being correct. The owner is not responsible for any inaccuracies that crept into the information provided.

### **Holiday Homes Rummens**

**Frank Rummens**

**Roode Roosstraat 9 box 2.03**

**3500 HASSELT (Belgium)**

**00(32)477452833**

**Rummensfrank@skynet.be**