

General Terms and Conditions – Vacation Homes and Apartments as of July 1, 2026

Dear Guest,

The following General Terms and Conditions (GTC) regulate the contractual relationship between you and us. Please note that you accept these GTC by making a booking.

§1 Conclusion of the Contract

- a.** The contract shall be deemed bindingly concluded once the vacation apartment has been ordered and confirmed, or if it is provided at short notice.
- b.** Advance bookings can be made verbally or in writing (including by email or fax). Whatever is stated in the booking confirmation shall be deemed agreed. If time permits, this confirmation will be sent to the guest in writing (preferably by email).
- c.** The booking guest shall be jointly and severally liable as the ordering party for all obligations arising from this contract.

§2 Services, Prices, and Payment

- a.** The landlord undertakes to provide the vacation apartment booked by the guest (or one of at least equivalent value) and to render the agreed service.
- b.** Unless otherwise agreed, the agreed prices include all consumption-dependent additional costs (water, electricity, and gas).
- c.** Upon conclusion of the contract, an advance payment of 20% of the agreed price may be requested. If applicable, this request will be made on the booking confirmation. If the amount is not credited to the landlord's account within 14 days after the reservation confirmation has been sent, the landlord is entitled to withdraw from the contract (see §5 a.).
- d.** Unless otherwise agreed in writing between the contracting parties, the remaining balance shall be paid by bank transfer up to seven days prior to arrival. By mutual agreement, payment can be made in cash, by debit card, or by credit card upon arrival, or at the latest upon departure. In the case of short-term rentals, the total amount must be transferred by the day of arrival.
- f.** If an agreement has been made for payment against invoice, the booking guest must settle the invoice no later than 8 days from the invoice date.

§3 Arrival and Departure

- a.** Unless otherwise agreed in writing between the contracting parties, the vacation apartment will be available to the guest from 3:00 PM on the agreed day of arrival. The vacation apartment must be occupied by 8:00 PM at the latest or by prior arrangement.
- b.** The apartment may only be occupied by the registered persons. Upon arrival, guests may be requested to present their valid photo ID or passport/ID card.
- c.** On the agreed day of departure, the vacation apartment must be vacated by 10:00 AM at the latest. By prior arrangement, a later departure may be possible depending on subsequent bookings. On Sundays and public holidays, a later departure is possible unless otherwise notified.

§4 Obligations of the Guest

- a.** The guest undertakes to treat the rented items and those made available to them with care.
- b.** The house rules displayed in the vacation home must be observed, in particular the driving bans for cars and the quiet hours during the specified times.
- c.** On the day of departure, household waste must be disposed of in the designated containers at the waste disposal site. Any used barbecue must be cleaned, food scraps removed, and dishes stored cleanly in the kitchen cupboards.

§5 Withdrawal by the Guest (Cancellation)

a. Any withdrawal must be made in writing.

b. In the event of a cancellation:

1. Up to 29 days before the arrival date, the deposit amount will be refunded in full or, upon request, will remain as a credit for a later booking within the same calendar year.
2. 28 to 15 days before the arrival date, the deposit amount will be retained as a credit for a later booking within the same calendar year.
3. From 14 days before the arrival date, the deposit amount will be forfeited.

The day on which the withdrawal is received by the landlord shall be used as the basis for calculating the period. To avoid cancellation fees, it is recommended to take out travel cancellation insurance with a provider of your choice.

The landlord is bound in good faith to let the unused apartment to other parties in order to avoid losses.

§6 Withdrawal by the Landlord

a. If an agreed advance payment is not made within the period specified in §2 c., the landlord is entitled to withdraw from the contract.

b. Furthermore, the landlord is entitled to extraordinarily withdraw from the contract for an objectively justified reason, for example if:

1. Force majeure or other circumstances beyond the landlord's control make fulfilment of the contract impossible.
2. Houses or apartments are booked under misleading or false statements of material facts, e.g., regarding the identity of the customer or the purpose of the stay.

c. The landlord must inform the guest immediately of the exercise of the right of withdrawal as soon as the aforementioned circumstances become apparent.

d. In the event of a justified withdrawal by the landlord, the customer shall have no claim to damages.

§7 Liability

a. The landlord is liable for the proper provision of the contractually agreed services.

b. If the rented vacation apartment has a defect that goes beyond a mere inconvenience, the guest must notify the landlord or their representative of the defect immediately. Upon becoming aware of it, the landlord will make every effort to remedy the situation. The customer is obliged to contribute what is reasonable to eliminate the disruption and keep potential damage to a minimum.

c. The landlord is not liable for the guest's personal belongings.

d. The customer is obliged to report any damage caused by them to the landlord or their representative immediately upon discovery and to keep such damage to a minimum.

e. The customer is 100% liable for damage caused by their own fault.

f. Parents are responsible for supervising their children; otherwise, no liability claims can be made against the landlord.

g. The use of play and sports equipment is at the guest's own risk.