

# Booking Terms & Conditions

## 1. Booking & payment

A reservation can be placed on option up to one month before the arrival date. An option can be held for up to 7 days, after which it expires automatically if the booking has not been confirmed.

A reservation is confirmed once payment has been received as agreed. For direct bookings, a **refundable XCG 500 security deposit** applies.

### Payment Terms

- **Reservations made more than 15 days before check-in:** 50% deposit due upon reservation and payable within 7 days. The remaining 50% plus the refundable XCG 500 security deposit must be received no later than 15 days before check-in.
- **Reservations made 15 days or less before check-in:** Full accommodation price plus the refundable XCG 500 security deposit due upon reservation. Proof of payment may be required for bank transfers that have not yet been received.
- **Late or missing payments:** If payment is not received by the applicable deadline, the host will send a reminder allowing a final 48-hour period for payment. If payment is still not received, the host reserves the right to cancel the reservation.
- **Cancellation due to non-payment:** Refunds of accommodation payments already received are subject to the Cancellation Policy.

## 2. Cancellation

Our direct-booking cancellation policy follows Airbnb's **Limited** cancellation policy:

- Cancellation **14 days or more before check-in:** full refund.
- Cancellation **7–14 days before check-in:** 50% refund.
- Cancellation **less than 7 days before check-in:** no refund.

For bookings made at least 7 days before check-in, a 24-hour cancellation period applies, in line with Airbnb's current policy.

The security deposit of XCG 500 will always be refunded in full in the event of cancellation, regardless of when the cancellation occurs.

Any bank or intermediary fees charged for processing a refund will be deducted from the refund amount.

### 3. Check-in & Check-out

**Check-in:** from 4:00 PM

**Check-out:** by 11:00 AM

Early check-in and late check-out may be possible in consultation with the host, depending on availability and cleaning requirements.

If you have a later flight, you are welcome to leave your luggage at the property after check-out, provided the house is ready for cleaning. Likewise, early arrivals may be able to drop off their luggage before check-in.

### 4. Electricity & water

Normal electricity and water use are included in the booking price.

**Electricity allowance:**

- 2 guests: **20 kWh per night**
- 3–4 guests: **25 kWh per night**
- 5–6 guests: **30 kWh per night**

This allowance is intended for normal use. Excess electricity consumption is charged at cost.

Water is included up to 1 m<sup>3</sup> per night. Additional water consumption is charged at cost

### 5. Cleaning & Linen

Final cleaning is included in the booking price.

For stays of **more than 10 nights**, a light mid-stay cleaning is included, including a change of bed linen and towels.

Additional cleaning or extra changes of bed linen and towels can be arranged at an additional cost:

- **Extra deep cleaning:** XCG 200,-
- **Additional set of bed linen:** XCG 25,- per person
- **Additional set of towels:** XCG 15,- per person

### 6. Damage & loss

Guests are responsible for damage, loss or excessive cleaning caused by themselves or members of their party.

For direct bookings, reasonable costs may first be deducted from the XCG 500 security deposit. If the actual cost exceeds the deposit, the guest remains responsible for the remaining amount.

## **7. Guests & use of the property**

The property may only be occupied by the number of guests stated in the reservation. Additional guests or changes in occupancy must be agreed with the host in advance.

## **8. House rules**

- No smoking indoors.
- Small gatherings and celebrations are welcome, provided neighbors are respected and noise is kept reasonable.
- If you are planning a birthday, celebration or other gathering, please let the host know in advance. We can then inform the neighbors as a courtesy.
- No unregistered overnight guests.
- Treat the house, furniture and outdoor areas with care.
- Switch off air conditioning, lights and other appliances when leaving the property.
- Please respect the agreed check-in and check-out times.

## **9. Acceptance**

By confirming a direct booking, the guest confirms that they have read and agree to these Booking Terms & Conditions.