



General Terms & Conditions

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Section 1 Applicability of the General Terms and Conditions

- (1) These General Terms & Conditions apply to contracts for renting holiday apartment accommodation as well as all other guest services and deliveries provided by Reni's Ferienwohnung (Zager family). The services provided by Reni's Ferienwohnung (Zager family) are exclusively based on these General Terms & Conditions.
- (2) The subletting or reletting of the holiday apartment provided as well as its use for purposes other than residential require prior written consent.
- (3) The guest's terms and conditions shall only apply if they have been agreed in advance. Deviations from these conditions are only effective if we have expressly confirmed this in writing.

Section 2 Bookings/booking confirmation

All booking requests must be made via our website [www.Reni-Ferienwohnung.de], by e-mail buchung@renis-ferienwohnung.de or by phone on +49 (0) 175 5621 989. Any requests made using any other method, such as Twitter or Facebook, will not be processed.

If we can offer you the holiday apartment for the dates you want, we will send you written confirmation and an invoice by e-mail or post. Upon receipt of the booking confirmation, as well as

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after payment of the deposit (see Section 3 Payment terms), your booking and the aforementioned Terms & Conditions are legally binding.

Section 3 Payment terms

Your booking is confirmed once the deposit has been paid. A deposit of 30% of the rental agreement is due for payment within 7 days after receiving the booking documents. After the deposit has been paid, payment of the remaining balance is due 10 days before arrival. If the payment deadlines are not met, Reni's Ferienwohnung (Zager family) can withdraw from the contract. Non-payment will be treated as a cancellation and the property can be relet.

Section 4 Ancillary costs

Ancillary costs for water, energy, waste and 1 parking space are not charged.

Section 5 Car parking space – Charging station

A parking space is available free of charge.
An EV charging station is planned for the near future.
Charges will be based on the day rate as agreed.

Section 6 Arrival and departure

The holiday apartment is available from 10:00 am on the day of arrival. Keys will be handed over as agreed with the guest. The guest must confirm their identity by presenting an ID card or passport. The apartment cannot be rented without a form of identity.

On the day of departure, the apartment must be vacated by 11:00 am. If the guest would like a late departure, this should be agreed with us in advance. Departing late without prior arrangement will incur a charge.

If the guest does not arrive by 10:00 pm on the day of arrival, unless a late arrival is agreed in advance, the contract is considered terminated after a period of 48 hours with no notifications to Reni's Ferienwohnung (Zager family). Reni's Ferienwohnung (Zager family) or our representative can then use the property as desired. When departing early, a (pro-rata) repayment of the rental is generally not due.

The apartment is to be left clean and tidy on the day of departure. Dishes, glasses, etc. must be cleaned and stored, and the refrigerator emptied. If the apartment is not left in the desired state, you may be charged.

Section 7 Holiday apartments

We hand over the apartment in a clean and tidy condition with a complete inventory. Should you notice any defects during your stay, the guest is obliged to inform [Reni's Ferienwohnung

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(Fam.Zager)] immediately. The guest is liable for damage to the rental property, the inventory or the furniture caused by gross negligence. In particular, when hot cookware is placed on the wooden furniture. Wooden boards and metal coasters are available for this purpose. Costs for lost keys are to be borne by the renter.

An inventory list can be found in Annex 1

The inventory is to be treated gently and with care, and is only intended for use in the apartments.

Moving fixtures and fittings, particularly beds, is prohibited. The renter is also liable for the negligence of their party. Damage caused by force majeure is excluded. If the apartment is used in breach contract, such as subletting, overcrowding, disturbing the peace of the house, etc., the contract can be terminated without notice and the guest must therefore leave the holiday apartment on the same day. Any rent already paid shall remain with Reni's Ferienwohnung (Zager family).

Section 8 Pets

The apartment has been furnished using material suitable for allergy sufferers. As a result, pets are only allowed to a limited extent and only with prior written consent.

An appropriate surcharge of €50 to €100 is required to accommodate pets. If pets stay without the provider's prior consent, the holiday apartment stay can be terminated without notice.

Section 9 Stay

The apartment may only be used by the persons mentioned in the booking. In the event of a breach, Reni's Ferienwohnung (Zager family) has the right to terminate the contract without notice.

Subletting and transferring the apartment to third parties is not permitted. The guest agrees to the General Terms & Conditions as well as the house rules of the holiday apartments. Making payment is deemed to be agreement to these conditions.

If the General Terms & Conditions or the house rules are violated, Reni's Ferienwohnung (Zager family) is entitled to terminate the rental immediately and without notice. There is no legal claim for repayment of the rent or any compensation.

Section 10 Cancellation

In the event of a cancellation, the guest is obliged to pay a part of the agreed price as compensation. Cancellations must be made in writing. The amount of compensation due depends on the time remaining before the day of arrival and is calculated as follows:

- At least 30 days before arrival – free cancellation
- Between 29 – 14 days before arrival – 50% of the agreed price
- Between 13 – 8 days before arrival – 80% of the agreed price
- 7 days before arrival or no-show – 100% of the agreed price



Section 11 Cancellation by the landlord

In the event of a cancellation on our part, as a result of force majeure or other unforeseeable circumstances (e.g. incapacity or illness of the host) as well as other circumstances for which we are not responsible, making fulfilment impossible; liability is limited to the reimbursement of costs. The customer is not entitled to claim compensation if the landlord justifiably cancels – no liability for travel and hotel costs is assumed.

Section 12 Liability of the landlord

Reni's Ferienwohnung (Zager family) is liable for the proper provision of the rental property as part of their duty of care. Liability for possible failure or disruption in water, electricity or internet supply, as well as events and consequences caused by force majeure, are excluded.

Section 13 Permission to access the internet via WiFi

Reni's Ferienwohnung (Zager family) provides internet access via WiFi in their apartment. The guest is permitted to share this WiFi access to the internet for the duration of their stay in the holiday residence. The renter has no right to authorise third parties to use the WiFi.

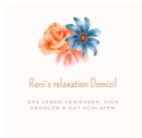
Reni's Ferienwohnung (Zager family) does not guarantee the actual availability, suitability or reliability of internet access for any purpose. They are entitled at any time to allow other co-users to operate the WiFi in whole, in part or temporarily and to restrict or exclude the renter's access in whole, in part or temporarily if the connection is or was used in an abusive manner, insofar as Reni's Ferienwohnung (Zager family) fears a claim and cannot prevent this using usual and reasonable effort in a reasonable time. In particular, Reni's Ferienwohnung (Fam.Zager) reserves the right to block access to certain pages or services via the WiFi at any time and at its own discretion (e.g. violent, pornographic or paid sites).

Section 13.1 Access data

Use of the WiFi is granted via secure access. Access data may not be passed on to third parties under any circumstances. If the renter wishes to grant third parties access to the internet via WiFi, this shall absolutely depend on the landlord's prior written consent and the acceptance by the third party of the provisions of this user agreement documented by means of a signature and unequivocal proof of identity. The guest is obliged to keep their access data secret. Reni's Ferienwohnung (Zager family) has the right to change access codes at any time.

Section 13.2 Dangers of WiFi use, Limitation of liability

The guest should note that the WiFi only provides access to the internet; virus protection and firewalls are not provided. The data traffic created while using the WiFi is not encrypted. Therefore, it may be possible for third parties to view the data. The landlord wishes explicitly to draw attention to the risk that malware (such as viruses, trojans, worms, etc.) can access the end device while using the WiFi connection. The use of the WiFi is at the guest's own risk. The landlord accepts no liability



for damage to the renter's digital media resulting from the use of the internet access, unless the damage was caused intentionally or through gross negligence by the landlord and/or their vicarious agents.

Section 14 House rules, General rights and obligations

- (1) The guest is obliged to comply with the house rules. Quiet time is to be observed between the hours of 10:00 pm and 7:00 am. To avoid any disturbance, TV and audio equipment must be used at low volume.
- (2) For the duration of the holiday apartment rental, the guest is obliged to close windows and doors when leaving the holiday apartment.
- (3) A complete ban on smoking applies in the holiday apartment. In the event of any violation, you may be charged a cleaning fee with an ozone treatment in the amount of up to €250. Smoking is only permitted on the balcony. Cigarette butts may not be thrown from the balcony.
- (4) The property's car park offers 1 parking space which is available free of charge. Please make sure that no vehicles hinder access or block the other parking spaces.
- (5) Installing and/or mounting decorations or similar material is not permitted in the holiday apartment. The guest is solely liable for any decorations or similar material that are installed and/or mounted. The guest is also obliged to compensate any damage caused by the installation and/or mounting of decorations or similar material.
- (6) Reni's Ferienwohnung (Zager family) has a right to access the apartment at any time, particularly in the event of imminent danger. While exercising the right of access, the guest's reasonable interests shall be taken into particular consideration. We will inform the guest about our visit in advance, unless this is unreasonable or impossible under certain circumstances.

Section 15 Jurisdiction

The Leverkusen District Court is responsible for any disputes arising from the contractual relationship.

Reni's Ferienwohnung (Reni's Relaxation Domizil)

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