

General Terms and Conditions (AGB)

Vermietungsagentur Hohenlohe

Vermietungsagentur Hohenlohe as a rental agency works exclusively on behalf of the owners of the holiday properties and on behalf of third parties. Claims for damages against the agency arising from the rental relationship are excluded. Any claims in the sense of the travel contract law are to be made against the owner.

Conclusion of a guest accommodation contract

The guest accommodation contract is concluded as soon as the holiday property has been ordered and confirmed or, if a confirmation was no longer possible due to time constraints, made available. The conclusion of the guest accommodation contract obliges the contracting parties to fulfil the contract, regardless of the duration of the contract. The guest is obliged to pay the agreed or customary price if the contractual services are not used, less the expenses saved by the landlord (e.g. final cleaning etc.). The landlord is bound to act in good faith and to assign any unused holiday property elsewhere if possible in order to avoid cancellations. The guest has to pay the calculated amount for the duration of the contract until the holiday property has been assigned elsewhere.

Number of persons

The holiday property may only be occupied by the number of persons agreed in advance. A deviation is to be discussed with the rental agency (Vermietungsagentur Hohenlohe) and is usually subject to a charge.

Arrival / Departure

The holiday property is available from 3 p.m. Departure must take place by 10 a.m. at the latest. An overdraft of the departure time of more than 30 minutes will result in the calculation of a further overnight stay. Other arrival and departure times can be requested from the agency in exceptional cases. Should the tenant not arrive by 10 p.m on the day of arrival, the contract will be deemed terminated after a period of 48 hours without notice to the landlord. The landlord or his representative can then freely dispose of the object. A (pro rata) repayment of the rent due to premature departure does not take place in principle. Arrival and departure days are considered as one day.

Admission to the accommodation

The key is located in a key box at the entrance. The code will be sent by e-mail 3 days before arrival. The key box does not open automatically after the code has been entered, but must be opened mechanically using a push-button. On departure, the key must be returned to the box by the known code. The tenant is liable in the event of loss of the key, as he is obliged to hand over the holiday property including the key at the end of the rental period.

Payment

After receiving the down payment on the owner's account the accommodation contract is valid. The deposit of 20% of the rental amount has to be paid within seven days after receiving the booking documents. The final payment has to be made 30 days prior to departure. If the payment deadlines are failed the lessor may withdraw from the contract. The non-payment is considered as withdrawal and entitles to new letting. Additional costs for water, electricity, heating, parking space, waste will be not charged.

A confirmation of the receipt of payment by the agency does not take place. The agency will only be informed by the owner if no corresponding payment has been received. Then the agency allows itself to remind you of the payment.

Withdrawal

You can withdraw from the contract at any time. Withdrawal must be in written form. In the event of withdrawal you are entitled to compensate the damage incurred: In the event of withdrawal from the contract up to 30 days before the start of the rental period at the latest, a cancellation fee of 100€ will be charged. In case of cancellation after this date, the full rental price is due. The conclusion of a travel resignation insurance is incumbent alone on the tenant. A substitute person who enters into the contract under the conditions stated can be named. A written notification is sufficient.

Obligations of the tenant

The tenant undertakes to treat the rented items (holiday home, inventory and outdoor facilities) with care. If during the tenancy damage occurs to the holiday property and/or its inventory, the tenant is obliged to report this immediately to the agency.

Defects and damages already discovered upon arrival must be reported to the agency immediately, otherwise the tenant is liable for these damages. A reasonable period of time must be granted for the elimination of damages and defects. Claims arising from complaints that are not reported immediately on site are excluded. Complaints which are received by the agency only at the end of the stay or after leaving the holiday property are also excluded from compensation. In the event of any disruptions in performance, the tenant is obliged to do everything reasonable within the scope of his legal obligation to contribute to remedying the disruption and to keep any damage that may have occurred to a minimum. The house is to be kept clean by the tenant during the holiday stay and is to be returned in the condition in which it was taken over. The house must be left in a tidy condition. An obligatory final cleaning will be carried out. The cleaning of the kitchen appliances is not included in the final cleaning. On the day of departure the tenant must remove personal belongings, household waste must be disposed of in the designated containers, this also includes the removal of glass bottles & paper. The dishes must be stored clean and washed in the kitchen cupboards. The dishwasher must be emptied and displayed.

The registration form for accommodation establishments laid out in the holiday property must be completed and signed in full by the guest.

Equipment

Bed linen and towels are not included in the rental price, but can be rented for a fee. These are ordered directly at the time of booking, but at least four weeks before arrival. Sleeping in the beds without bed linen is not permitted. Additional costs will be charged. Baby cots and highchairs can be pre-ordered, subject to availability. Also here a lead time of at least one week is needed. Further equipment details of the vacation object can be taken from the homepage.

Pets

Pets may only be brought along in consultation with the rental agency and for a fee, in the number specified beforehand. Out of consideration for subsequent guests, dogs are not allowed in the bed, on the sofa or on the armchair. The dog excrement in the garden and around the holiday home must be collected. We ask you to suck through before your departure to remove the animal hair. Any additional cleaning costs incurred as a result will be charged subsequently.

Data protection

The lessee agrees that within the framework of the agreement concluded with him, the lessee may contract necessary data about his person stored, changed and/or deleted will be. All personal data will be kept absolutely confidential.

Liability

The tender has been drawn up to the best of our knowledge. In order to influence the rental property due to force majeure, power and water failures customary in the country, and no liability is accepted for storms. Likewise, no liability shall be assumed in the event of unforeseeable or unavoidable circumstances, such as official orders, sudden construction site or for disturbances caused by natural and local conditions. However, the agency is happy to assist with helping to resolve the problems (as far as possible).

The arrival and departure of the tenant takes place in own responsibility and liability. The owner is not liable for personal items in the event of theft or fire. The tenant is fully liable for wilful destruction or damage.

Final provisions

Photos and text on the website or in the flyer serve the realistic description. The 100% conformity with the rented property cannot be guaranteed. The owner reserves the right to make changes to the equipment (e.g. furniture) if they are of equal value. Should one or more provisions of these terms and conditions be invalid, the remaining provisions shall remain in full force and effect. The ineffective regulation is to be replaced by an effective one, which is in accordance with the economic and legal and comes closest to the will of the contracting parties. German law shall apply. Place of jurisdiction and performance is the place of residence of the owner. **These General Terms and Conditions (GTC) are an integral part of the rental contract and are recognised with the down payment and legally valid even without signature.**