

## **General rental and booking conditions holiday homes The Kettle House.**

Please read the house rules below when you want to make a booking. As soon as you make a reservation, you must agree to all rental conditions below and the privacy statement.

The general terms and conditions apply to the house 1600 Sint-Pieters-Leeuw, Pijnbroekstraat 130 and the annex. These conditions can only be deviated from if the owner has agreed to them in advance and in writing. This written consent will then be stated on the booking confirmation. The tenant can therefore under no circumstances claim the application of any of his own general terms and conditions.

We like to rent out in an atmosphere of mutual respect. We are happy to receive family groups, groups of friends, small associations, sports clubs and colleagues who would like to spend time together in a pleasant environment in a holiday atmosphere. Unfortunately, we do not yet have a suitable solution for wheelchair users due to the differences in level.

However, the houses are not suitable for bachelor parties or similar parties.

No pets are allowed.

Smoking is absolutely prohibited in the holiday homes.

### **1) Reservation :**

Reservations can be made via our website [www.thekettlehouse.be](http://www.thekettlehouse.be) or by e-mail [info@thekettlehouse.be](mailto:info@thekettlehouse.be) or by telephone. As soon as we accept your booking, it is binding and the terms and conditions take effect. Every reservation order is confirmed by us by a confirmation email. There are no booking fees associated with a booking when dealing directly with the owner.

A deposit of 50% of the rent must be paid within 5 days after receipt of the booking confirmation by e-mail.

The remainder of the rent and the deposit of €250 for the Manor or €150 for the Stable must be paid no later than 30 days before the start of the rental period.

When booking within 30 days before the start of the rental period, the total rent and the deposit must be paid.

In the event of late payment, the owner is entitled to cancel the reserved holiday home.

The cancellation conditions are then in effect.

### **2) Cancel :**

Reflection period: you can cancel any reservation free of charge within 5 days, calculated from the booking date. This can be done by telephone or e-mail. This reflection period does not apply to bookings made within 30 days before the start of the rental period. In case of cancellation after these 5 days or bookings within 30 days before the rental period, the cancellation conditions below apply.

**Cancellation by the tenant :**

Cancellations must be communicated to the owner by telephone or e-mail. Immediately after receipt of the cancellation, the owner will send a cancellation confirmation by e-mail.

In case of cancellation more than 60 days before the start of your stay, the full deposit will be refunded.

In case of cancellation between 30 and 60 days before the start of the rental period, 50% of the deposit will be refunded.

In case of cancellation less than 30 days before the start of the rental period, the deposit paid will no longer be refunded and will therefore be charged in full.

In case of cancellation less than 7 days before the start of the rental period, the full rental amount will be charged.

The guarantee will always be fully refunded in the event of cancellation.

If you do not use the accommodation and you have not cancelled, you must pay for the entire stay.

If you leave the accommodation before the end of the rental period, there will be no price reduction or refund.

**Cancellation insurance :**

Cancellations that qualify for the cancellation insurance will be handled in accordance with the insurance conditions of your insurance company. The tenant is free to take out cancellation insurance with an insurance company of his choice. The costs of this are at the expense of the tenant.

**Cancellation by the owner :**

If circumstances or force majeure force the owner to cancel, the tenant will be notified immediately. The owner will immediately refund the amount already paid or, if possible, offer an alternative. If the tenant does not accept this alternative or if the owner is unable to offer an alternative, he will immediately refund the amount already paid. Reclaiming the amount paid is the tenant's sole right in the event of this cancellation.

**3) Liability of the tenant:**

We kindly ask you to respect the houses and the garden. The rented holiday home must be occupied by the tenant, his co-tenants or his visitors with the required care and carefulness, taking into account the tranquility of the environment.

The main tenant is liable for damage caused by him/her, by co-tenants or by any visitors to the holiday homes and also to the contents of the holiday homes. Even when these are discovered after his/her departure. If damage is found after departure of the main tenant, he will have to comply with the owner's decision.

House rules present and/or provided with the holiday home are an integral part of the rental agreement and must therefore be strictly lived up to. The tenant must ensure that

he does not cause noise disturbance to the local residents. In case of infringement, all persons will be removed from the holiday home without prior warning, without refund of rent.

None of the furniture may be moved. No nails, staples or planks should be applied to the doors and walls. It is not allowed to make a fire in the garden.

It is prohibited to use the holiday home to organize bachelor parties and/or drinking parties.

In case of infringement, the rental period will be terminated without the tenant having any right to reclaim the remaining rent. A non-smoking policy applies in the houses.

Smoking is allowed outside the holiday homes. The tenant must at all times remove the cigarette butts before leaving the holiday home.

In the event of an intervention by the fire service because the fire control panel reacts to smoking, the costs will be recovered from the tenant. Pets are not allowed.

As the owner, we can enter the holiday home at any time to do an inspection, without the permission of the tenant. In case of misconduct, the landlord can oblige the group to leave the holiday homes.

#### **Liability insurance :**

The tenant is requested to be insured for damage to third parties, such as a civil liability insurance (family insurance).

The tenant is advised to insure his legal liability in the event of the fire caused by him in the holiday home concerned. Please check with your insurance agent.

#### **Liability of the landlord :**

The owner cannot accept any liability for loss, theft, damage or injury of any kind caused to tenants of the holiday home, the games or gardens made available. The lessor is therefore not liable for any accidents with toys. Children must always be supervised by their parents or grandparents or other adults.

The prices and costs stated on the booking confirmation apply. Obvious errors or mistakes in the description or prices of the offered accommodations are not binding on the owner. The owner cannot accept any liability for interim changes in data, prices or printing errors.

The owner cannot accept liability for damage caused by natural disasters, cataclysms, nuclear disasters, attacks, strikes, acts of violence and coming into contact with an aircraft or parts thereof.

It may happen that work is carried out near your holiday home. We are thinking, for example, of road works or construction activities. The adjacent holiday home can also be rented out at the same time. We cannot accept any responsibility for any noise nuisance. The owner is not always on site. You will receive the owner's telephone number in the confirmation email of your booking. If necessary, you can always contact one of these numbers.

Belgian law is applicable to the rental agreement. Any disputes that cannot be settled amicably will be settled by the competent court.

#### **4) Maximum number of persons/extra persons :**

In the house description, the owner states the maximum number of people that may stay in the holiday home. This number cannot be exceeded under any circumstances. If the amount is exceeded, the rental agreement will be deemed dissolved by operation of law and access to the holiday home will be refused without entitlement to a refund of the rent.

A child under the age of one is not counted as a full person, but this must be stated in advance. If, without the landlord's knowledge, extra people come to stay in the holiday home, a claim of 50% of the rent per additional person will immediately arise, which will be deducted from the deposit. Subletting is not allowed.

#### **5) Arrival and departure :**

Please strictly respect the arrival and departure times. We, like you, like to arrive and stay in a neat holiday home. Therefore, there must be sufficient time for a good cleaning between the departure of previous guests and the arrival of the new guests.

If your arrival time differs or is not possible, we ask you to inform us in good time. We are happy to meet you personally at the start of your stay (by appointment) and then give a short tour of the holiday home with explanation.

At the latest 1 week before your stay you will receive a confirmation email with a unique access code that gives you access to the holiday home (keypad).

Week: Friday 5:30 pm to Friday 11:00 am

Midweek: Monday 5:30 pm to Friday 11:00 am

Weekend: Friday 5.30 pm to Sunday evening 6.00 pm

#### **6) End of stay/final cleaning:**

The landlord attaches great importance to the cleanliness of the home. Damages must be reported honestly to the landlord.

The rented holiday homes must always be left neat and tidy after your stay. This means: cleaning up the house: putting everything back in its place, emptying trash cans in the rooms, clearing the countertops, emptying the dishwasher, putting the clean dishes in the cupboard and leaving the holiday home tidy (broom clean).

This is not provided for in the final cleaning: emptying the dishwasher, emptying and cleaning refrigerators or freezers, cleaning the oven or microwave, cleaning the barbecue that is available free of charge, cleaning up garbage, cleaning up the garden and terrace.

The "normal" final cleaning is mandatory and paid for by you in advance. However, you certainly understand that we therefore ask that you comply with the house rules. That is why we are obliged to charge extra costs if it is not in order. The owner has the right to charge extra cleaning hours at €25/hour. These amounts are deducted directly from the deposit. Damage and shortages to the inventory will be deducted according to the purchase invoice.

Please close windows and doors on departure.  
The access code will be deactivated after departure.

#### **7) Garbage :**

The household waste is sorted separately in the provided waste bins: residual waste, Plastic-Metal-Drinks carton, paper and cardboard, organic waste and glass. If we have to sort the household waste, extra cleaning hours will be charged.

#### **8) Linen :**

Bed linen is available and must be used. The beds (including a cot) are always made on arrival and ready to sleep. At the end of the rental period you can open the beds and leave the sheets and duvets behind. We ask that you do not wash the sheets yourself. We also provide kitchen towels.  
Bath towels can be rented without obligation for €5/person.

#### **9) Guarantee :**

The holiday home has valuables and the deposit serves to compensate for any accidents or damage. Complaints related to inventory and existing damage are accepted up to 4 hours after your arrival. This must be reported to the owner.  
Accidents can happen, but immediate repair prevents worse damage. The tenant is responsible for the holiday home and its contents, and is expected to use it with due care. The holiday home is checked during cleaning. It is therefore during brushing that damage, loss or breakage can be detected. It may happen that the holiday home is in such a state that we have to charge extra cleaning hours. When everything has been left in good order and no damage or breakage has been found, your deposit will be returned by bank transfer no later than two weeks after your stay. If the damage exceeds the amount of the deposit, the tenant is obliged to make an additional payment within one week of notification.  
A conflict about possible damage is a conflict between the owner and the tenant. The owner decides on the deposit. It is a good idea to spontaneously report accidents to the owner. If something breaks, it is advisable to keep the broken pieces aside for the owner or the person responsible. In this way, it can determine which broken piece it is about and this prevents discussions and misunderstandings.  
In the event of an accident or dispute, it is best to communicate with the owner. In this way things can be clarified and a solution can be reached that both parties can accept.

We wish you a pleasant stay at the Kettle House

Landlord details: Patrick Deketele/Patricia Vanbeneden  
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