Vakantiewoning Villa les Bruyères
Tivoli 5
3650 Dilsen-Stokkem
info@villalesbruyeres.be
www.villalesbruyeres.be

General Terms and Conditions

Be welcome!

We are pleased to welcome you in our holiday home Villa les Bruyères. To make your stay as pleasant as possible, we would like to give you some guidelines.

1. DESIGN

1. Please **do not move the furniture** (not even outside), this may cause damage and wear;
2. We ask you to treat the house and its contents with care and not to cause any damage;
3. There is wireless internet in the house, the use of the internet during the rental period is entirely the responsibility of the tenant. Illegal downloading is prohibited;
4. It is forbidden to use deep fryer, gourmet or fondue;
5. Grease residues are never deposited in the sink or toilets;
6. The garage is provided for storing and charging bicycles;

2. THINK GREEN

1. Standard consumption of electricity, water and gas are included in the rent. Please use this sparingly:
2. ventilate for a maximum of half an hour and close the thermostatic valve on the radiator or switch off the air conditioning;
3. turn off the lights when you leave the room;
4. fill the dishwasher, washing machine, dryer completely;
5. do not leave the outside doors and windows open when you heat or use the air conditioning;
6. please close windows and doors upon departure;
7. In our city, the **waste is sorted**. More info further in the folder:
    - Paper and cardboard
    - Glass
    - Plastic, Metal and Drink cartons (PMD)
    - Vegetables, Fruit and Garden (GFT)
    - Household waste

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3. RULES OF LIFE

1. It is **strictly forbidden to smoke** in the holiday home. When you smoke in the garden, please throw the butts in the metal bin provided for this purpose in the garage;
2. **Animals are not allowed** both inside and in the garden, with the exception of companion animals for people with a motor, auditory or visual impairment. This must be reported to the operator in advance;
3. Respect the plantings in the garden and do not start any fires. Setting up tents, windbreaks is not allowed;
4. A **maximum of 12 people may stay in the holiday home**. It is not allowed to have more guests on the property in camper vans, tents,... If not complied, access to the holiday home can be refused or you can be asked to leave the property + warranty and rent will be withheld;
5. The property may never be sublet;
6. The guest/tenant remains the main person responsible for the holiday home during the stay and must inform his fellow residents of the rules;
7. The owner can enter his property at any time to inspect the indoor installations, heating, garden maintenance, etc. .
8. We are not responsible for any accidents, theft or loss of equipment and/or personal belongings;
9. Please do not park with neighbors or on the road;
10. Villa les Bruyères is located in a park area, in a pleasant and quiet neighbourhood. Silence is therefore appreciated. **Noise nuisance is out of the question! Music, loud voices and rumor are prohibited.**
11. The roof covering of the garden room (Cornelia terrace) is not designed to be walked on!
12. **On departure**:
    1. Please leave the house tidy and do not leave any waste in the house, but sort it;
    2. Please put everything back in the same place (also in the cupboards);
    3. Remove the dishes from the dishwasher and place everything back;
    4. Ovens, refrigerators, wood stove, BBQ, fire bowl and freezer are left clean by the guest;
    5. The bed linen may be removed (except mattress protectors) and left in the washing area;
    6. Leave the key in the key safe and close it.
13. It is **not permitted to charge an electric car/van** via household sockets. If this is not followed € 250 will be charged and may or may not be deducted from the deposit.
14. A quantity of wood is provided (free of charge and during winter) for the guests. If this is not sufficient for the guest, he/she must provide additional wood himself/herself (e.g. by purchasing it from a specialist shop). It is **NOT** permitted to steal wood from the domain of Villa les Bruyères.
15. Unfortunately, guests forget items at the villa. From now on, these items will no longer be sent by the owner. Forgotten items can however be picked up.
16. There are 2 bicycles available. Damage and repairs will be deducted from the warranty.

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4. FIRE SAFETY AND EMERGENCY PROCEDURES

1. Stairs, corridors and doors must be kept clear to allow quick and easy evacuation of the building. Doors leading to an emergency exit may not be closed or blocked;
2. There is a first aid kit in the kitchen (cupboard left);
3. Own electrical appliances must be technically sound and may not overload the electrical installation;
4. A list of emergency numbers as well as guidelines in case of fire are present in the home;
5. Keeping **fireworks** in the house and igniting fireworks around the house is strictly **prohibited**;
6. Using the wood stove (only during winter, a small amount of wood is provided):
    1. Remove the ashes in the stove before lighting them using the iron hook. Make sure the drawer fits correctly so that the ashes fall into it;
    2. Empty the (cooled) ash drawer regularly (do not wait until it is filled to the brim with ash) in the metal container provided for this purpose outside;
    3. Please only use the materials provided in the stove. Paper, cardboard, plastic, waste, kindling wood ... are **forbidden**.
7. Using the BBQ:
    1. place it on the gravel, not under the tent;
    2. **clean it up** after use your clean for the next guests;
    3. remove the cooled ashes in the metal bucket provided in the garage;
    4. only use charcoal.
8. Lighting candles in the house and the garden can only be done in the holders provided.
9. The use of fondue, grill, teppanyaki, gourmet, deep frire,... is **FORBIDDEN**.

5. DAMAGE

1. Upon arrival, the guest reports possible defects to the owner;
2. Report any damage/defect before departure;
3. The guest is liable for damage/theft of property made by him/her. The guest is jointly and severally liable for all loss and/or damage to the holiday home, the garden and its furnishings (inside and outside), if this is the result of acts or omissions on the part of himself or of third parties who, with his/her consent, the house;
4. Costs for damage/theft of property will be deducted from the warranty. If the costs exceed the warranty amount, the guest will bear the additional costs. If there is a defect during the rental period, the guest immediately informs the owner.
5. The amount of the retained warranty will be reported. Where possible, a cost estimate will be provided and we will settle the actual costs. A fixed amount will be withheld for the following:

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* failure to clean BBQ, fire pit, oven: € 30
* failure to empty dishwasher: € 25
* incorrect sorting: € 25
* checking out after 15:00: € 100
* (bachelor/drinking) parties, events: € 800 + paid rent
* having more people than 12 as guests on the property: € 800 warranty + paid rent

6. We renovated Villa les Bruyères with a lot of love and attention to authenticity. We appreciate it if our guests treat the villa with the same love and respect.
7. Damage and repairs to the 2 bicycles will be deducted from the warranty.

6. PAYMENT

1. A warranty of € 800 needs to be paid. If Villa les Bruyères is left tidy, without damage and in compliance with the general terms and conditions, you will receive the warranty back in full within a week via bank transfer (for a transfer to a non-European bank account, the bank charges will be deducted from the deposit).
2. In case of cancellation up to 7 days before arrival, the owner will retain 50% of the total sum. In case of cancellation within the week before arrival, this is 100% of the total sum.
3. The owner has the right to cancel the reservation if the guest does not pay (warranty and/or rental amount) within the predetermined period. The guest will be notified by email.

The owner is authorized to terminate the reservation and/or stay if the guest is clearly intolerant or does not comply with the rules of living and good neighborliness or does not comply with the general terms and conditions, with the risk of withholding the paid rent and warranty.

We wish you a pleasant stay and thank you for your booking!

Love
Anne