



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

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## Terms and Conditions

Be welcome!

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

### DESIGN

1. Please do not move the furniture (including 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 a 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;

### ECO FRIENDLY

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

### LIVING RULES

1. It is strictly **forbidden** to **smoke** in the holiday home. When you smoke in the garden, please throw the butts outside in the metal container provided;
  2. Animals are not allowed inside or in the garden, with the exception of companion animals for people with motor, hearing or visual disabilities. This must be reported to the manager in advance;
  3. Respect the plantings in the garden and do not light fires. The erection of tents, windbreaks is not allowed;
  4. A maximum of 12 people may stay in the holiday home. In case of infringement, access to the holiday home may be refused;
  5. All dishes must be done and placed in the cupboard on departure;
  6. The house may never be sublet;
  7. The guest/tenant remains the main responsible for the holiday home during the stay and must inform his fellow residents of the rules;
  8. The manager is authorized to end any stay if the guest is clearly intolerant or does not comply with the rules of life and good neighborly relations, without repayment of the rent and deposit paid;
  9. The operator can enter his property at any time to inspect the indoor installations, heating, and maintenance of the garden. The guest is notified in advance in order to respect privacy;
  10. We are not responsible for any accidents, theft or loss of material and/or personal belongings;
  11. Please do not park near the neighbors or on the road;
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12. Villa les Bruyères is located in a park area, in a pleasant and quiet neighborhood. Silence is therefore appreciated. Noise pollution is out of the question! (cfr [GAS-reglement](#))

13. The roof covering of the garden room (Cornelia terrace) is not intended to be walked on!

14. **On Departure:**

- **Please leave the house tidy, do not leave any waste in the house and sort the waste;**
- **Please put everything back in the same place (also in the cupboards);**
- **Remove the dishes from the dishwasher;**
- **Ovens, refrigerators, BBQ and freezer are left clean by the guest;**
- **The bedding may be collected (except mattress protectors) and left in the washing room;**
- **Leave the key in the key safe and close it.**

#### FIRE SAFETY AND EMERGENCY PROCEDURES

1. The stairs, corridors and doors must be kept clear to enable quick and easy evacuation of the building. Doors leading to an emergency exit may not be locked or blocked;

2. There is a first aid kit in the kitchen;

3. Own electrical appliances must be technically in order and may not overload the electrical installation;

4. A list of emergency numbers as well as guidelines in case of fire are available in the home;

5. Storing fireworks in the home and lighting fireworks around the home is strictly prohibited;

6. Using the wood stove:

- Remove the ashes in the stove before lighting them using the iron hook. Make sure the tray fits correctly so that the ashes fall into it;
- Empty the (cooled) ash drawer regularly (do not wait until it is brimming with ashes) into the metal container provided outside;
- Please only use the materials provided in the stove. Paper, cardboard, plastic, waste,... are **FORBIDDEN**.

7. Using the **BBQ**:

- place it on the gravel, not under the tent;
- clean it again after use for the next guests;
- remove the cooled ashes into the metal bucket provided outside/garage;
- only use charcoal.

8. Lighting candles in the house and garden is only allowed in the holders provided.

#### DAMAGE

1. The guest reports any present damage/defect on arrival to the owner;

2. Report any inflicted damage/defect before departure. It can always happen that something breaks, but we would rather hear this from you than have to find out for ourselves;

3. The guest is liable for damage/theft of property caused by him/her. The tenant 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 negligence on the part of himself or of third parties who, with his/her permission, are in the house;

4. Costs for damage/theft of property caused will be deducted from the deposit. If the costs of damage caused exceed the deposit amount, the guest will bear the additional costs. If there is a defect during the rental period, the guest immediately informs the owner.

5. 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 amount of love and respect.

#### PAYMENT

1. A deposit of € 800 is requested. **If Villa les Bruyères is left tidy, without damage and theft of property and after compliance with the terms and conditions you will receive the deposit back in full** within a week by



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bank transfer (if transferring 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 manager will retain 50% of the total amount. In case of cancellation within the week before arrival, this is 100% of the total sum. If the stay cannot take place due to a travel ban/lockdown due to COVID, this can be moved free of charge to another free period (within 1 year), after consultation.

3. The owner of the property has the right to cancel the reservation if the guest does not pay (deposit and/or rental amount) within the stipulated period. The guest will be informed by e-mail.

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