

General conditions for the tenant

It is necessary to read these conditions carefully. The rights and obligations of both you and Club Villamar are described. Your payment to Club Villamar implies agreement with the mentioned conditions.

Kind of agreement

Club Villamar mediates with regard to the realization of rental agreements between owners and tenants. The rental agreement is always an agreement between the owners and the tenant. Only between these parties rights and obligations arise from the rental agreement.

Club Villamar acts as representative of the owners and is only responsible as far as it concerns the performance of the mediation. Anyway, Club Villamar is only responsible for the rental sum paid by the tenant.

Club Villamar always remains the right to refuse guests or to cancel reservations.

Conditions of payment

After reception of your booking form and your down payment of 25%, your booking is realized. The other part of the sum should be registered on our account at last 8 weeks before the start of the rental period.

Name and place : Club Villamar N.V., Utrecht, Netherlands
Our account number : 45.75.90.904
Bank : ABN-AMRO - Kantoor 5390.33 - Neude 4 - Utrecht - Netherlands
Code BIC/SWIFT : ABNANL2A
Code IBAN : NL85ABNA0457590904
Payment reference : Please mention booking number. Please don't forget !

The reservation of the villa will be cancelled if we don't receive your down payment within 5 days after the date of sending this form.

Deposit

At the moment of arrival you pay the deposit cash or by credit card to our representative on the spot. The deposit will be refunded at your account within 10 days after your departure. Damaged or missing items with regard to interior and exterior of the holiday home will be deducted from the deposit money. All damages and missing items not reported to Club Villamar within 24 hours after arrival, are assumed to be caused by you. Youngsters (groups of persons with an average age of < 25) pay a deposit of 150 euros per person with a maximum of 1000 Euro. Other guests pay the deposit sum indicated on the booking form and website. With regard to the restitution, the tenant has to report to Club Villamar his address

and bank account information (account number, IBAN and BIC code). This can be done by email (also before arrival) or handed over to our representative on the spot.

Conditions of cancelling

Cancelling by tenant

In case of cancelling within 4 weeks before the planned day of arrival the entire rental sum is owed. In case of cancellation between 4 and 8 weeks for the planned date of arrival 75% of the rental sum is owed. In case of cancellation earlier than 8 weeks before the planned date of arrival 50% of the rental sum is owed. Cancellations have to be reported by e-mail or phone to Club Villamar and should be confirmed in writing. The day of reception of the written confirmation, will be described as cancellation day.

Cancelling by Club Villamar

If circumstances require cancellation of the already rented holiday home, the tenant will immediately be notified and if possible another holiday home will be offered. In case of non acceptance of this home, or when there aren't any other homes available, the already paid sum will immediately be transferred to the tenants account. The tenant only has the right to claim this sum from Club Villamar.

Responsibility of the tenant

During your stay in the holiday home, you are as tenant fully responsible for the rented home, inventory and all other property belonging to the rented object and the damage supposed to be caused by you and your company should be paid (without counter evidence) by you at replacement value to the homeowner or his substitute. Club Villamar has the right to use the deposit for this purpose. In case of extreme, on purpose caused damage, Club Villamar has the right to dissolve the contract without restitution of the rental sum. Between 22.00 p.m. and 8 a.m. the tenant has to respect the night rest of the neighbours without causing any trouble. Without written Club Villamar permission it is not permitted to stay with more than the amount of persons stated on the website, at the rented accommodation. Disregarding this policy will lead to immediate cancellation of the rental agreement without right of any reimbursement.

Pets

Not all homeowners allow pets. Only when stated on the Club Villamar website, pets are allowed.

Responsibility of Club Villamar

Club Villamar is never responsible for damages and/or costs on behalf of the tenant. Club Villamar isn't responsible for any lost items, theft, or psychical damage caused to or by tenants of holiday homes rented trough mediation of Club Villamar. Club Villamar isn't responsible for any noise nuisance during the stay. Moreover, Club Villamar isn't responsible for any not reproachable mistakes in the description of the home, as showed on Internet.

Building activities

Club Villamar accommodations are privately owned houses, which are not situated on a bungalow park. This means there can incidentally take place building activities in the area of

your accommodation. Although Club Villamar is not liable for any inconvenience this might cause during your stay, Club Villamar will mediate with the constructor.

Arrival and departure

At the regular day of your arrival you have to check in at our Home service office between 16.00 and 21.00. Our representatives will take care of the check-in procedure with you. At our Home service office you will pay the deposit and the additional costs (if any) cash or by credit card. You receive the bed linen (if ordered) and the keys of the holiday home. If it isn't possible to check-in within the normal hours due to sudden circumstances, you have to contact our representative on the spot before 18.00 at the day of arrival. The representative will offer an other moment for the check-in. The additional charge for a check in other than the usual arrival hours, is €50.

For verification purposes, you should be able to show a copy of your Club Villamar reservation from and a valid proof of identity.

- . Check-in before 16:00 and 21:00
- . The house has to be left before 10:00. In case of a later departure without the explicit permission of Club Villamar, Club Villamar has the right to deduct from your deposit a sum till a maximum off 100 euros an hour. You put the key of the holiday home in the drop box at our office.

Facilities

Not all the facilities described like sport facilities, swimming pools, restaurants, disco's etc are open the whole year. Club Villamar isn't responsible for facilities belonging to others, that are closed during your stay for no matter what reason

Cleaning

What do we do?

Your accommodation will be clean at the moment of arrival. It's essential you leave the accommodation in the same way. All comments about cleaning or inventory have to be reported to our representative at the day of arrival. If you are not satisfied with the service delivered, please contact the responsible representative on the spot. Should this representative not be able to offer you a suiting solution, you will contact the Club Villamar booking agency. All complaints should be send by email to reservations@clubvillamar.com within 14 days of your departure from the rented accommodation. After this period new complaints will not be processed.

What are your tasks?

When you leave the accommodation:

- . The crockery and the cutlery should be clean and put way
- . The dishwasher (if any) should be empty
- . The beds should be stripped and linen (if rented by Club Villamar) should be collected at a central place
- . The household refuse should be placed in the dirt containers.

- . The fireplace and the BBQ should be clean and empty
- . The terrace furniture should be properly arranged and the garden and/or terrace should be clean
- . The house should be clean

If the villa isn't clean after your departure, Club Villamar has the right to deduct cleaning costs till a maximum of 250 euros.