

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.

1. 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.

2. Satisfaction guarantee

Club Villamar puts a lot of care into the preparation of your holiday. On the basis of surveys action is taken when there are possibilities for improvement. We gladly give you clarity about your holiday residence before you make a reservation.

If the holiday residence that you have hired doesn't match the factual characteristics in the description of the residence on our website, then you can report this by telephone at Club Villamar. Residences that don't match the previous described characteristics or residences that have unsolvable shortcomings in the interior fall within this regulation. After you have reported this, the letter will be obliged to resolve the shortcomings. However, if that isn't possible, Club Villamar will always try to reappoint you with a different residence. The surroundings of a holiday residence is subject to external influences. Thus, the description can change per season and weather type. If you decide not to make use of the residence and the possibly offered alternative, you will always get your money back. Within a few days you will have your money deposited back onto your account.

What are the requirements to be taken into consideration for this guarantee:

- First of all, you have to hire a residence from us whereupon this guarantee applies
- Call Club Villamar at arrival if the residence doesn't match the description and conditions
- Give the letter the opportunity to solve the problem

3. Lowest price guarantee

Club Villamar has, when setting up the contracts with the residence owners, laid down a Lowest Price Guarantee in the contracts. That means that the price that you can find on Clubvillamar.com always is the lowest price.

Nevertheless, in case you find the same holiday residence for a lower price and under the same conditions (same period, amount of people, services), Club Villamar will give you the same as the other party.

This regulation applies to the rent without the guarantee, because you will get that back at the end of your holiday. With the same conditions means also that differences created by early or late bookings don't fall under this regulation. A last-minute booking could be cheaper, also on our own website.

You can lay a claim to this regulation before the reservation, during, or even up to 7 days after the moment of reservation. After that the possibility of reclaiming expires. We only ask for evidence per e-mail for verification of the claim.

4. 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.

5. 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.

6. 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.

7. 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.

8. 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.

9. 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.

10. 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 form 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 of 100 euros an hour. You put the key of the holiday home in the drop box at our office.

11. 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.

12. 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 suitable solution, you will contact the Club Villamar booking agency.

All complaints should be sent 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 away.
- 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.

How much does the final cleaning cost?

The final cleaning (for the villas in Costa Brava) can be an optional or mandatory service that you book with the reservations office or directly at your arrival. For most of the villas the final cleaning service is 80 Euros, but there are exceptions. The final cleaning costs are mentioned on the webpage with the villa information. Even if you book the final cleaning you have to know that there are still some things that you are expected to do (clean bbq, empty dishwasher, take the trash out, etc.)

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

13.Complaint Procedure

If at your arrival you find an error or imperfection, we strongly recommend you should contact our representative on place. Most of the cases he will be able to offer you an adequate solution.

If there is a problem that does not have a quick or adequate solution please send a complain by e-mail to Club Villamar. All complaint must be sent by e-mail to reservations@clubvillamar.com within the 14 days after your departure. After this period new complaints will not be taken into consideration.