

## General conditions renters KWO-Verhuur

### 1 General:

- KWO-villa in these general conditions means the specific KWO-villa(s) for which the booking is made and the rental agreement is concluded, of which these general conditions form an integral part.
- The renter in these general conditions means the contract party and renter of the KWO-villa mentioned above.
- KWO in these general conditions means Koopwoningen Oostenrijk B.V. and more specifically KWO-Verhuur, which is part of Koopwoningen Oostenrijk B.V.
- KWO coordinates and manages the rentals for the owner of the KWO-villa, but is not herself the owner of the KWO-villa. The owner of the KWO-villa is responsible for all matters related to the rights and obligations or matters and its consequences about which KWO-villa owner decides without KWO.
- Deviations from these general conditions can only be agreed in writing. Agreements orally made with a KWO employee will only become effective when they have been laid down in writing between an authorized KWO employee and the renter.
- KWO will treat and process the data provided to it in accordance with the Personal Data Protection Act.

### 2 Offers, prices and additional charges

- The applicable prices and charges are listed next to the booking calendar of the website [www.kwo-villa.com](http://www.kwo-villa.com).
- The offers, prices and additional charges listed next to the booking calendar mentioned above are non-binding and can be subject to changes. The price indicated during booking is the price that will be used in the rental agreement.
- The prices are always including VAT.

### 3 Booking KWO-villas:

- After making the booking on the website [www.kwo-villa.com](http://www.kwo-villa.com) or another platform through which KWO rents out the KWO-villa the booking is immediately binding. In case of the eventuality that during the booking a double booking is made, KWO will offer as an alternative a similar KWO-villa. When this is not possible KWO will refund the payments made to the renter.
- The renter will receive the rental agreement as soon as possible from KWO and has to check the booking and this rental agreement immediately upon receipt.

### 4 Payment plan:

- The payment plan is according to the rules of the respective website with which the booking was made. The payment plan can be found on the respective website and/or in the enclosed rental agreement.
- The rental price is exclusive electricity. This will be billed separately on the final settlement invoice, according to consumption. See also the prices listed next to the booking calendar on [www.kwo-villa.com](http://www.kwo-villa.com).
- The rental price is exclusive local taxes like tourist tax. See the prices listed next to the booking calendar.

- For bookings that are made within 7 weeks before the first day of the rental period: the entire rental price plus the cleaning costs, the costs of bed linen & towels and the deposit, are to be paid immediately and within 3 days after booking.
- If the payments are not made correctly according to the applicable payment plan, KWO can terminate the rental agreement.

#### 5 Youth groups:

- As youth groups are considered groups in which all persons are under 21 years old, unaccompanied by an adult of over 21 years old.
- Youth groups are not allowed in this KWO-villa.

#### 6 Arrival and departure:

- The renter can enter the KWO-villa at 16:00 on the first day of the rental period, and has to leave the KWO-villa at the latest at 10:00 on the day of departure.

#### 7 Final cleaning and bedding:

- On arrival, the renter checks the KWO-villa and reports any faulty cleaning. If there is a complaint about this, the renter can report this to the house manager, at the latest within 48 hours after arrival.
- The renter must leave the KWO-villa broom clean and the crockery washed and put back in the right place.
- The renter may not use the beds without bedding. If damage to the mattresses and blankets is caused by not using the bedding, this will be invoiced to the renter by KWO on the final invoice.
- KWO takes care of the final cleaning and cleaning of the bed linen; KWO will charge the renter the rates for this stated in the booking calendar.
- The bedding and the final cleaning during the rental period will be invoiced to the renter before the start of the rental period.
- If extra cleaning costs arise due to negligence or incorrect use of the renter, this will be invoiced to the renter by KWO on the final settlement invoice.

#### 8 Electricity:

- Electricity is not included in the rent, but is charged separately.
- The costs of electricity per kWh are shown in the booking calendar.
- The meter readings are recorded by KWO before arrival and after the renter's departure.
- The electricity consumption during the rental period will be invoiced to the renter on the final settlement invoice.

#### 9 Cancellations:

- In case of cancellation of the booking the following cancellation costs apply, unless stated otherwise on the website on which the booking is made:
  - Upon cancellation until 42 days before the first day of the rental period (counted from midnight before this day): 30% of the rental price.
  - Upon cancellation after 42 days before the first day of the rental period (counted from midnight before this day) 100% of the rental price.
  - Without cancellation, even though the KWO-villa is not being used: 100% of the rental price.

10 Damage in general:

- On arrival, the renter shall fully check the KWO-villa for any damage.
- If the renter discovers any damage, the renter shall report this immediately upon arrival (at the latest within 48 hours) to the house manager.
- KWO is not responsible for any damage to the KWO-villa.
- KWO will do its best to, together with the KWO-villa owner, to solve the damage as quickly as possible, in reasonableness and fairness.
- The renter gives KWO and the KWO-villa owner the opportunity and cooperation to solve the object of the damage. The renter will also make sure that the object of the damage does not get worse.
- If the damage makes the use of the KWO-villa wholly or partially impossible, the KWO-villa owner is liable for this.

11 Damage caused by the renter:

- Damage caused by, or under responsibility of, the renter, must be reported immediately to the house manager.
- After departure, during the cleaning in and around the KWO-villa there will be a check whether damage has occurred during the rental period or whether items are missing from the inventory.
- The KWO-villa owner gives the order to repair the damage and KWO will only refund the deposit to the renter after the damage has been repaired.
- The costs of the damage will be deducted from the deposit and stated in the final settlement invoice, unless it concerns damage not caused by the renter and reported by the renter immediately upon arrival.
- If the costs for repairing the damage are higher than the deposit, the difference will be invoiced by KWO to the renter in the final settlement invoice.

12 Contact information:

- The contact information of the house manager and reception is mentioned in the rental contract that the renter will receive from KWO.
- For questions KWO can be contacted on [verhuur@kwo-villa.com](mailto:verhuur@kwo-villa.com). KWO will do her best to answer your question as soon as possible and within two workdays.