

General terms and conditions for renting the holiday accommodation Casa Palmeira, Pata de Cima.

1. Scope of application

These General Terms and Conditions (GTC) apply to the rental of holiday accommodation and to all other services provided by the landlord to the guest.

2. Booking

The booking of the holiday accommodation becomes legally binding upon receipt of the booking confirmation. By making a booking, the guest automatically accepts these terms and conditions as well as the house rules, which were made available to them in advance.

3. Residence

- The holiday accommodation, including inventory and facilities, must be treated with care.
- The guest must ensure that windows and doors are closed, all keys are returned to the key box and all electrical appliances and lights are switched off when leaving the accommodation.
- Use of the holiday accommodation is permitted exclusively to the persons specified at the time of booking. The maximum occupancy of the house is limited to 8 persons. The admission of additional persons requires prior consent and may be subject to an additional charge.
- The rental is for private holiday purposes only. Subletting or transfer to third parties is not permitted.
- Check-out: 10:00 a.m.; check-in: 4:00 p.m. or by arrangement.
- In the event of violations of the terms and conditions or house rules, the landlord may terminate the rental agreement without notice. In this case, there is no entitlement to a pro-rata refund or compensation.

4. Payment

- Upon booking, a deposit of 50% is due within 7 days of receiving the invoice.
- The remaining amount must be transferred not later than 60 days before arrival.
- For last-minute bookings, the total amount is payable within 3 days of booking confirmation.
- A deposit of €800 is payable upon booking. This will be refunded within 7 days after the end of the rental period, provided there are no complaints. Complaints will be documented in written form by the landlord.

5. Withdrawal and cancellation

- To ensure consistent service for all clients, this booking is binding and cannot be cancelled free of charge. In the event of cancellation, the following compensation applies:
 - Up to 60 days before the start of the rental period: 10% of the rental price

- 60–30 days: 50%
- 29–15 days: 75%
- 14 days to the start of the rental period: 90%
- Cancellation must be declared in writing.
- In cases of force majeure or unforeseeable circumstances, the lessor's liability is limited to refunding the rental price. Compensation for damages or reimbursement of travel/hotel costs is excluded. A travel cancellation insurance is recommended.

6. Liability

- The lessor is responsible for providing the accommodation in accordance with customary due diligence.
- No liability is accepted for failures in the water or electricity supply, or for damage caused by force majeure.
- The landlord accepts no liability for loss or theft of items in the house or on the property.
- Damage caused by the guest through wilful misconduct or gross negligence shall be borne by the guest.
- A fee of 50.-€ will be charged for any lost keys.

7. Written Form

Amendments or additions to these General Terms and Conditions must be made in writing, as must any amendments to this clause. There are no verbal side agreements.

8. Privacy policy

We process our customers' personal data in accordance with the applicable statutory data protection provisions. Detailed information on data processing is not included in these General Terms and Conditions, but is set out in our separate privacy policy.

9. Severability clause

Should individual provisions of these General Terms and Conditions be invalid or unenforceable, the validity of the remaining provisions shall remain unaffected. The invalid provision shall be replaced by a valid provision that comes as close as possible to the economic purpose of the invalid provision.