

## Magical Austria – Apartment Rental Terms & Conditions

Please read the terms and conditions set out below prior to making your reservation. These terms and conditions govern all bookings with us. The person who makes the booking must be at least 18 years of age at the time of the booking and accepts these terms and conditions on behalf of all members of the party and is also responsible for all payments due from the party. A booking made by you will be under the assumption that you have read and accepted these terms and conditions.

### Booking process

1. Upon initial enquiry, the owner will confirm availability & detail the rental cost & service charges. The tenant will then confirm this reservation & indicate their preferred method of payment. The tenant will also provide their contact address & telephone number.
2. The owner will supply an invoice detailing the deposit payment due (if over 6 weeks from the let) or full payment (if within 6 weeks from the let) together with the payment instructions.
3. The reservation will be “held” for 10 days pending receipt of the deposit or full payment. Upon receipt, the booking will be confirmed & an updated invoice supplied indicating the due date for the balance payment.
4. Once the full payment has been received, the owner will supply an information pack to the tenant detailing the apartment address, driving directions & other useful information. The tenant will be required to supply their approximate arrival time in St Gilgen so that the owner’s representative can be ready to meet them at the property.

### Liability

We will not be liable for any act, neglect or default on the part of any person nor any accident, damage, loss, injury, expense or inconvenience whether to person or property which the tenant or any other person may suffer or incur arising out of or in any way connected with the letting or resulting from any other cause whatsoever. We advise you to arrange your own insurance to cover yourselves and your personal belongings whilst staying at the property.

### Payments

If the booking is made within six weeks of the letting the whole of the rental payment is to be paid at time of confirmation.

If the booking is made prior to six weeks of the commencement of the letting, a rental deposit of £150 is to be paid to confirm the reservation. The remaining balance of the rental sum is then due six weeks prior to the letting. If the balance is not received by the due date, the owner reserves the right to re-let the apartment for the period concerned.

If a cancellation is requested more than six weeks in advance of the letting the balance of any monies paid, less the rental deposit, will be returned to the tenant. If the cancellation is requested within the six weeks prior to the letting the owner will retain the rental deposit and also reserves the right to retain the balance of the rental (should it not be possible to re-let the property for this period).

Payments for rentals may be made using the following methods;

For UK based tenants-

- a. Cheque drawn on a UK Bank
- b. Paypal payment (3% will be added to the payment due to cover the Paypal charges)

For tenants from outside the UK-

- a. IBAN Bank transfer in Euros to our Austrian Bank

b. Paypal payment (3% will be added to the payment due to cover the Paypal charges)

Tenants will be asked to confirm their preferred method of payment at time of booking so that the correct amount & currency can be quoted.

#### General conditions

The number of people occupying the property may not exceed 6. We also ask you to treat the locals and neighbours in a courteous and considerate manner at all times.

The tenant agrees to keep the property and all fittings, furniture, equipment and other contents in or on the property in a like state of repair and condition as at the commencement of the letting and will make good (or will arrange with us to make good) any damage, breakage, or loss that may occur during the period of letting.

The rental of the property includes water, electricity & internet access. The property is equipped with crockery, cutlery, sheets, blankets and adequate cleaning equipment, linen and towels (not to be used as beach towels).

Holiday lettings are from 3pm on the date of arrival to 10am on the date of departure. The time lapse is to enable the property to be inspected in between lets to ensure everything is in good order. Long lets can be arranged in advance.

The tenants agree not to smoke, nor to allow smoking, inside the apartment at any time.

The tenants agree not to bring pets into the apartment.

The tenants are responsible for any material they access or download using the apartment's internet connection. Should any material be of an unlawful or offensive nature, the owner reserves the right to disclose the tenant's details to any investigating or prosecuting agency.

Tenants are asked to leave the property clean and tidy and to ensure that they take all belongings with them. Should the property be left in a poor condition requiring more intensive cleaning, then this will be charged at £10 per hour.