

## General terms and conditions

### Contractual partners:

Contractual partners are the tenant and the respective owner of the rented flat. The company Club Helios shall be exclusively responsible for the mediation of the conclusion of the rental agreement.

### Prices:

Prices according to our price-list refer to the flat per week, plus booking fee, visitor's tax and cleaning fee. Rental prices are based on the respective location, size and furnishings of the leased premises. All flats are in private hands and are furnished according to the demand and taste of the respective owner.

The tenant is required to buy the admission ticket to the naturist centre on the spot, in the reception office at the entrance to the naturist centre.

### Payment:

The complete receipt of down payment within a fortnight upon receipt of the booking documents is the prerequisite for a fix reservation. The outstanding payment is due by six weeks before commencement of the travel at the latest. Costs for foreign payments are always payable by the tenant.

For payments by credit card, the company Club Helios will always charge a service fee amounting to 2.5 per cent of the respective amount.

### Cancellation:

Should the tenant not set on the journey or cancel it, he shall nevertheless pay the full rental price plus booking fee. Repayment of amounts already paid is excluded. Should the tenant depart earlier, he shall not be entitled to a reimbursement and the company Club Helios will be free to do what they want with the flat.

The company Club Helios expressly recommends to conclude a travel cancellation insurance.

Should, for any unforeseeable circumstances, a flat not be available, the company Club Helios reserves to offer the tenant an equivalent or more expensive flat without an extra charge.

### Arrival:

Arrival takes place on the agreed date of arrival between 5 p.m. and 8 p.m. After prior arrangement, in isolated cases arrival is possible until 12 p.m. as well. However, we would charge you a service fee amounting to 25 euros for this extra service after 9 p.m. The tenant will receive further information regarding his arrival (travel documents incl. documented evidence of flat) approx. two weeks before commencement of travel. Should the tenant not arrive within two days without prior announcement, the company Club Helios reserves the right to make the flat available to another tenant. Nevertheless, the tenant remains obliged to pay the full rental price plus booking fee. A reimbursement of amounts already paid is excluded.

Any complaints with regard to the condition of the holiday apartment shall be communicated within two hours upon handing over of keys.

### Deposit:

By handing over the keys, the tenant undertakes to deposit his credit card data as a guarantee. According to the size and furnishing of the rented flat the deposit is 250 to 1000 euros. After departure, this data will be deleted within one week, provided the flat will have been handed over in the condition up to contract.

### Departure:

On the day of departure, all flat keys and if applicable garage keys as well as probably rented towels or linen are required to be returned by ten o' clock in the morning at the latest. If returning it later, the whole day (1/7 of weekly price) shall be charged.

On the day of departure, the tenant shall hand over the flat in a well-swept condition, namely with washed and sorted dishes and emptied dustbins.

### Liability:

The tenant shall be held liable for damages caused by him in and at the flat. The company Club Helios/the landlord shall not be held responsible for damages caused to the tenant due to e.g. theft, accident or similar. Claims of the tenant due to a possible noise disturbance or construction works are excluded.

### Accommodation:

Only the persons registered upon reservation shall be accommodated in the flat. Even temporarily overnight accommodation further persons ist not permitted.

### Pets:

Pets are not allowed.

### Television:

Should the flat be furnished with a TV, it may be used by the tenants free of charge. Club Helios shall not be held responsible for the functionality and reception quality. The same applies to stereo equipment, DVD-players and others.

### Parking:

If available, a parking lot will be placed at disposal for free.

However, this is only a service feature, the tenant is not entitled to a free parking lot!