

Terms

Intermediary: "Holiday Zeeland" (trading under the trade names: Vakantiezeeland.com, Urlaubseeland.de, Holidayzeeland.com).

Tenant: A (natural) person who rents or wishes to rent a holiday home from the "Holiday Zeeland" offer.

Co-tenant: The person staying with the tenant in the holiday home. *Manager:* The person who, on behalf of the owner of a holiday home, manages the holiday home.

Owner: the rightful owner of a holiday home who has offered the holiday home to "Holiday Zeeland" for rental purposes.

Applicability Terms and Conditions

These general terms and conditions only apply to the legal relationship between lessor and tenant. These general terms and conditions apply to all offers and quotations from, agreements with, deliveries and services of "Holiday Zeeland". Deviating stipulations, agreements, or regulations only apply if and insofar as these have been confirmed by "Holiday Zeeland".

Offers, prices and rates

Offers from "Holiday Zeeland" are always without obligation and are subject to interim changes. All entries on the website of "Holiday Zeeland" and any other written expressions are deemed to have been provided in good faith and are always subject to interim adjustments. "Holiday Zeeland" is not bound by manifest errors and omissions on its website and any other written communications. The tenant declares to have taken note of the description of the holiday home by "Holiday Zeeland" on the website and does not require any further description. Prices are always including sales tax, but excluding costs of (non-mandatory) cancellation and/or compensatory damages insurance and/or other costs. Special incidental costs such as energy costs, cleaning costs, booking costs and local fees set by and on behalf of the government will be listed separately.

Booking

As soon as we have received a reservation order, by telephone, via the website, or in writing, you will receive a booking form/invoice of your reservation, which you will recognize by the invoice number. "Holiday Zeeland" has the right at all times not to accept a booking when there are pricing errors or occupancy errors on the website. The booking forms, invoices, residence tickets, and any other written documents sent by "Holiday Zeeland" contain all relevant information for the stay in the booked holiday home. In the interest of a good booking and to avoid misunderstandings, the tenant undertakes to check the correctness and completeness of the booked information after receipt of the booking form/invoice and any other written

documents and must notify "Holiday Zeeland" of any incompleteness or inaccuracies within 7 days of receipt. If such notice does not occur within the set period, the tenant is not entitled to rely upon the incompleteness or inaccuracy of the booking form/invoice and other documents.

Payment and further settlement

At the time of booking, a prepayment of 30% of the total rental sum plus the reservation fee is required. The second part of the rental sum must be paid no later than 56 days before the start of the rental period. In exceptional cases, other payment installments may be agreed to in writing. For bookings (period between booking and starting rental period shorter than 56 days) the entire amount must be paid at once. Payment must be made by bank transfer. In case of payment by bank, the date of payment is the day of crediting the rental amount to the bank account of "Holiday Zeeland". At the request of "Holiday Zeeland", the tenant must submit proof of payment to "Holiday Zeeland" by email, or by telephone (whatsapp).

Deposit

A deposit is usually required for the holiday home. This deposit must be paid to the owner or manager of the holiday home on arrival at the residence address, unless stated otherwise in the booking form and/or accommodation ticket. After the stay in the holiday property, any additional costs will be settled. Any damage or loss of goods present in or on the holiday property will be deducted from the deposit and the remainder of the deposit will generally be refunded in cash. In any case, the calculated remainder of the deposit is returned by bank within 14 working days after the stay by the owner or manager. The lessor cannot be a party in any differences of opinion between tenant and owner regarding retained deposit with regard to potential damages. The lessor can only play a mediating role in this.

Cancellation

A cancellation must always be done in writing by email. The following rules apply:

- if canceled up to 56 days before the date of arrival, 30% of the rent will be charged.
- if canceled from the 56th day (including) until the day of arrival, 100% of the rent will be charged.

Liability

"Holiday Zeeland" does not accept any liability if the owner of the holiday home remains in default, despite the great care that "Holiday Zeeland" has spent on each property. "Holiday Zeeland" is also not liable for damage caused by fire, leakage, accident, or whatever cause, to tenant, his co-tenants and/or property. If "Holiday Zeeland" is forced by force majeure to cancel a rental contract, "Holiday Zeeland" cannot be held liable in any way. In such a situation, a full

refund of the amount paid to "Holiday Zeeland" will take place. The tenant is liable for any and all damages to the holiday property, inventory, and/or furniture, which arises during the rental period, by him or his co-tenant(s). This will be repaired at the tenant's expense. Mistakes or errors in the rental program of "Holiday Zeeland" cannot bind "Holiday Zeeland".

Stay

On arrival, the holiday property can generally be occupied after 3 PM. In most cases, it must be vacated before 10 AM. Any deviations are mentioned in the booking confirmation. The holiday property may not be occupied by more people than agreed upon in writing. If it turns out that there are more residents than agreed upon, the owner or manager reserves the right to deny you access or charge EUR 23.00 per person per day. This depends on the situation at the time. Bringing pets is not allowed without written permission. If this is noticed, the owner or manager has the right to refuse further access to the holiday property. The tenant must take care of bed linen, such as sheets, pillowcases, towels, etc., himself. It is possible to rent bed linen in some cases, or it is included in the price. This is always mentioned in the description or the price list of the holiday property. On the day of departure, the holiday property must be left clean, which means: everything washed clean, garbage bags in the container, garbage bin fitted with a clean garbage bag, blankets or duvets folded at the foot end, refrigerator empty and clean, all food removed, and the floor swept.

Complaints

If you have substantiated complaints about the cleaning of your holiday accommodation, you must contact the owner/manager on the same day. This person will then send someone over to verify your complaint, and if substantiated, to clean the property. Do not start cleaning yourself, otherwise your complaint will not be accepted as there is nothing to be verified by the owner/lessor. If you have major complaints in another area, you must report this on the day of arrival before 7 PM. If your day of arrival is on a Friday, you must report complaints by 12 noon on the next day at the latest. Any later than this and your complaint can no longer be processed.

Final provision

These terms and conditions are governed exclusively by the substantive laws of The Netherlands. Any and all disputes arising from the booking form/invoice and other written documents or these terms and conditions shall in the first instance be settled by the competent court in Breda, the Netherlands. None of the parties may assign or transfer its rights and obligations to third parties unless stated otherwise in the terms and conditions. If and insofar as any provision in the booking form/invoice or other written documents and the present terms and conditions should appear to be void, the other terms and conditions remain and the void article

is deemed to have been converted in such a way that it is in accordance with the apparent intentions of the parties. Vakantiezeeland.com, Urlaubseeland.de, Holidayzeeland.com.