

## **Additional travel information and conditions of BASIC TRAVEL**

### **Content of the additional travel information and conditions**

I	Applicable information and conditions
II	Preferences, essential points and special requirements
III	Arrival and departure
IV	Travel documents
V	Number of people
VI	Camping
VII	Domestic animals
VIII	Linen
IX	Cleaning
XI	Additional charges
X	Deposit
XII	Interior and inventory
XIII	Garden/grounds
XIV	Swimming pool
XV	Minor maintenance garden/swimming pool
XVI	Complaints
XVII	Building activities
XVIII	Different country, different habits, customs and expectations
XIX	Tips

### **I Applicable information and conditions**

All of our agreements are subject to our general conditions and the additional travel information and conditions set out in this document. By making a reservation you confirm that you have taken note of and agree to them.

### **II Preferences, essential points and special requirements**

It is possible that you will have special requirements when you book a holiday home. We make a distinction here between preferences and essential points. Preferences are wishes that we can pass on to the person responsible at the location but which we cannot guarantee, such as an apartment with a terrace on the swimming pool side or on the ground floor. Essential points are wishes that are so important that whether or not the booking is made depends on them. You must expressly inform us of essential points before you reserve a holiday home. If an essential point is accepted, this must be confirmed in writing. Depending on the holiday home, a surcharge may be payable for essential points.

Essential points also include wishes related to special requirements. Because of the special requirements there may be aspects that are important to you but which are not laid down in the description, such as the presence of steps or small differences in floor level in the holiday home if you have mobility problems or the type of floor covering if you have asthma or allergies. It is therefore important to ask us whether the holiday home you have chosen is suitable for you in view of your special requirements.

### **III Arrival and departure**

The minimum rental period for most of the holiday homes we offer is one week, with Saturday as the day of arrival and departure. Different minimum rental periods or days of arrival and departure will be stated in the description. It is generally the case for holiday homes at which weekend and midweek stays are offered that the day of arrival is Friday (for a weekend or week stay) or Monday (for a midweek stay).

Most of the holiday homes can be occupied from 4 p.m. on the Saturday, with a departure time of 10.00 a.m. A later arrival time applies for some holiday times, or arrival is only possible during stated office hours. There are also cases where an early departure time may apply. The latest time of departure for short weekend stays from Friday to Sunday is usually 6 p.m. The precise arrival and departure times for the holiday home you have booked are given in the travel documents.

The arrival and departure times are based on the time needed to prepare a holiday home for the next occupant. For that reason it is not generally possible to arrange an earlier arrival or later departure time.

### **IV Travel documents**

After making the booking you will receive the rental agreement by digital means.

You will receive the other travel documents eight weeks before departure, also by digital means, providing information including the address of the holiday home, a route description, a voucher, general information and the contact details of who will be welcoming you and giving you the key (usually the owner or accommodation manager). In some cases the key will be sent to you a couple of weeks prior to departure. This will be stated in the travel documents.

We can send the rental agreement and/or travel documents to you by post on request.

You can present the voucher in printed form to the owner or accommodation manager when you arrive.

You should also take the route description with you, even if you are using GPS. There are often cases where GPS does not recognise the precise address, or directs you to the wrong place because there can be several villages or places with the same name in a country. Also, street names are not used in all countries. In these cases the route description is indispensable for the final part of the journey.

You will also find the contact and address details of the owner and/or accommodation manager with the route description.

### **V Number of people**

#### *Maximum permissible number of people*

A holiday home may be occupied by no more than the number of people laid down in its description, even if there are more sleeping places. The maximum number of people given in the description includes children and babies. Occupying the holiday home with more people despite this may result in the rental agreement being dissolved. This means that the owner may deny you access to the rented property. In such cases you will not be entitled to compensation or a refund for the unused days.

If you want to occupy a booked holiday home with more than the number of people indicated in the reservation (but not more than the permitted maximum), you should inform Basic Travel or the holiday home owner of this prior to departure. If a higher holiday price is payable for the extra number of people, the rental agreement will have to be amended accordingly.

See also article 9 of the General conditions.

### *Visitors*

It is generally permitted to receive guests at the holiday home you have rented.

If the guests plan to stay the night at the holiday home, this will be considered to be a stay at the holiday home and the rules concerning the maximum permitted number of people set out above will apply.

If the maximum number of people is exceeded by receiving day guests, permission must be given for this in advance by the owner or the accommodation manager.

### **VI Camping**

It is not permitted to camp in tents, caravans, folding trailers, campers or otherwise in or on a garden or site accompanying a holiday home unless the owner has given express written permission for this in advance.

### **VII Domestic animals**

Domestic animals are permitted in some holiday homes but not in others. Whether domestic animals are permitted is laid down in the descriptions of the various holiday homes. If it is stated that domestic animals are permitted subject to conditions, the question of whether they are permitted by the owner depends on the number, type, breed and/or size of your pet.

If you are bringing domestic animals with you this must always be stated in the reservation, even if domestic animals are permitted in all cases. If you are bringing more than one domestic animal, you may be asked to pay an extra deposit or a surcharge. You may also be required to pay extra compulsory cleaning charges if you bring one or more domestic animals with you.

Domestic animals may not under any circumstances be allowed in a swimming pool belonging to the holiday home.

Neither should domestic animals be allowed on sofas, chairs or beds.

### **VIII Linen**

You should bring your own bed linen, bathroom linen and kitchen linen unless it is indicated in the description that this is included or is available in return for payment or can be rented. Cushions and blankets or quilts are always available. No linen is provided for baby or children's beds unless it is explicitly stated that this is the case.

The use of bed linen is compulsory in all cases.

Bed linen and other linen may not be used outdoors. Bathroom linen may not be used at the swimming pool unless special bath towels have been provided for that purpose.

### **IX Cleaning**

The holiday home must be left clean and tidy when you depart, regardless of whether final cleaning is included or has been paid for. This means that you are expected to have done the washing-up and emptied the dishwasher, taken out the household waste and put everything back where it belongs.

Final cleaning must also be carried out on departure. You are expected to carry out this final cleaning yourself unless it is indicated in the description that it is included, can be additionally booked or must be paid for as a compulsory service. You may also be required to pay extra compulsory cleaning charges if you bring any more domestic animals with you.

If you do not hand over the holiday home in a sufficiently clean and/or tidy state, the owner or accommodation manager may charge a cleaning fee or withhold part of the deposit.

## **XI Additional charges**

Additional charges may apply in addition to the rent. This may be compulsory or optional charges. If additional charges apply, this will be laid down in the description. How the additional charges are to be paid is indicated under the relevant charges: either in cash locally or directly included with the rent paid to Basic Travel.

An owner may make additional charges for aspects such as power consumption, tourist tax, linen, final cleaning, children's beds and internet.

### *Energy charges*

The energy charges, such as electricity, gas and water are included unless it is stated in the description of the additional charges that charges are made for the use of energy.

Please note that energy charges may be higher than what you are accustomed to in your country.

Gas and fuel oil cost a lot more in Belgium, for example.

We request that you take a conscious approach to energy consumption in a holiday home, in order to save money for you and the owner, of course, but also to spare the environment and nature. Do not leave lights or the heating on when you are out, for example. Also remember to switch off the swimming pool and other outdoor lighting during the day and at night when you have finished using it.

### *Tourist tax*

Tourist tax is levied in most countries. The charging and level of this tax is laid down in local bye-laws and depends on the season and place. There is usually a reduction for children. If we are aware of it, we list the tourist tax among the compulsory charges.

There may be cases where a municipality decides in the spring to introduce or increase tourist tax.

The stated prices are therefore indicative. Cases can also arise where tourist tax is not stated under holiday homes but still turns out to be payable.

### *Facilities*

The descriptions of the various holiday homes stated which facilities are available, in some cases mentioning the prices. The fact that the charges are not mentioned does not however necessarily mean that the facilities, such as a disco, launderette, entertainment or a tennis court are free of charge. Also, the statement of these facilities does not necessarily mean that they will be open. Basic Travel does everything possible to prevent this, but cannot guarantee that the opening times and prices will not be changed.

## **XI Deposit**

A compulsory deposit is payable for most of the holiday homes that we offer. The amount of the deposit differs between holiday homes and is set in consultation with the owner of the holiday home in question. The deposit serves as security for the owner in the event of damage being caused during your stay.

The deposit is usually paid locally to the owner, the accommodation manager or an agency. For some holiday homes the deposit is payable in advance to Basic Travel. This is indicated in the description. Deposits payable to Basic Travel must be received by us four weeks at the latest prior to commencement.

At the end of your stay the deposit will be returned to you, possible less amounts deducted for damage caused during your stay. Any additional charges that have not already been paid in advance or upon arrival may also be set off against the deposit. This differs between holiday homes. In some

cases the deposit paid locally is not refunded to you when you depart but is transferred directly to you via the owner or the agency after your departure. If the deposit is paid to Basic Travel, it will also be refunded by Basic Travel after we have contacted the owner and subject to the deduction of any additional costs and/or damages. Our aim is to refund the deposit within a maximum of four weeks after the rental period.

The refund and any deductions from or setoffs against the deposit is a matter between the owner or accommodation manager and the lessee. If you are not in agreement with the deduction or setoff applied by the owner or accommodation manager, Basic Travel will act as a mediator. Basic Travel does not however accept any liability for disputed deductions from the deposit.

## **II Interior and inventory**

### *Furnishing and comfort*

The furnishing and decoration of holiday homes ranges from modern to classic and from simple to highly luxurious. With the description, the Basic Travel assessment and the photos we set out to give as accurate an impression of the furnishing and comfort of the holiday home as possible. Some holiday homes are also the private home of the owner outside of the holiday season. It is therefore possible that you will come across private property of the owner, such as family photos.

A detailed explanation of the Basic Travel assessment is given in the frequently asked questions (FAQ) section of the website.

### *Kitchen, crockery and cutlery*

Each holiday home at least has a kitchen with cooking facilities and a fridge and sufficient crockery and cutlery for the maximum permitted number of people. You should however bear in mind that a number of utensils will not automatically be available, such as a kettle or water boiler, teapot, cheese slicer, corkscrew or can opener. In France, for example, there will not always be lids on pans and in Italy use is often made of a percolator rather than an electric coffee machine. It is also important to bear in mind that the kitchens in many holiday countries are different and/or more simple than you are accustomed to.

The presence of a coffee machine, water boiler, lemon press and other small household items and objects is not stated in the description.

### *Lounge and dining area*

Most of the holiday homes have a dining area and a lounge. However there are also holiday homes without a dining area or a lounge. The holiday home description will indicate which rooms and furnishing the holiday home has.

Also, it is frequently the case that there are few seats in a lounge than the maximum permitted number of people in a holiday home. In some cases the same applies to the dining area.

### *Beds*

Beds in other countries are often shorter and narrower than ours. Also, the mattresses tend to be softer. Where no bed sizes are specified in the holiday home description, the standard bed sizes in the relevant country are assumed. In France, Spain and Italy the sizes are generally 1.90 x 0.80 m - 0.90 m for single beds and 1.90 m x 1.40 m for double beds. If Basic Travel is aware of the beds being broader, narrower, longer or shorter this will be indicated in the description.

### *Bathroom and shower*

Holiday homes with a bath may also have a (manual) shower in the bath, but this is not always the case. Also, the shower head will not always be attached to the wall as you are accustomed to.

Neither are shower curtains always provided. In many countries a shower curtain is regarded as being unhygienic and is therefore not used.

#### *Television*

Regarding the presence of a TV in a holiday home, it is important to note that the distribution of cable television in other countries is not as common as in your country, as a result of which the number of TV stations is limited. For that reason a satellite is often used, and the weather may affect reception.

Also, the presence of satellite TV does not necessarily mean that foreign stations will be received. The TV stations are often limited to national broadcasters. If Basic Travel is aware that foreign TV stations can also be received, this will be stated in the description.

#### *Internet*

If a holiday home has internet facilities, this will be stated in the description. Bear in mind that the speed and bandwidth of the internet may be less than what you are accustomed to.

Basic Travel cannot accept any liability for inconvenience or damages suffered as a result of the (temporary) non-operation or malfunctioning of an internet connection.

#### *Plug sockets and (travel) plugs*

Various types of plug sockets and plugs are used in different countries.

If you are planning to take your own electrical appliances and charges on holiday with you, it is advisable to buy a travel plug that you can use to connect to the mains in the relevant country.

#### *Garden furniture*

Most of the holiday homes have garden furniture. This includes a table with enough chairs for the maximum permitted number of people. These may be simple plastic chairs, or more luxurious adjustable ones. If reclining chairs are available, this will be stated separately. It cannot be taken for granted that as many reclining chairs as the maximum permitted number of people will be provided. For that reason we only mention the reclining chairs if we know how many there are.

Cushions for the garden furniture are not always available. In many countries the intensive use of seat cushions by many different people is regarded as unhygienic which is why they are not provided.

#### *Barbecuing*

Owing to the fire hazard, barbecuing is not permitted in all areas throughout the year.

If you are renting a holiday home where a barbecue is provided, you should bear in mind that barbecuing may none the less be strictly prohibited during certain periods.

### **XIII Garden/grounds**

In most of the descriptions on our website you will come across the terms 'garden' and 'grounds'. There is an important distinction between them. A "garden" is a laid out piece of land that is suitable for relaxing in. "Grounds" refers to a piece of land that is not or is less cultivated and/or maintained. Your expectations of 'grounds' should therefore be different from that of a garden.

It should also be borne in mind that even if a garden is included in the description, the idea of what a garden is by French, Italian or Spanish standards may not be the same as what one would expect in the United Kingdom.

#### **XIV Swimming pool**

If you rent a holiday home with a swimming pool, there are a number of important matters that you will need to take into account.

*Follow any instructions given in the holiday home.*

In most cases you will find instructions on the use of the swimming pool in the holiday home. It is very important that you carefully read these instructions and act accordingly. That way you will not only avoid dangerous situations, but will also prevent the water from being polluted, algae from forming and damage to the swimming pool and/or the technical plant.

*Do not cover the swimming pool during hot weather*

In the case of a swimming pool with a cover system it is very important to following the instructions of the owner or the accommodation manager regarding whether or not to cover the swimming pool. Covering the pool during hot weather may result in algae forming, for example. If algae forms, it will no longer be possible to use the swimming pool. Clearing the algae from the swimming pool water may be a very expensive and time-consuming process.

*Take care with sharp objects*

Take care with sharp objects in a swimming pool. Stone fragments, bottle tops and other sharp objects can cause serious damage to the liner of a swimming pool. Repairs will generally be extremely expensive.

*Report problems immediately*

If any problems with the swimming pool arise during your stay, such as the water turning green or a filter not work, you should report this as soon as possible to the owner or accommodation manager or, if this is not possible, to Basic Travel.

Leave the rectification of technical faults, problems with the water, etc., to the owner or accommodation manager, or an expert engaged by them.

*No domestic animals in the swimming pool*

Domestic animals may not under any circumstances be allowed in a swimming pool belonging to the holiday home.

*Swimming pool protection*

In France it is compulsory for all homes with a swimming pool to have swimming pool protection. This may be an alarm, a fence or a cover. In other countries swimming pools are not generally protected.

It is important to bear in mind that swimming pool protection can never be a substitute for the watchful eye of an adult: you remain responsible for the safety of the children in your charge at all times.

#### **XV Minor maintenance garden/swimming pool**

The lessee must at all times permit, under consultation, the owner or his representative to carry out the necessary work in, on and around the rented holiday home, such as watering the garden, swimming pool maintenance and minor repair and maintenance work.

See also article 14.4 of the general conditions.

## **XVI Complaints**

If upon your arrival or during your stay the accommodation does not meet your expectations or requirements, it is important for you to follow our complaint procedure (article 15 of our general conditions) and to report your complaints whilst you are still at the accommodation. Our aim is to make your stay as enjoyable as possible. We always set out to settle your complaints whilst you are still at the accommodation. Our telephone number is 0031(0)505265100.

## **XVII Building activities**

It is possible that building activities, work on access or main roads and so on may be carried out in the (immediate) vicinity of a holiday home. This is of course something we are unable to foresee. Unfortunately the scheduling and ending of such activities is beyond our control. We are therefore unable to accept any liability for situations such as these.

## **XVIII Different country, different habits, customs and expectations**

In foreign countries you may come across habits, customs and situations that are different from what you are accustomed to. You will sometimes need to modify expectations accordingly. It is also important to adapt to the setting in which a holiday home is located. Examples of things you may need to adapt to include unintentionally causing noise nuisance in the area, coming across animals and insects that are unfamiliar to you and the use of things that are uncommon in your country, such as a septic tank.

### *Noise*

When renting a holiday home you should bear in mind that not all of the nearby residents are on holiday. Having conversations outside until late in the evening may cause nuisance in a residential area, for example. But even in a less densely occupied area you should bear in mind that noise can travel a long way and cause nuisance in the area.

### *Animals and insects*

In foreign countries you may come across animals and insects other than those you are accustomed to. Try not to immediately take fright at unknown animals or insects in or around a holiday home: they generally look more harmful or dangerous than they actually are. Also, the presence of small animals or insects usually says nothing about the hygiene in a house. In case of doubt, always ask the accommodation manager, the owner or Basic Travel for advice before taking action.

### *Septic tank*

In many countries there are areas without a sewer system. In those areas use is generally made of a septic tank. At holiday homes where a septic tank is used it is very important that you follow the instructions given in the holiday home in order to avoid causing blockages.

## **XIX Tips**

1. Don't forget your passport.
2. If you are travelling with pets, don't forget to do and take with you what is necessary in terms of inoculations and, if necessary, an EU pet passport.
3. Leave relevant address and contact information for the holiday home and Basic Travel for those staying at home.

4. Make sure that Basic Travel has your mobile number so that you can be reached when travelling and during your stay. That way it will be possible to contact you if we need to give you any information during your stay.
5. For other important information and answers to any other questions you may have, please see our frequently asked questions (FAQ).
6. You should also read the general conditions once again before you leave.
7. At most holiday homes you will find specific information and instructions applicable to the holiday home, drawn up by the owner or accommodation manager. Read them carefully when you arrive so that you can follow important instructions in good time and correctly.

Groningen, 9 April 2013

© Basic Travel