

Landhaus Elina – Chalet Elina

### **House rules 2014/2015, Standard Business Conditions, Data Privacy**

Standard Business Conditions, Data Privacy, House rules 2014/2015

This page is for information via the internet. This information provided will be updated if

required, yet we assume no liability for it. **Please note that the standard business conditions only apply to the written contract.**

Data Privacy

1. For enquiries about dates or prices we require your e-mail address, details of arrival

and departure and the number of people as well as your name. Those details – as well as possible other messages in the “My Messages” field – will be sent unencrypted via the application form.

2. Our e-mail programme will save your e-mail address. Any further personal details required to conclude the contract and that were not asked for in an e-mail will not be saved and will be inaccessible in any ways via the internet. (Internet data base, Address index on google etc.)

3. We will not pass on your details to any other parties or persons, apart from allowing

us to correspond between us and the administrator and to hand over the keys.

4. Your e-mail address on the contact form is your agreement to be contacted by us via

e-mail for the time of booking till your arrival and departure.

Reservation, Contract

That is how the booking works:

1. **Inquiry** – Please inform us in the e-mail form of the required time span the house is

wanted for (arrival and departure date are arbitrary) and the number of people staying. (maximum of 10)

2. **Contract form** – We will send you a booking form **as a PDF\* file** (plus Standard Business Conditions, Prices and Dates) – if the house is vacant for the time required.

\*) you will need Acrobat Reader software in order to open this file. Available for free download on [www.adobe.com](http://www.adobe.com)

If you decide not to book the house, simply do not return the booking form but do inform us about your decision via a short e-mail.

3. **Contract/deposit** – If you are interested in booking the house, download the contract, fill it out, sign it and return it via email, together with the scanned in passport picture page of the main tenant, alternatively via fax to 0043-(0)6545-60575-4)

Please transfer the deposit of 40% of the rental fee to the bank account provided within 5 days after signing the contract; bookings within 60 days of arrival transfer the total sum of the rental price. By sending off the contract, your reservation becomes effectual and therefore binding.

4. **Contract** – Your e-mail and deposit should get to us within 5 working days after sending off our e-mail, we will keep you booked time open until then. After receiving the deposit, we will then send you (again via e-mail) a countersigned version of the contract. This will also be your receipt for your deposit and also binding to us.

5. **Final payment (Outstanding Payment)** – Please transfer the outstanding payment named in the contract within the period prescribed.(60 days

prior to arrival)

After receiving the total payment we will send you a confirmation per e-mail, with which you will receive the keys (and other support if required) on location. This also is

your temporary receipt.

6. Please note that the contract is written in English; Contract and Rental are subject to

the Austrian Law; Court of jurisdiction is Zell am See/Salzburg, Austria.

Start and End of Rental

1. For the calculation of the rental price the first day and the day next to last are being counted (in accordance to the number of nights)

2. Check in on the arrival day (first day) is at or after 4 pm. (16.00 – )

3. On departure day you will give back the keys and will be given back your deposit etc.

at 10.30 a.m. the latest.

4. Before your departure the landlord or the administrator of the house will check the rented object of possible damages and has the right to keep parts or the total deposit if required.

5. If the tenants have not left the house by the time stated they will be charged for another day. In this case the amount of the deposit will be kept that equates to the price for one night of the respective season. However, this does not entitle the tenants for another night in the house.

If further costs arise for the landlord caused by the delayed departure of the tenants, the tenants are liable to compensate for the financial damage of the landlord.

6. Minimum rental period is 4 days; changes can only be made by written agreement.

Payment, Deadlines and Cancellations

1. Prices are all in Euro €

2. Included in the price is gas, electricity, water as well as fresh bed sheets, kitchen towels, bath towels (once a week) and all the manifold taxes. For each additional person we charge a weekly additional charge of 145.- €. (see conditions at [www.home-away.com](http://www.home-away.com) , [www.fewo-direkt.de](http://www.fewo-direkt.de), or [www.landhaus-elina.at](http://www.landhaus-elina.at))

3. Fresh washing (bed sheets, towels etc.) within the period of rental is 9.- € per Person

4. Final cleaning is included in the rental fee

5. Deposit with booking form: 40% of total rental price.

Payment 60 calendar days before arrival day: outstanding sum

if not paid within this period of time and the delay is more than 7 days, it is a withdrawal of the contract and automatically means that the object can be rented to someone else by the landlord, in this connection the deposit conditions apply.

The day of receipt of payment counts; please note that international transfers may take several days.

Cancellation charges:

- up to 60 days before arrival date: 40% of rental price

- up to 40 days before arrival date: 50% of rental price

- up to 21 days before arrival date: 70% of rental price

6. If you cancel later than 21 days before arrival date you will be charged 90% of the rental price.

In a case of cancellation please send an e-mail under the specifications of your name and the booking reference number to:

[info@landhaus-elina.at](mailto:info@landhaus-elina.at)

or a fax to the following number 0043 6545 605 754 (Dr. Peter Laszloffy) **and** we advise you to apply for cancellation insurance.

**7. As well the landlord himself will put all his efforts to re-rent the property in**

**case of a cancellation, so that the charge will be as little as possible, or even drop them. Therefore a travel insurance is always useful.**

8. If the landlord can not provide the rented object due to damage caused by fire, water, earth quake etc., you will get the full refund of already transferred payments. Further claims are excluded.

#### Key, Deposit and Final Cleaning

1. You will receive the key handover instructions (and further support if required) on location after completion of the final payment, about 10 days before arrival.

2. Please pay the € 500.- deposit as cash on location when you receive the keys. You do have the option to transfer this deposit together with the outstanding rental payment 30 days before the arrival day. If you do so, please clearly indicate this transfer with your name and the booking dates. **Please note that if you are unable to pay the deposit, you will not receive the keys.** You will get the full refund of this deposit before your departure, unless damages that could not have occurred under normal circumstances and happened because of wrong handling or on purpose by the tenants. If the damages are higher than the deposit it will be charged separately; usually they are covered by the household insurance (please contact your insurance company for further information).

3. Please keep rooms and furniture clean during your stay. The rooms will be professionally cleaned after your departure/before the arrival of new guests respectively. We will keep parts of the deposit if rooms are severely dirty. If the house smells of cigarette smoke, we are entitled to keep the whole amount of the deposit in order to do clean the house especially to remove this smell.

#### Furniture

**We kindly ask you to handle everything with care and to inform us about electric devices or damages etc. in order to have repaired it for you and future guests as fast as possible to have a successful and enjoyable holiday, and for you own safety.**

**Please also note, that all equipment and especially the sanitary and kitchen equipment in particular should be used by general European standards. We cannot accept and we are also not willing to accept the misuse of sanitary objects and the entire object for other like religious, cultural or traditional reasons or personal behaviour.**

1. The house is equipped with furniture (beds, sofas, chairs, plates, cutlery etc.) for 13

people (there is a maximum of 13 beds available). **It is not permitted to accommodate**

**people not listed in the signed contract over night, this would be a reason for demission immediatley as well as if willingly damage is caused by the guests of**

**Landhaus Elina during their stay.**

2. The two single beds are 2,00 x 0,90 m (meters) with a medium latex foam mattress with a

density of 60g, Make: Nova Green, suitable for allergic people, on a natural beech slatted

frame. The 3 double beds are 1,80 x 2,00m, very stable (company

Modular, Switzerland) with 1 of them having a stable metal frame. All of them have foam

mattresses as well (Nova Green) with hardness grade medium. All mattresses have an

additional special breathable cover (protects against all kinds of liquids etc.) and are on adjustable slatted frames.

3. Bed sheets and towels are satin cotton, duvets and pillows are suitable for allergic people.

4. The house is equipped with jugs for water/tea, a toaster, coffee machine, egg cooker, blender, kettle, bread slicing machine, espresso machine and a kitchen scale. Of course

there is a complete furnished kitchen and a large dining table together with tasteful dishes for

meals and tea etc. A starter kit with herbs and spices, oil and vinegar, salt, pepper, kitchen

paper, cloths, cleaning utensils, spare light bulbs, toilet paper etc. can also be found in the

house. Rearranging the furniture in the house can be done only with the permission and help

of the landlord.

5. There are 2 TV sets; one 42" (inch) TV in the living room with a DVD player, another 22"

TV in the gallery on the first floor, as well as a portable radio/CD player.

6. Camping in tents etc or changing or re-arranging the plants in the garden is not permitted.

7. We kindly ask you to get familiar with the valves for gas and water, the electric safety box

and the instructions for the fire extinguisher (instructions in the house).

Cleanliness

We have very high and strict cleanliness standards in our house. If you do happen to find

anything that contradicts that, please do let us know.

1. Even with the best cleanliness, the house stays a part of the surrounding nature.

Under

the given circumstances (the house is next to a lake and a small stream) the

occurrence of

little insects etc., especially on humid and rainy summer nights, is inevitable, as well as the

quacking of ducks swimming up the stream or the baaing of the sheep grazing on the field

opposite the house. Keep the lids of the waste bins in front of the house shut, it is not permitted to ditch waste next to the bins, as it could attract foxes, rats and martens.

The bins

for paper, glass and tins are located over the bridge that leads into the driveway of the house

on the right side; plastic can be disposed on the corner of the hospital in a bin with a yellow

lid, or at the recycle place in Thumersbach (map). The waste separation is very strict in this

area, essentially to keep this wonderful area clean for h coming generations.

2. Bedding, kitchen towels and 1 bathing towel per Person for 10 people is included in the

rental price. The towels are for the use indoors and are not supposed to be taken to the lake.

It is not permitted to use the bedding without covers. If you do need additional towels or bed

sheets, you will get them for an extra €9.- from either the landlord or the administrator.

3. Please empty the fridge and freezer when you leave.

4. You must follow the guidelines of waste separation from the local authorities.

5. It is prohibited to smoke inside the house; also make sure the cigarette stubs are put

out properly before throwing them in the bin outside the house (fire danger)

6. Please do not throw waste, food or sanitary products in the toilet, especially not in the basement toilet, as that could damage the sewage system of the house! If

required, keep the outside area clean of dust, leaves, snow or ice yourself during your stay. Attention: slip danger!

If you need to clean the garden furniture, please only use

water. Tenants are kindly asked to look after the plants in- and outside the house and water them if required.

Important Information about the house etc.

You will get further information when you receive the keys on location. You can also find a folder called "Landhaus Elina" on the shelf in the kitchen, in which you can look up information about e.g. where to find the fuse box, water taps, and instructions for the kitchen appliances, tourist attractions and things worth knowing about the area.

Contact Person on location

Please contact the landlord getting the key on location in order to get into the house, and if you have any problems or have special requests. ( 0043 664 112 92 31)