

# Terms & Conditions for Clients

## **The role of 12rent.net**

**12rent.net** is acting as a “Publicity website”, the official rental contract is with the property owner or the agency and not with 12rent.net.

## **Responsibility of 12rent.net**

**12rent** will and cannot be held responsible for the contents or pictures of this webpage according to false information about the properties and amenities. This information is given by the home-owners and collaborating rental agencies in good faith. If there is any incorrect information 12rent.net will change this information immediately.

## **Services**

All prices are inclusive of reasonable water, gas and electricity usage unless stated otherwise or optional.

## **Linen**

The home owner or agency will provide bed linen weekly (covers, sheets and pillow cases) unless stated otherwise.

## **Towels**

Hand towels and bath towels (no beach towels) are changed weekly unless stated otherwise

## **Deposit**

At your arrival you will meet the home-owner or agency representatives with who you will sign the rental contract. At the signing on this contract you will be asked to give a deposit of 200 € At the end of your stay the home-owner or representative will return the deposit after checking the property. This rule applies to all properties unless stated otherwise.

## **Cleaning**

The property will have been checked and thoroughly cleaned before your arrival. Linen & towels are changed weekly for all reservations of 2 weeks or more. We do make have routine cleaning charge but you are expected to leave your apartment in a clean and tidy condition at the end of your holiday. If this is not the case your deposit will not be refunded. This rule applies to all properties unless stated otherwise.

## **Changeover**

Changeover will normally be on Saturday's for properties rented out by week .You may not enter the property before 15:00 unless stated differently. On the date of departure you must leave the property at 10:00 if not stated differently. This rule applies to all properties unless stated otherwise.

**Payment**

When a reservation is made, a 30 % deposit and a small reservation fee must be paid. For Pay Pal, we will also charge you a 1% charge on the complete amount. The outstanding balance is to be paid directly at arrival to the home-owner or agency.

**Availability**

Normally, our availability calendars are functioning up-to-date in real-time. But, in the rare case of the property not being available it is possible to make a reservation on another property. If this is not possible, the whole amount of the reservation will be refunded.

**Cancellation**

All cancellations should be made in writing no later than 4 weeks prior to the commencement of the rental period. Cancellation charges are as follows:

- 4 weeks or more to departure – Deposit refunded in full
- from 4 weeks to departure – Deposit forfeited

Reservation fees and cost for Pay Pal can not be refunded.

Your payments will be refunded to you in full in the unlikely event of our cancellation of your holiday.

**Complaints procedure**

In the unlikely event that you should be unhappy with aspects of your accommodation, all complaints should be made in writing, within 24 hours of arrival at your accommodation and passed to the home owner or the responsible agency.

**Confirmation**

You will receive a confirmation letter by E-mail as soon as you made the reservation. This confirmation letter will also contain details of the outstanding balance. Following you will receive a further communication directly from the home-owner or agency confirming and detailing the key collection point, directions to the property (in case you do not use our transport service) and emergency contact numbers.

**Pets**

The policy on pets varies by property, please look at the properties rental conditions.

**Smoking**

The policy on smoking also varies by property, please look at the properties rental conditions.

**Airport transport service**

If you book an airport transfer with us, a representative of the transport company will wait for you at the airport in the arrival hall holding a sign with your name on it. Our luxury buses will take you straight to your accommodation where one of the rental agency's representatives or the home owner will wait for you.

**Contract of hire**

All bookings are accepted subject to the above. This in turn is deemed to be accepted in full by the hirer and all persons in the party when confirming the booking.