

# Thatched-roof house Malve 3

Holiday Resort Puddeminer Wiek

## Booking Terms and Conditions

Any booked holiday house may only and exclusively host the people registered in your travel registration. The number of people indicated in your registration is final and binding. Please state the accurate number of adults and children in your registration. Thank you.

Short term changes in your registration must be communicated to the local management upon your arrival.

Any overcrowding through a change in the number of individuals hosted but not registered prior and properly will lead to the full cost of travel plus Euro 100 for each additional person. Kindly note that under such circumstances, guests may be expelled from the premises.

1. Guests receive a written booking confirmation containing all relevant information about the booked travel services. Any deviation must immediately be reported and corrected.
2. Upon conclusion of a contract (receipt of booking confirmation) you are obliged to a down payment of 20% of the total cost of travel within 7 days. The down payment will be deducted from the cost of travel.
3. The remaining payment must show in our accounts 4 weeks before your arrival the latest.
4. With bookings 28 days or less before your arrival, the full price must be paid immediately.
5. Should we not have received the full cost of travel before your arrival, the contract is nil and void. In this case you are subject to the following cancellation charges.
6. Cancellation charges:
  - up to 45 days before your arrival: 20% of the full travel cost, at least 50 Euro
  - between 35 and 44 days before your arrival: 50% of the full travel cost
  - between one to 34 days before your arrival: 80% of the full travel cost
  - withdrawal on the day of arrival, noncommencement of the travel, contract termination due to incomplete payment: 90% of the full travel cost.
7. In any case we do recommend travel cancellation insurance.

## General Terms and Conditions

### **Arrival**

Kindly inform the local management in Puddemin at least 24 hours prior to your arrival should you plan to arrive any time outside 4 to 6pm during week days or any time on a Sunday. This is to ensure your smooth access to the house. Upon your call, you will receive a code for the key safe. Dial +49 (0)151 201 35882. Or contact her via e-mail: [rezeption@puddeminerwiek.de](mailto:rezeption@puddeminerwiek.de).

### **Keys**

You will access your keys – depending on your time of arrival – either on-site and

personally through the local management or via the key safe. For the latter, kindly contact Mr. Eggert (details see above under arrival).

### **Deposit**

Upon your arrival you will have to pay a cash deposit of Euro 150. The deposit will be balanced against your energy consumption, other costs and any damages after a thorough control of the house. You will subsequently be reimbursed in cash before your departure.

### **Site Rules/House Rules**

May we remind you to comply with the site/house rules which you find in the on-site information. Please note that severe infringements may lead to immediate expulsion from the site without entitlement to any reimbursements.

### **Special Services**

You may have a taste for German customs and want to treat yourselves with our delivery service for freshly baked breakfast rolls. Kindly contact the concierge/janitor Mr. Eggert.

### **Settlement of Accounts**

Prior to your departure all services not explicitly included in your rent such as your energy consumption, additional changes of linen/ towels will be deducted from your deposit and the final bill will be settled on your day of departure.

### **Check Out and Departure**

Prior to your departure and the settlement of accounts you must avail the house for an inspection through our local management.  
Check-out time is 10 am.

### **Applicable Law**

German law is the applicable law. Kindly note that all our terms and conditions are in compliance with German law.

### Further Details

### **Portacrib and High Chair**

One set each is available in the house. **However, we do not provide children's bedspreads and blankets. Kindly bring your own.**

### **Wood**

Should you wish to buy additional firewood kindly contact the onsite facility manager/janitor.