



# HAUS BELLEVUE RENTAL AGREEMENT

Including Booking Terms, Conditions and Haus Rules

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# A SUMMARY OF THE RENTAL AGREEMENT AND HAUS RULES



You will find your hosts to be very tolerant and relaxed in relation to many holiday goings-on and we prefer not to set boundaries for our guests. However to ensure the satisfaction and comfort of every person staying in Haus Bellevue, the obligations of both guest and host along with basic Haus Rules have been laid out in a friendly Rental Agreement, a copy of which will have been sent to you at the time of booking. By making a reservation in Haus Bellevue you are agreeing to these terms.

## Our Obligations as your Hosts

- Prompt and friendly communication, all questions answered.
- As much help and advice as required in planning your vacation.
- Assistance and support during your vacation.
- Clean, well-equipped and well-maintained accommodation
- Consideration of your privacy and to meet your personal requirements.

## Your Obligations as a Guest:

- To provide all relevant and any requested information such as guest/group number, ages and expected arrival time. Also in case of delays, to provide a line of communication between guest and host on the day of arrival.
- Arrange any special requests before arrival – for example use of a cot or high chair, secure overnight storage of bicycles or motorbikes.
- Treat the property and furnishings with care, to keep and also to leave the property in good condition.
- Be considerate of other guests, your hosting family and the neighbourhood.
- Acknowledge and observe our Haus Rules and Guidelines as outlined in this document.



## PRICES

The tariff is based upon a 2 person occupancy and calculated per apartment, per night. Each additional guest is charged at a nominal rate of €15,00 per person, per night up to maximum occupancy.

Any discounts or special offers will be clearly stated. Minimum stay is set according to season.

The cost of accommodation includes all utilities, bed linen and towels with additional end cleaning and local tourist tax. A further explanation of inclusions and separate costs can be found in the following pages.

To view accurate seasonal time periods visit: [www.hausbellevue.com/prices.html](http://www.hausbellevue.com/prices.html)

	Apartment Speiereck One		Apartment Speiereck Two	
	1 Bedroom, 1 Bathroom 1 - 6 People		2 Bedrooms, 2 Bathrooms 2 - 8 People	
	Per Night	Per Week	Per Night	Per Week
Spring and Autumn	€ 80	€ 560	€ 115	€ 805
Summer	€ 100	€ 700	€ 135	€ 945
Early Winter	€ 90	€ 630	€ 125	€ 875
Low Winter Season	€ 110	€ 770	€ 155	€ 1085
High Winter Season	€ 120	€ 840	€ 165	€ 1155
Christmas/New Year	€ 145	€ 1015	€ 190	€ 1330
Each Additional Guest	€ 15	€ 105	€ 15	€ 105
End Cleaning	€ 70		€ 110	
Tourist Tax	Payable at a rate of €2,30 per person (15yrs and over) per day.			



## WHAT IS INCLUDED IN THE PRICE



The cost of accommodation includes all utilities such as water, heating and electric. Bed linen, bath towels, hand towels, bath mats and tea towels are provided. Each guest will receive a bath- and hand towel. In the kitchen you will find a tea towel and a small hand towel for general use. If your stay is for more than one week you will either be given a double amount of towels for your convenience or we will offer to change the complete selection each week. Bed linen can also be changed on a weekly basis according to guests' wishes.

A few start up supplies are included for your comfort at the beginning of the vacation. These include toilet rolls, a kitchen roll, dishwasher tablets, washing up liquid, cleaning sprays, a wash cloth and sponge for the kitchen. When these initial supplies are used it is a guests responsibility to obtain their own supply. Please note that we do not supply condiments such as salt, pepper, sugar, vinegar or cooking oil, nor do we provide toiletries such as hand soap or shampoo.

All apartment kitchens have been thoughtfully equipped to meet self-catering needs. You will find an extensive range of cooking utensils and a very generous amount of crockery and cutlery. The cupboard contents are labelled! During a changeover this enables us to quickly check the kitchen inventory and ensure that a full compliment of equipment is in place and ready for the next guests.

The following pages contain a list of general apartment equipment. If you feel that there is something missing please let us know and we shall consider it for the future.



**In the kitchen:**

- Tea towel and hand towel
- Washing up liquid and cleaning products
- Washing sponge, cloth and brush
- Dishwasher
- Microwave
- Fridge/Freezer
- Toaster
- Kettle
- Filter Coffee Machine (inc. filters)
- French Coffee Press
- Electric oven with grill
- 4-Ring Hob
- Extractor Fan
- Cups, saucers, mugs, plates, dishes, serving dishes, egg cups
- A selection of different glasses
- Set of sharp knives
- Storage bowls and microwavable bowls
- Egg pricker
- Pots, frying pans, oven trays, selection of lids
- Vegetable peeler
- Chopping boards
- Oven glove
- Colander and Sieve
- Mixing bowl
- Rolling pin
- Measuring jug and scales
- Step Stool
- Tea pot
- Generous amount of cutlery
- Large selection of cooking utensils
- Sugar, salt and pepper pots (not including contents)
- Bottle openers
- Bread basket
- Bins and bin bags

**In the living area:**

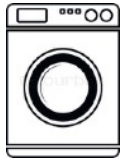
- Flat screen digital TV with USB/HDMI
- DVD player
- CD/Radio player
- Pack of cards
- Chess
- Jenga
- Variety of board games
- Selection of books
- Comfy sofas and chairs
- Coffee-table and/or side tables

**In the bathroom/WC:**

- Towel rails and hooks
- Bath towels and hand towels
- Bath mats
- Hairdryer
- Large mirror with lighting
- WC cleaner
- WC deo-spray
- Clothes-horse and pegs



Guests of Haus Bellevue can also enjoy:



Private guest car park

A lockable Ski and Snowboard room

Fixed Cycle racks

Free LungauCard for guests between June and October

Secure overnight storage for Motorbikes or Bicycles \*

Free Wifi

Free use of a cot and/or high chair \*

Own BBQ Facilities \*\*

Washing and Drying service \*

Steam Iron and Ironing board

\* By prior arrangement only

\*\* Winter BBQ must be booked in advance of arrival

## More about the LungauCard

Upon arrival and after registration, each guest staying in Haus Bellevue between 1st June and 31st October will receive a free all-inclusive holiday card valid for the length of stay.



The LungauCard entitles the bearer to free or discounted admission to numerous attractions and activities throughout the Lungau and Katschberg including museums, wellness centres, swimming pools, mountain lifts and activity centres.

Not all services and attractions are available throughout the entire validity period. For an up-to-date list of what is included and available at the time of your vacation visit

[www.lungau.at](http://www.lungau.at)

## ADDITIONAL COSTS AND WHAT IS NOT INCLUDED

The apartments have been equipped to be a home from home with comfortable living arrangements and all of the equipment necessary to support an easy self-catering vacation. To begin your vacation comfortably, we have provided you with a few basic supplies including toilet rolls, kitchen roll and dishwasher tablets. Once these are used it is a guests responsibility to obtain their own supply.

**Aside from the few starting items**, we do not supply:

- Toilet rolls
- Kitchen roll
- Dishwasher tablets
- Soap or bathroom toiletries
- Oil, Vinegar or condiments such as sugar, salt or pepper

All items are however inexpensive and readily available for purchase from any one of the local supermarkets.

### End-of-stay Cleaning

The end of stay cleaning charge is a separate fee payable once per vacation. The cost of end cleaning remains the same regardless of the length of stay.

End cleaning goes towards the cost of turning over an apartment at the end of a vacation and returning the accommodation to it's original condition. The charge does not imply that it is acceptable to leave the apartment in a broken or poor state. Occupants are obliged to return all furniture and equipment to it's original location and make any malfunctions or problems known to us before departure.

Please Note: This fee does not cover damages.



### Local Tourist Tax

Tourist Tax or Town Tax is charged by the local authorities at a rate of €1,50 per person and night. The charge is compulsory for those aged 15 years and over at the time of stay in Austria.

## BOOKING TERMS, CONDITIONS AND CANCELLATIONS

Naturally, each reservation starts with an enquiry and an offer. When a guest accepts an offer made by us, the accommodation is immediately secured pending a deposit payment. Unless specifically stated, we do not accept bookings without a deposit and any deviation to this would be made very clear in our initial offer.

The deposit should usually be paid within 2 weeks of booking, a shorter term may be set for bookings with an arrival date in the near future. If a deposit is not received in the allotted time the reservation may be cancelled and notification will be sent by email. No further charges would be incurred.

Deposit payments can be made by IBAN, PayPal, online Credit Card or through any number of online payment agencies. The deposit amount is a percentage of the total apartment price based on 2 people and without any additional guest fee, end-of-stay cleaning or tourist tax. The deposit is non-refundable.

Upon receipt of a deposit payment, guests receive a full confirmation by email including a copy of the invoice and rental agreement. The balance amount including any additional guest fee, cleaning and taxes, is to be settled in Euro cash within 2 days of arrival.

### Cancellations

Should you need to cancel or alter your booking please let us know as soon as possible. All cancellation requests are considered on an individual basis. When no other solution can be found, in the event of a cancellation the following charges will apply :

#### **Cancellation up to 8 weeks before arrival**

50% of the base apartment price. Essentially the non-refundable deposit.

#### **Cancellation 4 - 8 weeks before arrival**

75% of the base apartment price.

#### **Cancellation less than 4 weeks before arrival**

100% of the base apartment price

Base Price = Rental amount for 2 People, without guest supplement, end cleaning or tourist tax



## BREAKAGES, DAMAGES AND LOSSES

As a guest of Haus Bellevue you will not be asked to pay a security deposit or cover fee to protect against damage. Instead we value honesty and rely on the integrity of our guests.

Accidents do happen and items are broken. Usually this is no more than a glass, cup or plate and can often occur through a dishwasher cleaning cycle. Guests will not be charged for unforeseen damages such as these! But we do ask please that you advise us of any items that need replacing so that we can maintain our standard of accommodation.

Breakages, damages or losses caused through negligence must however be reported and potentially paid for. All cases will be assessed individually and any charge will be at the cost of replacement or repair.

Please also promptly advise us of any spillages and subsequent staining to furniture and furnishings so that we can minimise the effect. In most cases carpets, furniture, walls, linen, etc., that have something spilled upon them but are treated immediately can be redeemed.

It is our responsibility if an item of equipment is broken or not working. Please advise us of any defect as soon as possible and we will endeavour to repair or replace the item quickly and with as little inconvenience to you as we can.

We ask all of our guests to consider that any damage, fault or loss of apartment property that is not reported will potentially be a problem for another guest. We do our very best to check every item and every function when preparing an apartment for the next occupant, however it is conceivable that things are missed or that we do not have enough time on a changeover day to rectify the problem. By advising us early you allow us to be prepared and help us to maintain our standard of accommodation and service. Thank you for your support and for your understanding!



## ARRIVAL

We will contact you approximately 2 weeks before the commencement of your vacation, in order to impart any additional information, confirm special requests and/or last minute booking alterations and to establish your expected arrival time. We will also provide you once more with our contact information.

**Our preferred arrival and greeting time is between 4pm and 8pm.**

If you expect to arrive later than 8pm please advise us in advance by email, so that we can make suitable arrangements. There may be occasions where we can accommodate an arrival earlier than 4pm, in which case we will clarify this by email.

In all cases we will greet you personally and introduce you to your apartment. For this reason, and so that we can accommodate all arrivals, it is very helpful to know each guests' travel plans in advance. In case of delays, we would also like to establish a line of communication between guest and host on the day of arrival. The best form of contact on arrival day is via SMS, iMessage or WhatsApp (at all other times the best form of contact is by Email).



## DEPARTURE

We would like the opportunity to say farewell and also to hear about your vacation experience. Changeover days are however very hectic for us and we are not always able to wait by the door.

For this reason it would also be very helpful to know your planned departure time.

**The accommodation must be fully vacated before 10am on the day of departure.**

If you plan to leave particularly early we can come and say farewell the evening before and make arrangements for return of the key. Unfortunately we cannot accommodate any departures later than 10am.

Before departure please return all furniture and equipment to its original location and advise us of any breakages, damages, losses or malfunctions. Thank You!

## RULES FOR SMOKING

Haus Bellevue offers non-smoking accommodation and for this reason smoking is not permitted inside the apartments.

However you are welcome to smoke outside of the property and we ask that you do so with consideration for other guests.

We would be grateful if you would not drop cigarette or cigar stubs on the grounds of the property, in the garden or on the pathways. Please also do not leave tin cans and containers that have been used as

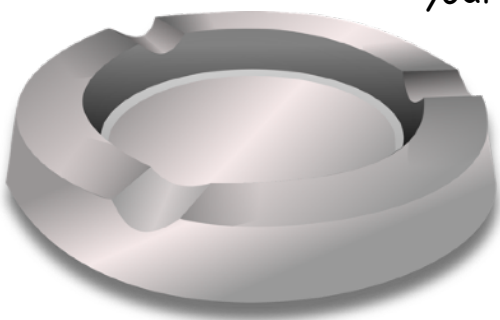
ashtrays, outside of the apartment or in our plants pots and plant beds - apart from looking unsightly around the house, on a windy day the containers could litter our grounds and the street.

Instead we are happy to supply you with your own ashtray! If we know that you smoke we will ensure you have an ashtray from the beginning of your vacation. Otherwise please ask and one will be provided for you. Ashtray contents should be emptied into general rubbish.

**SMOKING AREA  
OUTSIDE**



**NO SMOKING  
INSIDE**



## NOISE, LITTER AND A LITTLE CONSIDERATION

Guests of Haus Bellevue enjoy an idyllic and peaceful location where the largest disturbances are caused by summer lawnmowers and winter snow ploughs. Please help us by supporting this ideal!



As hosts you will find that we are very tolerant of all holiday goings-on but must stress that we run a family property promoting a tranquil and private environment. We ask you as our guests to help us achieve this, by showing consideration for all other guests, for us as your hosts and for those who live in our neighbourhood.

### Music and Noise

Sound travels unfortunately well throughout the building and also the neighbourhood. Please be considerate of other occupants when playing music in and around the apartment, and keep volume to a reasonable level so that others are not disturbed. In general, and in regard for our smaller guests (and your hosts) whose bedtimes often begin quite early, music and general noise whether inside or outside should be moderated after 10pm. Loud music is not acceptable any time and we would like to re-iterate that Haus Bellevue provides family-friendly accommodation.



### Outdoors

Each apartment has an outdoor terrace or balcony intended for private use. Many guests spend their evenings outside enjoying the quiet environment. Please consider that if you are enjoying a loud evening outside you could be completely ruining someone else's quiet evening.

This is equally as important during the daytime where, for example, guests may be dining outdoors or relaxing in the sunshine. Noise is of course much more acceptable during the day but please still have regard for the privacy of others as you and your children walk around the grounds.

### Litter

Please do not drop litter in the garden, on the car park, pathways and street. This includes cans, sweet wrappers, chewing gum and also cigarette and cigar ends. Rubbish should be put into the bins provided and cigarettes stubs should go in to an ashtray. We would be grateful if you would also refrain from leaving bags, cans and other items in our plant beds and pots.



## KEYS AND KEY SAFE

Upon arrival you will receive one set of keys for your Apartment. A second set is available upon request.



A key safe has been provided for your convenience. You will find this at the entrance to the apartment, by the door.

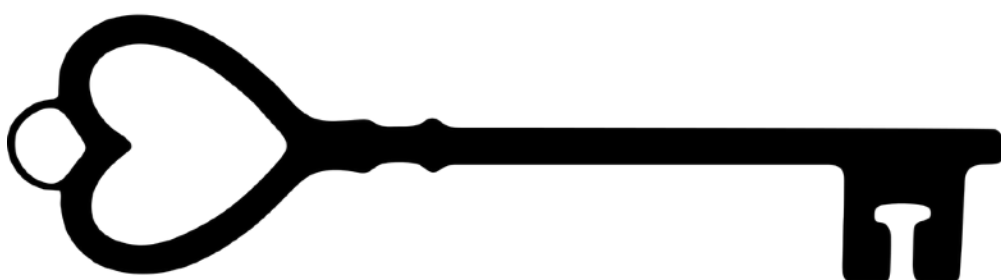
**The key safe code can be found in the Information Folder.**

The key to the ski room can be found hanging on a hook by the entrance to your accommodation.

Please look after the keys and don't lose them. In particular, we ask that you please do not take the ski room key with you but leave it hanging in the apartment until it is needed.

All sets of keys should be returned personally at the end of stay.

**Any lost keys will be billed at a replacement charge of €25,- per key!**



## THE GARDEN, PLAY AREA AND OUTDOOR LIVING

Guests of each apartment can enjoy their own outdoor living area. The two ground floor apartments have use of their own private furnished patio area with additional bench seating. For the purpose of privacy, the two areas are separated from one-another by a fence. The largest apartment on the top floor has a private furnished balcony and during the summer, a further garden space located at the rear of the house. The area is equipped with a garden table and benches for outdoor dining and grilling. An additional garden bench in a sunny position can also be found in this location.



Sun loungers, suitable cushions, a parasol and also a BBQ are provided for your personal use.

The open garden and general grounds of Haus Bellevue are for the shared enjoyment of all guests. A purpose built play area with swing and climbing frame is provided for your children's pleasure.

### **The use of equipment, furniture and the facilities provided in and around Haus Bellevue is entirely at your own risk!**

We ask again for your consideration of other occupants when enjoying the garden and grounds. For the well-being of all guests, please observe the following garden guidelines...

- Where areas are not closed from access, we ask you and your children to please respect the privacy of other guests and, unless invited, do not venture in to another apartment area.
- Treat furniture, games and equipment with care and use only in the manner for which they were intended. Please return items after use.
- Children should be supervised by an adult. We do not accept any responsibility for accident or injury caused through misuse of the play area.
- Please be considerate of our garden, the plants, flowers and ornaments including solar lights.
- The stacked firewood around the grounds, and the border stones around the plants and flower beds, are not to be used as toys for children. For the safety of your children please ensure that they do not play with the firewood or the stones.

