

# HAUS BELLEVUE RENTAL AGREEMENT

## INCLUDING BOOKING TERMS AND CONDITIONS



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## A SUMMARY OF THE RENTAL AGREEMENT

Your holiday should be relaxing, enjoyable, exiting and everything else that you could want from a Vacation. We consider it our responsibility to help our Guests have just that kind of Holiday and promise to do everything within our power to ensure that you receive the right information and services, as required, and that your accommodation is comfortable and meets with your absolute approval.



You will find your Hosts, the Hewitt Family, to be very tolerant and relaxed in relation to many holiday goings-on and we prefer not to set strict boundaries for our guests. However to ensure the satisfaction and comfort of ALL Guests we provide a friendly Rental Agreement which details our Haus Rules, including the obligations of both Host and Guest and which, by making a reservation in Haus Bellevue you are agreeing to uphold. Please take the time to read the Rental Agreement and should you have any concerns please inform us directly.

### **Our Obligations as your Hosts:**

- Prompt communication and all questions answered from the very beginning.
- As much or as little assistance as required with holiday planning before and during their stay.
- A warm Welcome!
- On site assistance, support, information and recommendations as needed.
- A very clean and orderly Apartment.
- Hosts that listen - if you have any problems or issues with the accommodation we will do everything in our power to remedy the situation.
- Relative Peace and Quiet during the Vacation period!

### **The Obligations of all Guests:**

- To confirm by email at least one week before arrival, the number of guests staying in the apartment (not to exceed the maximum capacity) and how many of this number are aged 15 years and over.
- To advise us of your estimated arrival time and agree to contact us in case of a delay in your journey.
- To confirm any special requests before travel - eg. Welcome Pack, Motorbike Storage, Cot/High Chair reservation.
- To settle any balance payments in Euro Cash in full within 2 days of arrival.
- To treat the property and it's furnishings with care and to leave the accommodation in good condition.
- To report any breakages or damages to property and settle payment for replacement items.
- To be considerate of other Guests, our family and our Neighbourhood during your stay.
- To abide by our simple House Rules as detailed in this Rental Agreement.

## PRICES

The tariff is based upon 2 person occupancy and calculated per apartment and night. Each additional guest is charged at a rate of €2,50 per person and night up to maximum occupancy. With the exception of Babies in Cots, an additional Guest is considered to be a person of any age requiring their own bed.



The prices are listed in this manner so that you can easily determine the cost of your accommodation no matter how short or long your stay in Haus Bellevue may be. Any deviation from the standard price will be clearly stated in an initial offer.

The minimum booking accepted is for 2 Nights according to season.

Actual Seasonal dates can be found online at:- [www.hausbellevue.com/prices.htm](http://www.hausbellevue.com/prices.htm)

End Cleaning and Local Taxes are additional costs (see table below).

A further explanation of these additional costs can be found under "What's not included in the Price".

	<b>Apartment Grosseck</b> 1 Bedroom Standard 1-2 People Maximum 5 People		<b>Apartment Aineck</b> 1 Bedroom Standard 1-2 People Maximum 5 People		<b>Apartment Speiereck</b> 2 Bedrooms Standard 1-2 People Maximum 8 People	
	Per Night	Per Week	Per Night	Per Week	Per Night	Per Week
<b>Spring and Autumn</b>	€45	€315	€50	€350	€80	€560
<b>Summer</b>	€65	€455	€70	€490	€100	€700
<b>Early Winter</b>	€55	€385	€60	€420	€90	€630
<b>Low Winter Season</b>	€65	€455	€70	€490	€100	€700
<b>High Winter Season</b>	€75	€525	€80	€560	€110	€770
<b>Christmas and New Year</b>	€90	€630	€95	€665	€135	€945
<b>Each Additional Guest</b>	€2,50	€17,50	€2,50	€17,50	€2,50	€17,50
<b>End Cleaning</b>	€35		€35		€45	
<b>Tourist Tax</b>	Payable at a rate of €1.50 per person (15yrs and over) per day.					

## WHAT'S INCLUDED IN THE PRICE

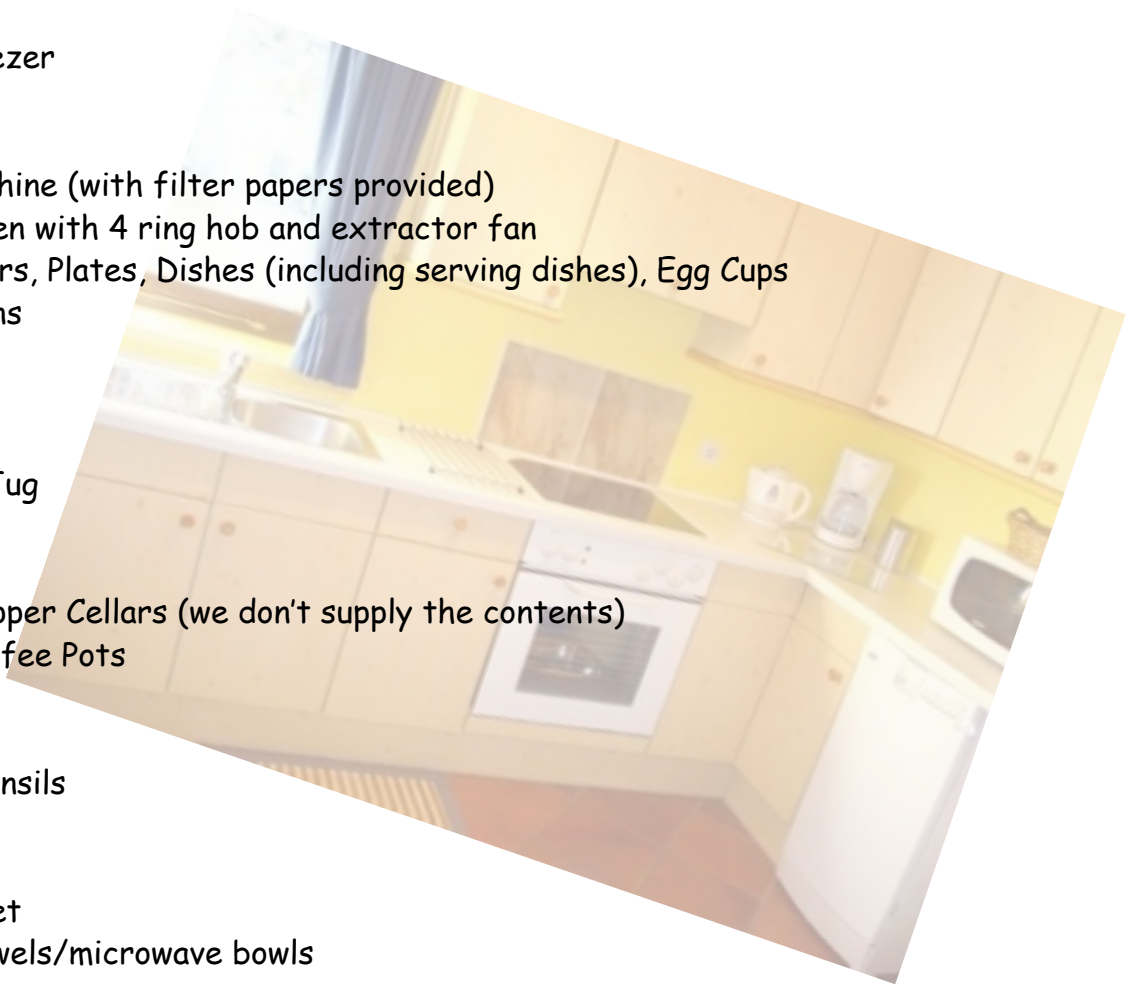
The Apartment Price includes electric, heating, water, linen and towels.

If your stay is for more than one week we are happy to change linen and towels during your vacation at no extra cost.

All Apartments are fitted with a well-equipped kitchen and a include few extra luxuries for an easy holiday. To help clear up any confusion here is a list of the main equipment you can expect to find at Haus Bellevue:

### In the Kitchen Area

- Dishwasher
- Microwave
- Fridge/Freezer
- Toaster
- Kettle
- Coffee Machine (with filter papers provided)
- Electric Oven with 4 ring hob and extractor fan
- Cups, Saucers, Plates, Dishes (including serving dishes), Egg Cups
- Pots and Pans
- Oven Trays
- Oven Glove
- Colander
- Measuring Jug
- Egg Piercer
- Scales
- Salt and Pepper Cellars (we don't supply the contents)
- Tea and Coffee Pots
- Sugar Pots
- Vase
- Cooking Utensils
- Table Mats
- Cutlery
- Bread Basket
- Storage Bowls/microwave bowls
- Bottle Openers
- Bag Ties
- Cleaning Products
- Tea Towels and Washing Up Sponges



## In the Living Area

- Flat Screen Television with digital cable channels
- DVD Player
- CD/Radio
- Hairdryer
- Pack of Cards
- Jenga
- Other miscellaneous Games

We also include a few starting essentials such as Toilet Paper, Kitchen Roll and Dishwasher Tablets so that you can begin your holiday comfortably.

When our initial supply runs out, guests are expected to buy their own.  
More about this on the next page....



**We ask our Guests to please not use the Kitchen Roll as Toilet Paper!**

## Guests of Haus Bellevue can also enjoy:

- Private Guest Car Park
- A lockable Ski and Snowboard Equipment Storage Room
- Cycle Racks
- Secure parking for Motorbikes (by prior arrangement)
- Ski and Snowboard on-site Hire and Service
- Free Wifi Connection
- Free use of Baby Cot(s) and High Chair (by prior arrangement and subject to demand)

## 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 you to free or discounted admission to numerous excursion destinations, natural wonders, attractions, outdoor activities, museums, wellness centres, swimming pools, mountain lifts and much more through the Lungau.

Not all services are offered throughout the entire validity period. Opening times and an up-to-date list of what is included can be found online at [www.Lungau.at](http://www.Lungau.at)



## WHAT'S NOT INCLUDED IN THE PRICE

Guests are expected to buy their own Dishwasher Tablets, Toilet Paper and Kitchen Roll once the initial supply that we provide runs out.

Naturally if you are desperate (eg. it's a weekend and the shops are shut!), please just ask us.

For Hygiene purposes, we do not supply soap (other than washing up liquid), condiments or any food/drink products.

We can arrange a welcome pack for arrival by prior and separate agreement. More information is available online.

### End Cleaning

End Cleaning is a separate one-off fee, which remains the same regardless of your length of stay.

This fee covers the cost of washing and changing linen and towels, cleaning the apartment thoroughly and providing the initial supplies that you receive such as toilet paper and dishwasher tablets.

An End Cleaning fee does not mean that our guests are entitled to walk out and leave the apartments in state of disarray! Guests are obliged to keep and leave the property and it's furnishings in good condition.



### Local Tax

Local Tax, also know as Tourist Tax or Town Tax, is a fee payable by any Tourist aged 15 yrs and over who visits and stays overnight in Austria. It is a tax enforced by the local Council at a rate of €1.50 per person per night. The funds raised are used to improve tourist facilities in the area.



## BOOKING TERMS AND CANCELLATIONS

When an offer is made by us and accepted by you, we immediately block our main calendars to ensure your accommodation is not booked by another party. At this point we request a deposit to continue with the reservation. Unless otherwise agreed a reservation is not considered secure until the deposit has been received.

The deposit should be paid within 1 week of acceptance and would, in most cases, total 50% of the agreed accommodation cost; the Apartment price without End Cleaning or Tourist Tax included. Any alteration to these terms would be clearly stated in initial communications.

Our preferred method of payment is via IBAN bank transfer, we also accept payment through PayPal including online Credit Card Payment using the PayPal secure service. Payment Methods may be agreed upon at the time of reservation.

*NB. If any additional charges are incurred in the receipt of payment (such as international bank charges or paypal fees), the balance amount will be adjusted and reflected in the invoice. Please check with your bank or with PayPal first if you are concerned about incurring additional charges.*

Deposits are non-refundable.

Upon receipt of the deposit, we will immediately send an email confirmation with an up to date Invoice, arrival details and additional important information.

### On-Site Payments

The remaining amount of the Accommodation cost including the End Cleaning and Local Tax would be due for settlement in Euro cash on site.

A copy of the invoice will be provided in the Apartment.

**Payment is expected within the first 2 days of the vacation.**

### Cancellations

In the event of a cancellation the following charges apply:

- 8 Weeks before arrival - 50% only (Deposit fee as already paid)
- 4-8 Weeks before arrival - 75% of the accommodation cost
- Less than 4 Weeks before arrival - 100% of the accommodation cost.

Should you need to cancel or request an alteration to your booking please inform us as soon as possible by email.

## ARRIVAL

As a general rule Apartments are made available to Guests from 4pm on the day of arrival.

Occasionally we can offer earlier occupancy but this is by no means guaranteed and only by prior agreement.

We aim to greet all of our guests personally, regardless of the arrival time. We therefore ask to be notified of the expected arrival time beforehand, and also to be kept informed during the journey in the case of any delay.

In general we send an email to our Guests up to 2 weeks before arrival in order to reaffirm arrival times, provide further contact information and to ensure that we have the opportunity to discuss special requests, adjustments to sleeping arrangements, supplies and last minute booking amendments.

## DEPARTURE

On the day of departure Accommodation must be fully vacated before 10am.

We request that our Guests leave their Apartments in an orderly manner and return all furniture, kitchenware and other items to their original locations.

We like to say farewell personally to all of our Guests and ask that we be advised of expected departure times so that we may be there to wish all a safe journey...





## SKI EQUIPMENT, BOOTS AND OUTDOOR SHOES

### Ski Room

Please do not keep your Skis, Snowboards and Snow Sports equipment in the Apartment.

At the back of our Haus you will find a Ski Locker for the storage of all ski Equipment.

The room is generally left unlocked, however should you wish for more security there is a Ski Room key hung on the inside of the Apartment entrance. The key is labelled with a large wooden Key Holder. Please do not remove the key from the accommodation.



### Ski Boots, Hiking Boots and Outdoor Shoes



We ask that no Ski or Snowboard Boots, Hiking Boots or Outdoor footwear be worn inside the accommodation. Please be considerate of our carpets and floors.

At the entrance to every Apartment, purpose built footwear drying racks can be found, along with shoe racks for smaller articles and a bench seat for your convenience.



### The Brushes

A Brush is provided at each entrance around the property, including the Ski Room. Their purpose is for removing excess dirt and snow from Footwear, Clothing, Ski Equipment, Prams and Pushchairs before they are taken inside the property.

Please use it!



## BREAKAGES, DAMAGES AND LOSSES

We do not ask for a security deposit and instead prefer to work on an Honest and Trusting relationship with our *Guests*.

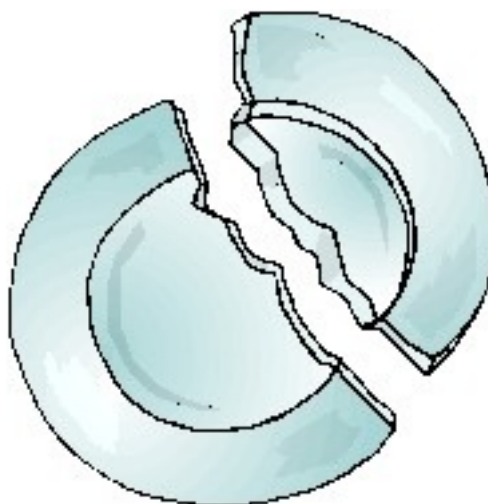
We understand that accidents happen - glasses get broken, playing cards and games pieces get lost, the Kettle may suddenly stop working or a towel may be left at the swimming pool.

We ask quite simply that if anything is lost, broken or damaged please tell us as soon as possible so that we can rectify the issue.

For broken, damaged or lost items we charge for the replacement at cost with payment due before the end of Vacation.

For a fault that is our responsibility, for example a piece of equipment that is not working properly, we will endeavour to repair or replace said item as quickly as possible and with as little inconvenience to our *Guests* as we can.

Please consider damage, losses and faults that are not reported are not always spotted before the arrival of other Holiday makers. Those problems that are uncovered cannot always be rectified in the short amount of time we have to clean and prepare our *Apartments* for new *Guests*. So, please help us to ensure that we continue to offer quality accommodation...



## SMOKING RULES

Haus Bellevue is a **Non-Smoking** Property and we do not allow smoking within the Apartments.



However if you would like to smoke you are welcome to do so outside the accommodation, with appropriate consideration for other Guests.

Should you wish to smoke we are happy to provide Wind-proof ash trays for your convenience -

Please do not leave Cigarette or Cigar stubs on the grounds of the property, or tin cans/ ash containers outside the apartments.



We ask that the given ash trays are taken indoors and emptied into general rubbish after each use.

## KEYS

Upon arrival you will be given a set of keys for your Apartment and the Ski Room.

This will amount to between 2 and 6 keys depending upon your group requirements.

Please look after your keys and make sure that you return them to us at the end of your stay.

Any lost keys need to be replaced at a charge of €25 Euro per key!



## RUBBISH, RECYCLING AND KOMPOST

In your Apartment you will find 3 bins clearly marked with labels and graphics. We ask that all Guests pay close attention to the division of their rubbish and separate the contents according to the following rules:

- Compost - For raw fruit, vegetables, tea bags and coffee grinds (no meat, bread, pasta or cooked food)
- Recycling - For Glass, Plastic, Paper and Metal. It is essential that all recyclable products are cleaned well before being put in the bins, this is very important
- General Rubbish - everything else that cannot be recycled or turned into Compost.



When a bin bag is full simply tie the top and leave it by our Entrance door or by the shed to the rear of the house for us to dispose of.

Replacement bin bags can be found underneath the sink in each Apartment.

When the Compost bin is full, please leave this on our porch in the morning. We will empty the contents and return it to the same location for you to collect in the afternoon. The compost bin does not require a bin bag and can be washed out as required.

Should you find you have a lot of bottles please either put them in a bag or box and leave them for us to dispose of.



## NOISE, LITTER AND CONSIDERATION OF OTHERS

Haus Bellevue is located in a beautiful, peaceful area where we experience little noise or disturbance, have wonderful views, are far enough away from everything to feel secluded yet close enough to easily access the activities, see the sights and of course buy supplies.



We are thrilled to share these benefits with our Guests and in turn ask for your consideration and help in maintaining this lovely environment.

### Noise

Please keep music and general noise levels to a reasonable level, particularly in the evening after 9pm. Many of our Guests like to enjoy evenings in the Garden and as this is an area that is shared with all of our visitors we ask that consideration is taken to ensure everyone has a pleasurable time.



### Litter

Please refrain from dropping litter including cigarette and cigar stubs on and around the grounds.

Thank you for your understanding!



## THE GARDEN AND EQUIPMENT

The garden, sun loungers, play area and outdoor games are provided for the pleasure of all our Guests. Each apartment is equipped with own furnished patio or balcony area for outdoor dining. Cushions, covers, a parasol and some garden games can be found in the grey/black storage box at the front of the Haus. Please be considerate when enjoying the outside area and conduct yourself according to our Garden Rules.....

### Garden Rules

- Always be considerate of others when enjoying time in the grounds.
- Treat all equipment and furniture with care and please replace items after use.
- Use the play area and any garden games only in the manner for which they were intended.
- Please clear away own toys, glasses, bottles or other debris after use.
- Children using the Play Area should be supervised by an adult.
- Do not allow your children (or adults) to run amongst, kick balls into or throw items in the flower beds, plants and pots.
- Please take care not to damage the Solar lights placed around the grounds.
- The firewood stacked around the house is not for display or personal use and must be kept dry - please do not remove it or allow children to play with the wood pieces.
- We ask that you/your children do not remove or re-arrange the border stones around the garden.

Thank you for your understanding!

**The use of all equipment, furniture and facilities in and around Haus Bellevue is entirely at your own risk.**

**We accept no responsibility for accidents or injuries.**