



## Rental conditions for our holiday apartments

The rental terms and conditions essentially describe the procedure of your booking and the payment. You agree to these rental conditions with your booking.

**1. Conclusion of the contract:** Immediately after your booking you will receive a booking confirmation. With the payment of your deposit the contract is concluded.

**2. Booking and deposit:** We need your name, address and telephone number as well as the names of all persons travelling with you. You have one week after receiving the booking confirmation time to pay a deposit of 30 % of the rental price. You can pay by credit card, Paypal or bank transfer.

**3. Final payment:** the final payment of 70 % (rent + final cleaning) is due 14 days before arrival. Without full payment, the tenant has no claim to services. Our prices are all-inclusive, i.e. electricity, water, heating, bed linen and towels are included. NOT included is the tourist tax of € 2.50 per person and night. This is to be paid in cash on arrival.

**4. Check-in and check-out:** In order to be able to prepare the flat for the next guests we kindly ask you to leave the flat by 11.00 a.m. on the day of departure. Arrival is possible from 3:00 pm. On days when there is no change of guests, earlier arrival or later departure can be arranged with the landlord. A parking space in the locked inner courtyard is available free of charge. The tenant uses it at his own risk!

**5. final cleaning:** We charge € 40,00 for the final cleaning and expect our guests to handle the inventory with care and attention. The flat is to be left in a tidy condition. This includes dishes in the dishwasher, the disposal of waste in the bins provided for this purpose in the containers in the courtyard, etc. Soiling of walls, beds and carpets is not part of final cleaning and automatically leads to a recalculation. This will be taken out of the deposit.

**6. Deposit:** A security deposit of € 200.00 is to be paid in cash upon arrival. This serves as security for all warranty claims arising from the rental relationship against the tenant. It will be returned to the tenant upon leaving the flat, return of the keys and, provided that there are no reasons to the contrary which contradict the repayment, it will be refunded on departure. **7. Cancellation:** It is generally possible to cancel the booking for the holiday flat. Scale for cancellation fees - up to 30 days before arrival: € 25,00 handling fee up to 14 days before arrival: 50 % of the total amount, until the date of arrival: 80 % of the total amount. We recommend taking out cancellation insurance for longer stays.

**8. No-show, early departure:** In the event of a no-show, the entire rental price is to be paid, in the case of an early departure there is no entitlement to a refund of the rental price.

**9. Smoking:** the flats are all smoke-free zones without exception. Ashtrays are located on the balconies and in the outdoor area. Smoking is allowed there.

**10. Pets:** well-behaved, house-trained dogs are welcome guests in our house. However, they must be registered at the time of booking. The fee is € 7,00 per dog per night. The owner of the animal is liable for any damage or soiling. However, the landlord is free to refuse dogs.

**11. Termination:** In the event of a repeated breach of these rental conditions, in particular, if the tenant treats the holiday home in an unkempt manner despite a warning the landlord may terminate the rental contract unilaterally with immediate effect. In this case, the tenant must leave the holiday flat immediately. There is no entitlement to a refund of the rental price.

**12. Defects** The landlord must be notified immediately of any defects. Should defects occur which make it impossible to fulfil the contractual obligations. the landlord has the right to offer substitute accommodation. The tenant may only refuse such substitute accommodation for an important, objectively recognisable reason. Notices of defects after the expiry of the lease are not recognized. Should defects or damage to the object occur, the repair of which is absolutely necessary (e.g. burst pipes, etc.), the tenant is obliged to inform the landlord immediately. The landlord is obliged to repair the damage without delay, so that proper occupation of the property is guaranteed.

**13. Quiet hours:** In the interest of good neighbourly relations, we would like to ask you to respect the public (between 12:00 and 14:00), night (between 22:00 and 8:00) and Sunday rest. The television and radio should always be operated at room volume!

**14. Internet:** We provide our guests with free internet access, but we do not assume any liability for the proper functioning of the equipment or the performance of the provider. Claims for damages due to a missing connection or similar are excluded. The tenant is responsible for all internet activities during the agreed rental period.

**15. Jurisdiction:** The present rental agreement and all disputes arising therefrom shall be governed by Austrian law. The place of jurisdiction is the competent court in Oberwart.

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