

General terms and conditions

(Translation of the German version)

↪ **Contractual partners:**

Contractual partners are the tenant and the respective owner of the rented flat. The company Club Helios shall be exclusively responsible for the mediation of the conclusion of the rental agreement.

↪ **Prices:**

Prices according to our price-list refer to the flat per week, plus booking fee, visitor's tax and cleaning fee. Rental prices are based on the respective location, size and furnishings of the leased premises. All flats are in private hands and are furnished according to the demand and taste of the respective owner.

The tenant is required to buy the admission ticket to the naturist centre on the spot, in the reception office at the entrance to the naturist centre.

↪ **Payment:**

The complete receipt of down payment within a fortnight upon receipt of the booking documents is the prerequisite for a fix reservation. The outstanding payment is due by six weeks before commencement of the travel at the latest. Costs for foreign payments are always payable by the tenant.

For payments by credit card, the company Club Helios will always charge a service fee amounting to 2.5 per cent of the respective amount.

↪ **Cancellation:**

Should the tenant not set on the journey or cancel it, he shall nevertheless pay the full rental price plus booking fee. Repayment of amounts already paid is excluded. Should the tenant depart earlier, he shall not be entitled to a reimbursement and the company Club Helios will be free to do what they want with the flat.

The company Club Helios expressly recommends to conclude a travel cancellation insurance.

Should, for any unforeseeable circumstances, a flat not be available, the company Club Helios reserves to offer the tenant an equivalent or more expensive flat without an extra charge.

↪ **Accommodation:**

The tenant will have to bring bed linen, towels and dish towels with you or rent them on the spot.

(Please order prior to commencement of your travel)

Only those persons registered in the reservation shall be entitled to live in the holiday home. Even the temporary accommodation of further persons shall not be allowed.

The tenant undertakes to behave peacefully in the apartment, to avoid disturbances of the peace and to stick to the provisions of the naturist-centre.

Invitations of guests are allowed on the terrace or on the balcony of the apartment, but not more than four persons. Please avoid the neighbourhood being disturbed by noises.

Pets are not allowed.

The tenant undertakes to treat the holiday home and the furniture with care, to inform Club Helios immediately, to replace them or to pay for the replacement.

↪ **Arrival:**

Arrival takes place on the agreed date of arrival between 5 p.m. and 8 p.m. After prior arrangement, in isolated cases arrival is possible until from about 3 p.m. until at the latest 12 p.m. as well. However, we would charge you a service fee amounting to 25 euros for this extra service after 9 p.m. The tenant will receive further information regarding his arrival (travel documents incl. documented evidence of flat) approx. two weeks before commencement of travel. Should the tenant not arrive within two days without prior announcement, the company Club Helios reserves the right to make the flat available to another tenant. Nevertheless, the tenant remains obliged to pay the full rental price plus booking fee. A reimbursement of amounts already paid is excluded.

Any complaints with regard to the condition of the holiday apartment shall be communicated within two hours upon handing over of keys.

↪ **Departure:**

On the day of departure, all keys remote control elevator-key and if applicable garage keys are required to be returned by 10 a.m. at the latest. As well as probably rented towels or linen. If returning it later, the whole day (1/7 of weekly price) shall be charged.

On the day of departure, the tenant shall hand over the flat in a well-swept condition, namely with washed and sorted dishes and emptied dustbins.

↪ **Deposit:**

By handing over the keys, the tenant undertakes to deposit his credit card data as a guarantee. According to the size and furnishing of the rented flat the deposit is 250 to 1000 euros. After departure, this data will be deleted within one week, provided the flat will have been handed over in the condition up to contract. In Case of defects the deposit may be withheld partially or completely.

↪ **Liability:**

The tenant shall be held liable for damages caused by him in and at the flat. The company Club Helios/the landlord shall not be held responsible for damages caused to the tenant due to e.g. theft, accident or similar. Claims of the tenant due to a possible noise disturbance or construction works are excluded.

↪ **Television:**

Should the flat be furnished with a TV, it may be used by the tenants free of charge. Club Helios shall not be held responsible for the functionality and reception quality. The same applies to stereo equipment, DVD-players and others.

↪ **Parking:**

If available, a parking lot will be placed at disposal for free.

However, this is only a service feature, the tenant is not entitled to a free parking lot!

Disregarding of our General Terms and Conditions may involve a premature cancellation of the contract. In this case, the tenant shall not be entitled to any refund of the rental price.

The place of jurisdiction of the company Club Helios shall be in Germany - Bielefeld

Bielefeld, November 2012