

General Terms and Conditions

for the holiday apartments “**FEWO Goslar Harzregion**”

Landlord: Cathleen Lätzsch, Am Grauhöfer Holz 23, 38644 Goslar

1. Arrival and Departure / Key Handover

- **Regular arrival:** from 2:30 p.m. (different times possible upon prior arrangement)
 - **Early check-in:** from 11:15 a.m. (subject to availability, possibly at an extra charge)
 - **Key handover:** contactless via key safe
 - **Regular departure:** no later than 10:30 a.m.
 - **Late check-out:** until 2:30 p.m. (subject to availability, possibly at an extra charge)
 - **Early departure:** does not entitle to any refund of the rental price
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2. Special Requests

Individual arrangements are possible but require written confirmation by the landlord. Oral side agreements are not valid.

3. Booking and Payment Terms

Booking via:

- Written offer by email after reservation request
- Booking via Booking.com
- Booking via Airbnb.com
- A rental agreement is concluded exclusively through written confirmation.
- **Deposit:** 30% of the total price upon booking or confirmed reservation request

Note: Deviating payment and cancellation conditions of the booking platforms take precedence.

- **Remaining payment:** no later than on the day of arrival in cash, by credit card, or PayPal
 - **Short-term bookings:** full amount due immediately
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4. Cancellation

- Up to 3 days before rental start: refund minus €25 processing fee
- From 2 days before rental start: 100% of the rental price

- No-show: 100% of the rental price
 - The date of receipt of the written cancellation by the landlord is decisive.
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5. Tenant's Obligations

- Careful and proper handling of the apartment and all inventory
- Damages, defects, or malfunctions must be reported immediately via the form on the website
- Existing defects must be reported upon arrival
- The tenant is fully liable for damages caused by them
- Basis is the replacement value or the actual repair invoice

On the day of departure:

- Remove personal belongings
 - Dispose of waste properly
 - Leave dishes cleaned and stored
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6. House Rules

The applicable house rules form part of these terms and conditions and are accepted upon commencement of the rental. Violations may lead to immediate termination of the rental agreement.

7. Data Protection

Personal data is processed exclusively for the execution of the rental agreement and treated confidentially. Further information can be found in the privacy policy and cookie policy of the landlord.

8. Liability

The landlord is not liable for:

- Force majeure
- Power, water, or internet outages
- Weather influences
- Unforeseeable or unavoidable circumstances

The landlord will endeavor to resolve any issues as quickly as possible.
Liability for the tenant's valuables is excluded.

9. Final Provisions

- German law applies.
 - Place of jurisdiction is Goslar, insofar as legally permissible.
 - Should individual provisions of these terms and conditions be or become invalid, the validity of the remaining provisions shall remain unaffected.
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10. Pool Usage

- Use of the pool is entirely at your own risk. The landlord assumes no supervisory duties and does not provide lifeguard services or monitoring of water quality.
- **No guaranteed feature:** The possibility of using the pool does not constitute a contractually guaranteed service. There is no entitlement to pool use.
- **Restriction or prohibition of use:** The landlord may prohibit pool use at any time, e.g., in case of:
 - Technical defects
 - Contamination
 - Maintenance work
 - Safety concerns
 - Weather conditions

No claim for rent reduction exists in these cases.

Disclaimer: The landlord is not liable for:

- Injuries, accidents, or health impairments
- Damage due to improper use
- Slipping, falls, or other hazards in the pool area
- Damage to personal property

The tenant indemnifies the landlord against all third-party claims arising in connection with pool use.

Tenant's obligations:

- The pool may only be used as intended.
- Glass bottles or breakable items are prohibited in the pool area.
- The tenant must ensure that no contamination enters the water.

- The pool area must be left clean and tidy.
- **Children and supervision:** Children may only use the pool under constant adult supervision. Parents are responsible for their children.
- **Health advice:** Persons with health restrictions (e.g., cardiovascular problems, infections, open wounds, under the influence of alcohol or medication) are advised not to use the pool. The landlord assumes no responsibility for health risks.

Hygiene & Safety:

- Shower before use.
- Jumping into the pool is prohibited.
- The pool must not be used during thunderstorms or storms.
- Animals are not allowed in the pool area.

Provision without legal claim: The pool is provided voluntarily and without legal entitlement. Use is a free additional offer that can be withdrawn at any time.

We wish you a pleasant stay and a relaxing time in Goslar!

Place of jurisdiction: Goslar