

General Terms and Conditions (GTC)

1. Object of the Contract and Contract Parties

These GTC apply for the renting and placement of accommodations to guests by the renter David Jan Dilpert, Hauptstraße 16A, 88677 Markdorf, Germany, hereinafter called service provider.

2. Contract Closing

2.1 With the booking, the guest makes a binding offer to the service provider about the conclusion of a guest accommodation contract or travelling contract. The terms of reference are the basis and the content of this offer and are the booking basis. For evidence purposes the booking has to be done in written form or via the internet.

2.2 The offer is accepted by the booking confirmation from the service provider, which, in general, is sent after a short period of processing the booking. The booking confirmation requires no certain form. In case the content of the booking confirmation differs from the content of the offer, the booking confirmation represents a new offer to the booking guest.

2.3 In case a guest or a third-party books for several persons, the booker is responsible for all contractual obligations of all guests if the booker has taken over this obligation through explicit declaration.

3. Booking

3.1 The booking results in an accommodation contract between the guest and the service provider. It is the service provider's duty to ensure the availability of the booked accommodation beginning at the agreed point in time and for the agreed duration. In general, the booked accommodation is kept free until 6:00 pm at the arrival date unless otherwise agreed. The guest has to communicate the arrival time 2 days before the arrival date at the latest. In case of late arrival the guest has to inform the service provider early enough.

3.2 It is the guest's duty to take over the accommodation and to pay the agreed price for the accommodation. The guest is only allowed to use the accommodation for the agreed purpose and has to use the facilities with care and – if available – only under consideration of the usage rules and house regulations.

3.3 Bringing pets is only allowed after agreement with the service provider prior to the stay. Therefore, the species and size of the pet as well as the number of pets has to be given. The guest is liable for his pets under consideration of the rules on liability for animal owners.

3.4 Unless agreed otherwise, the accommodation may only be used by the guest and the persons given in the booking. A surrender of use to third-parties and especially the sublease is not allowed. The traveller has to declare immediately possibly occurring defects, disturbances and interferences of use to the service provider.

4. Service

4.1 Contractually owed services result exclusively from the service description that was valid at the time of the booking (offer letter, catalogue or website) and from the content of the booking confirmation.

4.2 Collateral agreements that lead to a change in the contractually owed services require an explicit, written confirmation from the service provider.

4.3 Information about dates and events provided by the service provider that are not part of a concrete booking, might be changed and have to be asked instantly at the service provider/event organizer. The service provider does not assume any warranty.

4.4 Changes in bookings by the guest after expiration of the deadlines, can only be done by withdrawing from the contract and sending a new request at the same time – and only if the change is possible at all.

4.5 In case the guest does not pay the deposit and/or the final payment by the agreed payment date, the service provider may – after a reminder with setting a deadline – withdraw from the contract and charge cancellation costs.

5. Prices

The prices given in the booking foundations (catalogue, brochure, offer letter or websites) are final prices including the legally binding added value tax (VAT). They include all additional costs – unless otherwise stated or agreed between the different parties. Especially services that are usage-bound (e.g. for power, gas, water), the tourism levy or visitor's tax and costs for additional services may arise in addition to the booking price and are stated separately as accessory charges.

6. Terms of Payment

Unless otherwise agreed, the price for the booking and the deposit includes accessory charges, consumption and additional costs and has to be paid in advance.

Payment:

By 5 days after the booking at the latest	30 % (deposit)
By 20 days before arrival at the latest	70 % (final payment)

Bookings 20 days before arrival	100 % (complete payment)
Bookings 5 days before arrival	100 % (cash payment at arrival)

7. Cancellation Conditions

7.1 The guest may withdraw from the contract at any time before the beginning of the booked service. In order to avoid misunderstandings, the declaration of cancellation has to be submitted in a written format via mail or e-mail. The already paid deposit will not be returned.

7.2 In case the guest withdraws from the booking or does not make use of the service, the duty for the payment of the booking price generally remains in force. The already paid deposit (see terms of payment) will not be returned. The service provider will try to rent the accommodation otherwise in the course of his usual business, whereas he is not obligated to invest special efforts for alternatively rental.

7.3 The service provider strongly recommends the conclusion of an insurance contract for trip cost cancellation to avoid unnecessary costs at unpredictable hindrance.

8. Liability

The service provider is not liable for defaults that relate to the services that are not part of the contractually agreed main service, and, noticeable to the guest, not part of a package offer of the service provider, and that have been arranged only as third-party service together with the booking of the package or during the stay (e.g. sports event, theater, exhibitions, excursion, etc.), and that are marked as third-party service. The service provider recommends the conclusion of an accident insurance.

9. Customer Data

The personal data that you provide to us are processed and used electronically as far as they are required for the contract fulfillment. We would like to inform you about current offers in the future as long as you do not decline this usage explicitly. In case you do not want to receive information from us, please tell the service provider.

10. Place of Jurisdiction and Applicable Law

For the underlying legal and contract relationship between the service provider and the guests, who do not have a general residence or registered office in Germany, only German law is applied.

11. Final Clause

The invalidity of single clauses does not result in an invalidity of the whole contract. The present General Terms and Conditions (GTC) and notes apply for the service provider David Jan Dilpert, owner of Dilpert Ferienwohnungen.

David Dilpert
Hauptstraße 16A, 88677 Markdorf, Germany
Tax No.: 87136/00258
Effective: January 2017