



GENERAL CONDITIONS AND RULES OF INTERNAL ORDER

Hello ☀,

The VIDA BELA will welcome you in a few days. We have drawn up a few internal rules so that your stay is a success.

DEFINITIONS:

- Owner: Natural or legal person who owns the accommodation made available to the customer.
- Customer: Natural person who reserves the accommodation
- Accommodation: The holiday home made available to the client, called LA VIDA BELA located at 969, Chaussée de Dinant in 5100 Wépion.

1. OBJECT OF THE CONTRACT :

These general conditions govern the contractual relationship between the owner of the accommodation and the client, to the exclusion of all other conditions. There can be no derogation from it except with the express and written agreement of the owner.

Any reservation made by the customer implies acknowledgment and express acceptance of these general conditions and any internal regulations.

2. RESERVATION :

The contract is formed as soon as the reservation is final. The reservation becomes final upon acceptance by the owner and payment of the deposit according to **the terms provided for in article 3.d** hereof. From this moment, the customer can no longer exercise the right of withdrawal as referred to in Article VI.47 of the Code of Economic Law or modify his reservation, without prejudice to his right of cancellation referred to in **Article 4** hereof . .

Upon acceptance of the reservation by the owner, the latter communicates to the customer by e-mail a document containing:

- The summary of his reservation (contact details of the customer, composition of the group, dates of stay, address of the accommodation, etc.)
- The total amount of the stay as referred to in **article 3.d** and the terms of payment
- The amount of the deposit and the terms of payment
- The contact details of the host on the day of arrival



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3. PRICE :

- a) The rates mentioned are indicative and may vary depending on the formula booked, the season.
- b) The contractual price includes:
 - Rental of furnished and equipped accommodation
 - Access to leisure facilities
 - Trash bags
 - Baby cot/chair on prior request
 - BBQ equipment
- c) This price also includes:
 - Cleaning: 240 €
 - Bed sheets and towels (bathroom, swimming pool, sauna, crockery): €150
 - Heating/water/electricity charges invoiced at a flat rate of 100 €. This package covers reasonable consumption, as a good father. In view of the current energy cost situation, a reading of the meters (gas, electricity, water) will be taken during check-in and check-out by the person responsible for maintenance. In the event of misuse, additional costs will be charged (taking into account the most recent value communicated on the market) and deducted from the deposit.
- d) The total price of the stay made up of the price of the reservation referred to in **article 3.b.** and supplements referred to in **Article 3.c.** is payable on account **BE12 0689 4067 3792** (BIC Code: GKCCBEBB) in the **name of SHELBY SA** at the time of booking.

Before the start of the stay and after payment of the total price of the stay, the owner communicates by e-mail a summary of the reservation to be presented to the owner or to the person in charge of reception on the day of arrival.

4. CANCELATION :

In case of cancellation of the reservation by the customer after payment of the rental referred to in article 3.3, the owner will receive, as compensation, and this :

- 42 days before the start of the stay: 30% of the rental price as defined in article 3.b. of these general conditions;
- between the 42nd day (included) and the 28th day (excluded) before the start of the stay: 60% of the rental price as defined in article 3.b. of these general conditions;
- between the 28th day (included) and the 2nd day (excluded) before the start of the stay: 90% of the rental price as defined in article 3.b. of these general conditions;



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- between the 2nd day (inclusive) before the start of the stay and thereafter: 100% of the rental price as defined in article 3.b. of these general conditions.

5. BAIL :

A deposit of 1250 € is to be paid to the owner 5 calendar days before the date of arrival or at the time of booking in the event of late arrival on account BE12 0689 4067 3792 (BIC code: GKCCBEBB) (see article 3.d .)

This deposit will be returned to the customer within two weeks of the end of the stay, after deducting any costs for repairs in the event of damage to the accommodation, cleaning costs beyond the ordinary use of the rented premises, or additional energy costs.

If the amount of damage is greater than the amount of the deposit, the customer agrees to pay the excess amount.

Non-exhaustive list of prices* :

large bath towel	38 €
Bath mat	36 €
Small bath towel	25 €
Pool towel	28 €
Mirror - WC ground floor	100 €
Rectangular mirror – bathroom	179 €
Round mirror – shower room/cloakroom	90 €
Mirror - dining room	269 €
clothes rack	60 €
AEG ceramic hob	420 €
MOWELLI black chair	114 €
FATBOY pouffe	309 €
Outdoor white chair	75 €
Cola-Cola Table (EUCHER)	365 €
Graffiti painting	316 €
WEBER gas barbecue	1299 €
Table - dining room	1326 €
Office	1133 €
Baby foot	793 €
Nightstand	170 €
Vintage green furniture - entrance hall	220 €
Photo holder - entrance hall	65 €
Blue beanbag	110 €
“ Kaarol ” carpet Lorena Canals – living room	390 €



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"Berber" rug Lorena Canals - bedroom	260 €
Single bed - dormitory	109 €
Mattress 1 person - dormitory	85 €
boxspring	470 €
mattress - boxspring	469 €
2 person mattress - boxspring	869 €
Mattress sheet 1 person	29 €
Mattress sheet 2 people	40 €
Fitted sheet 1 person	27 €
Fitted sheet 2 people	55 €
1 person duvet cover	35 €
Double duvet cover	77 €
Duvet 1 person	100 €
Duvet 2 people	189 €
Cushion - dormitory	35 €
Cushion - bedroom	90 €
3 seater sofa	574 €
4 seater sofa	1028 €
TV	868 €
Hanging lamp - dining room	100 €
Blue/grey stool - kitchen	489 €
Wooden stool/black legs - kitchen	79 €
Kettle	69 €
DYSON vacuum cleaner	269 €
Hair dryer	40 €
Toaster	79 €
Nespresso machine	153 €
Dry clean drapes	67 €
Tape tear	Based on a quote

° current prices as of 01/10/2022

6. ARRIVAL – DEPARTURE – INVENTORY OF PLACES – USE OF PLACES:

The client presents himself on the day of his arrival at the accommodation between 4 p.m. and 5 p.m. or 6 p.m. and 7 p.m. for the handing over of the keys and the drafting of the contradictory inventory.

If he cannot arrive on site during this time slot, he must notify the owner or his representative the day before the arrival date in order to agree on an arrival time together.



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Departure is before 10am (except for 2-night rental during a weekend, in which case departure is on Sunday until 8pm) after return of the keys and drafting of the contradictory inventory of fixtures at the end of the stay.

The customer returns the accommodation in a perfect state of order and cleanliness.

7. INVENTORY AND OPERATION OF THE DIFFERENT EQUIPMENT:

An inventory of LA VIDA BELA equipment will be available to tenants upon their arrival. This must be signed by both parties to demonstrate the condition of the rented property and its equipment. The tenant will make sure to return the property as it was on arrival. He answers for any loss or damage.

If you notice any discrepancies or anomalies with our inventory, please let us know, no later than 10 a.m. the day after your arrival.

- a) The customer agrees to be present in the accommodation throughout the duration of the stay and to peacefully enjoy the accommodation, in accordance with the use for which it is intended, and as a good father.
All equipment and facilities of the accommodation will be used in accordance with their destination. The client also agrees not to park vehicles in places not provided for this purpose and not to install temporary accommodation (tent, mobile home, etc.).

The customer will be personally responsible for any damage, loss or damage to the accommodation, its equipment and installations, to third parties and/or their property, whether they result from his personal action or from the people staying with him.

Any theft (bedding, bath towel, decorative element, etc.) will be deducted from the rental guarantee.

- b) The accommodation has a maximum capacity of 15 people (adults, children and babies combined). The customer agrees to respect this maximum capacity. He also agrees not to organize parties, student parties, bachelor or bachelorette parties or any other activities not authorized by the owner.
- c) Pets are prohibited in the accommodation and on the entire property.
- d) It is forbidden to smoke inside the accommodation.
- e) If the client fails to comply with the obligations set out in **articles 7.a to 7.e.**, the owner reserves the right to terminate the contract in accordance with **article 11** hereof.
- f) Music: out of respect for the neighborhood, music outside is prohibited after 10 p.m. No professional audio equipment can be brought by customers.



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8. INSURANCE:

The customer agrees to take out insurance covering his liability in the event of damage to the accommodation, its equipment or installations.

The owner has subscribed to a waiver of recourse vis-à-vis the tenants in his fire contract. Nevertheless, an excess of €1,500.00 remains payable by the person responsible in the event of a claim. Unexplained loss and disappearance remain excluded in all cases.

9. POOL :

The swimming pool is accessible during the high season (from May to September).

Outside this period, the swimming pool can be used subject to acceptance by the owner and subject to a gas charge to heat the swimming pool.

The swimming pool is under the full responsibility of the customer. The swimming pool is accessible to children **ONLY** in the **presence of their parents or adults**. Do not leave your children unsupervised at any time.

The owner declines all responsibility in the event of accidents caused by the users of the swimming pool.

To maintain good hygiene in the wellness area, take a shower before each moment of relaxation.

It is strictly **forbidden to drink and eat** in the swimming pool.

In the event of non-compliance with this **article 9** relating to the use of the swimming pool, the owner reserves the right to close access to the swimming pool without compensation or reimbursement.

Instructions for use are made available to the tenant in the "tenant folder" which is on the green cabinet in the entrance hall.

10.SAUNAS:

The sauna is accessible all year round. The customer agrees to use it reasonably. In case of misuse, with reference to **article 3.d.** additional costs will be invoiced and deducted from the deposit.

The sauna is under the full responsibility of the customer. Children under 16 are prohibited in the sauna. The owner accepts no responsibility for accidents caused by users of the sauna.

For people at risk, we advise them to contact their attending physician beforehand.



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It is mandatory to take a shower before entering the sauna and to use the towels provided for this purpose.

Instructions for use are made available to the tenant in the "tenant folder" which is on the green cabinet in the entrance hall.

11.TERMINATION:

The owner has the right to terminate the contract without compensation or notice in the following cases:

- If the customer does not respect the terms of payment provided for in article 3.d.
- If, during the stay, the customer does not comply with these general conditions, and more particularly with **articles 7.b. to 7.e.**

In these cases, the customer will be liable for compensation for damage suffered, fixed at a flat rate in **article 4.**

12.CLAIM

Any complaint relating to the accommodation must be made to the owner or his representative within 12 hours of his arrival and confirmed in writing.

13.VARIOUS

1. The customer provides the owner with correct and complete information, in particular concerning the composition of the group and the reason for the stay when booking and undertakes to immediately notify the owner of any modification that may occur before the start date of the stay. or during the stay.
2. It is forbidden for the customer to assign this contract without the express written consent of the owner, and this at most 15 days before the date of the start of the stay.
In the event of an assignment duly authorized by the owner, the assigning client and the assigning client are jointly and severally bound to comply with these provisions, and in particular with regard to payment of the total price of the stay.
3. Fire alarm: La Vida Bela is equipped with smoke detectors connected to the SECURITAS control room. Indoor spaces are non-smoking.
4. Respect for the neighborhood and the surrounding environment. La Vida Bela is located in a quiet village. Its inhabitants take care of their tranquility. They undertake to adopt a behavior that respects the inhabitants and the environment in general (fauna, flora, various equipment, etc.).




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5. The villa is equipped with an alarm system. It is strongly advised to close all the windows and doors in case of absence and to connect the alarm. The owners decline all responsibility in the event of theft, intrusion during the rental period.
6. The villa is equipped with an outdoor camera at the front of the house.
7. **The owner reserves the right to interrupt the stay immediately and without compensation in the event of observation by the police of night noise.**

The “La Vida Bela” team wishes you an excellent stay!

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