

# OTA Rental Agreement

## General terms and conditions

### Internal regulations

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The agreements with your **Online Travel Agent** take precedence over this agreement. This agreement is intended to compensate for any shortcomings in the OTA agreement.

The agreement is concluded between the landlord and the tenant.

## A. The rental period

The contract in question is concluded for the registered period. The tenant has no right to the property outside this period. A minimum stay of 2 nights or longer applies during special holiday weekends (such as Easter, 1 May, summer holidays, etc.).

Arrival: 4 p.m. to 6.30 p.m.

Departure: 7.30 a.m. to 10.30 a.m.

As an exception, it is possible to agree on a different time with the landlord. A supplement may apply.

## B. The rented property

The Court of the White Ladies  
's Heerwillems 10  
8630 Veurne BELGIUM  
VAT: BE 0779 641 359

Landlord: Pascal Maenhout  
0032 476 98 95 26  
thofderwittedamen@outlook.be

Owner present: Dirk Monbaliu  
0032 499 18 67 66

The landlord rents out four furnished farmhouse holiday homes located at the above address: These can be rented separately or together as desired, up to a maximum capacity of 32 people, including babies and children.

1. ['t Kalverkot](#): 1-6 persons + 1 cot (2 bedrooms)
2. ['t Ossestal](#): 1-2 persons + 1 cot (1 bedroom)
3. ['t Koeistal](#) + [De Paardestal](#): 12-19 persons + 2 cots (9 bedrooms)
4. ['t Stierekot](#): 1-5 persons + 1 cot (2 bedrooms)

### Included in the rental price:

- ✓ **Final cleaning** for light soiling.
- ✓ **Energy costs** including water, gas and electricity (including charging electric vehicles, bicycles, etc.)
- ✓ **Bed, bath and kitchen linen.** Streak-free beds and a separate colour of bath linen for each guest.
- ✓ **Babies and children** up to 3 years old are welcome **free of charge** if they use one of our cots. Depending on the property, there is 1 or 2 wooden cots available. Including nappy changing mat, high chairs and separate sorting for disposable nappies.
- ✓ Ultra-modern **Wi-Fi** with full coverage in all indoor areas.
- ✓ Satellite **television** in every property.
- ✓ 85m<sup>2</sup> **Straw bale play area** with XXL built-in trampoline
- ✓ Natural **swimming pool** + pontoon
- ✓ **Canoeing and** kayaking for up to 6 people
- ✓ Wooden **play equipment** for outdoors and indoors
- ✓ **Garden furniture** (hammocks, wooden tables, chairs, benches, deck chairs and parasols)
- ✓ **Free parking** on the farm in front of the open barn. Covered bicycle storage under the barn (+ bicycle cable lock)
- ✓ **Waste disposal** with sorting assistance
- ✓ **Biodegradable** shampoo, **soap** and washing-up liquid in dispensers and playground tablets
- ✓ There is a communal **washing machine** with biodegradable products
- ✓ **Well-equipped kitchen** with fridge, convection oven, microwave, coffee maker, toaster, mixer. But also coffee with filters, tea, sweetener, olive oil, pepper, salt, cling film, kitchen paper, barbecue fork and tongs, table napkins, bin bags and much more. (see the inventory list in the folder on the fridge or consult the inventory on the [documents page](#) of our website)
- ✓ **Comfortable bedrooms** with large wardrobes, clothes hangers, good ventilation and complete blackout, window and door insect screens, reading lamps and much more
- ✓ **Other amenities:** Hair dryers, table fans, drying racks or lines, extension cords, cleaning supplies, whiteboard, portable night lights and much more (see the inventory list in the folder on the refrigerator or consult the inventory on the [documents page](#) of our website)
- ✓ Promotional stands with leaflets and staff maps for exploring the **Westhoek**.
- ✓ **24/7 assistance**

Each holiday home has an **inventory list** with a summary of all loose items present. This also serves as a more detailed list of the facilities included. Each entity has a separate list (see paragraph G.3.):

1. ['t Kalverkot](#)
2. ['t Ossestal](#)
3. [De Molen](#)
4. ['t Koeistal](#)
5. ['t Stierekot](#)
6. [De Paardestal](#)

## C. Reservations

Please [let](#) us [know](#) your preferred facilities. We will then prepare a quote or add these extras to your booking.

All facilities will be prepared for you at the accommodation or delivered at an agreed time (if applicable).

We cannot guarantee reservations for additional facilities requested less than **7 days** before arrival. 14 days before arrival, you will receive an automatic email with a summary of all practical information, reminding you of the possibility to reserve additional facilities.

## D. Payment terms

1. The **accommodation costs and tourist tax** are paid to the OTA (Online Travel Agent). Only the **rental deposit** is paid directly to us.
2. Payments on site can only be made via **Payconiq** transactions and **cash**.
3. **An invoice** will be issued for each stay and will always be sent digitally within 7 days of departure.

## E. Rental deposit

1. The **rental deposit payment** is arranged between the guest and the accommodation owner and not through the Online Travel Agent. The rental deposit is **€300** per holiday home. The Horse Stable, which can only be booked in combination with 't Koeistal, is considered a separate property. For 't Koeistal + De Paardestal, we ask for a total rental deposit of **€600**. The total rental deposit for renting multiple holiday homes can never exceed **€900**.
2. The rental deposit must be **paid electronically** together with the remaining balance **more than two weeks** before arrival. The deposit cannot be paid in cash.

*Cardholder: Pascal Maenhout*

*IBAN: BE32 9734 2225 7202*

*BIC: ARSPBE22*

**Access** to the holiday home may be denied if no rental deposit has been received upon arrival.

3. If the tenant **damages, loses or takes** anything, this will be deducted from the rental deposit. The tenant must also immediately report the damage or lost item to the landlord at . The rental deposit may be used to reimburse our **additional services** at a rate of €35 per hour. The services required for repair, replacement, maintenance or cleaning after failure to comply with the agreements are eligible. Shipping costs, mileage allowance and travel time may also be

charged. There is no right to a reduction due to depreciation, historical damage or any other reason. If the rental deposit is insufficient to cover the costs, the person making the reservation is responsible for the full reimbursement.

4. We apply a minimum **flat rate of €5** for replacements of broken or missing items with a value of less than €5. We apply a minimum **flat rate of €15** for additional services with a value of less than €15. If necessary, multiple service or replacement flat rates will be charged per separate job or replacement. Work or replacements that cost more than the flat rate will be substantiated with a **purchase invoice**. We use the amount including VAT.
5. For lost or damaged items of any kind, the full amount **including VAT** from the **purchase invoice**, on which the item is clearly described, will be deducted from the rental deposit or charged on top of the rental deposit if this is insufficient. The landlord is not obliged to repair the damage immediately, but must be able to present a similar purchase invoice. If the landlord does repair the damage immediately, the invoice for replacing the damaged item will apply.
6. In the event of loss of the **house key**, €200 per key will be deducted from the rental deposit. In this case, the entire lock must be replaced by a professional for security reasons.
7. The landlord is not liable for any damage suffered by the tenant as a result of the rental deposit being deducted.

## F. Arrival

1. Arrival and departure take place on the arrival and departure dates registered and stated in the booking confirmation received. The tenant is allowed to arrive between **4 p.m. and 6.30 p.m.** Please notify us by telephone if the actual arrival time deviates by more than 30 minutes from the estimated arrival time (ETA).  
Arrival between **6.30 p.m. and 10 p.m. at the latest** is only possible with the landlord's permission and is subject to an additional **supplement**.
2. All **cars** can **park** free of charge for the entire duration of your stay on the farm in front of the open barn. There is space for 9 cars here and you will not be in anyone's way. In addition, there is space for at least 6 more cars scattered around the farm, also without disturbing anyone. We recommend that you drive up to the door of your accommodation for short-term loading and unloading and then park your vehicle in the car park in front of the open barn.
  - ✓ This ensures that the farm remains **easily accessible** for guests, the owner and **emergency services** (fire brigade).
  - ✓ Vehicles are parked **outside the go-kart track**.
  - ✓ The grounds remain **tidy and aesthetically pleasing**, in keeping with the character of the farm and conducive to the peace and quiet of all guests.

Vehicles heavier than 7500 kg are not permitted on the farm grounds, but may drive up to the farm gate, load or unload, and turn around (including tractor-trailer combinations up to 16.5

metres).

A covered **bicycle shed** under the barn with bicycle cable locks is also available free of charge.

3. Upon **arrival**, the **tenant** shall inspect the rented property and its immediate surroundings to ensure that everything is in order. If the tenant discovers any defects upon taking possession of the property, they must immediately notify the landlord; otherwise, the holiday home shall be deemed to be in good condition.

The tenant will also receive a mandatory tour from the landlord (see paragraph G.2).

The tenant may **appoint a person** to carry out the arrival inspection and receive the tour from the landlord in his place. For this purpose, the tenant must provide his or her full name and telephone number before arrival.

4. The tenant or a person appointed by him is obliged to **pass on all practical information** obtained during the tour with the landlord **to everyone** in his group and any expected visitors. The person must be **capable** of processing the information during the tour and directing the group afterwards. If this is not the case, the operator may give the tour to each guest or appoint another person.

He must also draw their attention to the location of **emergency exits, fire extinguishers, evacuation plan and fire instruction sheet** (see paragraph H.14). We provide a [travel guide\(FAQ\)](#) on site.

## G. Obligations of the landlord

1. The landlord shall ensure that the holiday home is made available to the tenant on the day of arrival before 6.30 p.m. in good condition and **in accordance with** the descriptions and agreements.
2. Upon arrival, we will give you a **mandatory short tour**. This tour is intended to ensure that:
  - a. You do not waste time **searching for amenities** during your stay.
  - b. **Questions** can be asked
  - c. As tenants, you can **check** the rented property and verify that everything is to your satisfaction,
  - d. You know where to find the **fire and emergency facilities**
  - e. **Practical matters** and important **agreements** are clearly explained;
  - f. The **house key(s)** are handed over to you.

We do our utmost to keep the tour **as short and efficient as possible**.

In addition, we provide Dymo labels and information sheets where necessary, and we have already placed additional information signs on the farm estate to make everything as clear as possible.

3. When guests have left the accommodation, an inventory damage **checklist** is completed (see section B) and **photographs** are taken where necessary. This is compared with the previous list and photo archive to avoid any damage being attributed to you. The inventory damage list is available in your holiday home. The photographs can always be requested from our archive by date.
4. The landlord will provide the tenant with a **photograph as evidence** for each rental deposit deduction within 7 days of his or her departure.
5. We keep **lost items** for up to 1 month. They can only be sent if the shipping costs, packaging costs, mileage allowance and services are reimbursed.
6. A stay of more than 4 nights entitles you to a free **double set of bath towels** per person. A second set can be used while the first set is being washed or dried.
7. **Babies and children** up to 3 years of age are welcome free of charge if they use one of our cots. Depending on the property, there is 1 or 2 wooden **cots** (60x120cm internal dimensions) available.
  - Made-up oak cot(s) with internal dimensions of 120 cm x 60 cm
  - Mattress with waterproof ventilating protection (from 0 years)
  - Soft mattress fitted sheet.
  - You will need to bring your own duvet and duvet cover!

In addition, we provide a range of **free essentials** as standard to ensure your holiday with young children runs smoothly:

- High chair(s) with removable table
  - Nappy changing mat(s) | waterproof | 74x48cm | including soft cover.
  - Separate waste sorting facility for disposable nappies.
8. There is a **first aid kit** and **life jackets** are available in the Molen put next to the gas burner.
  9. The landlord undertakes to inform the tenant and refund the **rental deposit** no later than **7 days** after leaving the property. If this is not possible due to unforeseen circumstances, we will consult with the tenant within 7 days of departure to agree on a new deadline.
- We provide a clear **final invoice** to private individuals and companies (PEPPOL) for their administration as standard.

## H. Tenant's obligations

1. Upon arrival, the tenant must **inspect** the property and **its surroundings**. If anything is not to their satisfaction or if they have any further questions, they should immediately discuss this with the landlord during the arrival tour or during their stay.

2. Would you please pass on the **information relevant** to you **that** was explained **during the tour** (keep a pen and paper or smartphone handy), as well as the information in the [travel guide](#) or FAQ (available on site), to **all persons** in your group and any visitors? This way, everyone will be well informed and the stay can run smoothly and pleasantly.
3. **Personal** shampoo, soap and washing-up **liquid** are not permitted due to their poor biodegradability in our biological water treatment plant. Therefore, biodegradable shampoo, soap and washing-up liquid are provided in the holiday home.  
Due to the milder effect of the washing-up liquid, we ask that you use sufficient amounts for greasy dishes (see the dosage label on the bottle and the [dishwasher guidelines](#) provided in the accommodation).
4. We care about the environment and ask the landlord to **sort the waste**.  
All waste must be properly compressed and sorted in the bins inside (waste sorting sheets on the fridge). Empty these indoor bins regularly into the larger rubbish containers outside.  
We make a distinction between:
  - i. Residual waste: No sharp objects
  - ii. PMD: Flatten all empty plastic bottles, drink cartons and cans before disposal. Remove foil from trays and bottles. Do not tie the bag closed when disposing of it in the outside container bag.
  - iii. Glass: Distinguish between non-deposit and deposit bottles, remove lids and caps (=PMD) and rinse the inside.
  - iv. Paper and cardboard: No dirty paper or cardboard, nor kitchen paper. Remove plastic film.
  - v. Nappies: Tie the bin bags closed before placing them in the outdoor container.
  - vi. Organic waste: No liquids or coffee and tea bags. Some of this can certainly be used as chicken feed (see information sheet on the fridge).

Additional costs for sorting or compacting will be deducted from the rental deposit at a rate of €35 per hour.

5. In the event of **excessive consumption** of water, electricity, gas, internet (>2.5 Gigabytes /night/property), consumables in the kitchen and cleaning products, additional costs will be charged to the tenant.

For water, gas and electricity, we will note the **meter readings** before your arrival and after your departure in the inventory list. This can be found in the folder on the fridge. We will consult our **historical data** and determine whether excessive use has taken place during your stay. We take into account the occupancy, type of property, electric vehicles and the outside temperature.

For **data usage** on the Wi-Fi network, we set a limit of 2.5 gigabytes per property per night. 't Koeistal + De Paardestal are two properties.

6. At 't Hof der Witte Damen, we heat with **gas, electricity and wood**. With normal consumption, gas and electricity are included in the accommodation costs.
  - I. Propane gas heats the water in the **radiators**.  
Set the desired temperature by turning the thermostatic radiator knob to the appropriate number.

- \* = 7°C
- No. 1 = 11°C
- No. 2 = 16°C
- No. 3 = 20°C
- No. 4 = 24°C
- No. 5 = 28°C

If the temperature requirement changes or a room is not used for a longer period of time, the thermostatic radiator knob should be adjusted accordingly. Excessive consumption is not included.

## II. Infrared panels (IFR) powered by electricity

In rooms where radiators and infrared panels are both present, only the infrared panels are used!

Where only IFR panels are present (e.g. in bathrooms), these can of course be used in combination with the WiFi clock. There is an on/off button at the bottom of the clock. This switches on automatically at 7 a.m. and switches off again at 5 p.m.

These panels produce pleasant infrared radiant heat (like a wood-burning stove) that penetrates deep into the wall and floor mass, retaining the heat for longer and gradually releasing it back into the room.

Keep the windows and doors of the bathroom closed during heating. Always ventilate as much as possible and briefly. Excessive consumption is not included.

## III. Wood-burning stove in the horse stable

- Read the accompanying instructions provided with the wood-burning stove.
- Matches, natural firelighters and small pieces of wood are included in the price for normal consumption.
- The firewood in the box next to the stove comes from the maintenance of the numerous willow trees that surround the farm domain. A full box corresponds to 2 wheelbarrows and has a value of €50. After your departure, the before and after photos of the box will be compared and an estimate of 1/10 or €5 will be made of the consumption.

7. No **tableware, kitchenware, furniture or electrical appliances** may be exchanged between the different holiday homes. Even within the same home, no furniture or electrical appliances may be moved without the landlord's permission. This applies to both use and cleaning, in order to prevent damage to the object being moved and its surroundings. The crockery used must be returned in the same state of cleanliness as found and in the same place. We provide photos in the cupboard to help.

## 8. Play area with go-karts - Basic rules

### I. Own risk

Use of the go-kart playground is at the visitors' own risk. The operator is not liable for injury or damage, except in cases of intent or gross negligence.

### II. Age and supervision

Children must always be supervised by a responsible adult. Parents/guardians bear full responsibility for their children.

### III. Use according to intended purpose

The go-kart playground and the grounds may only be used for their intended purpose. Climbing frames, slides, go-karts and other equipment may not be used inappropriately.

### IV. Safe behaviour

Running, pushing, pulling, colliding or other dangerous behaviour is not permitted. Visitors must play safely and responsibly.

### V. Fire safety

Smoking, open flames, candles, fireworks and other sources of ignition are strictly prohibited on and around the straw bale playground.

### VI. Footwear and clothing

Flip-flops, high heels or loose clothing that could compromise safety are not permitted on the play equipment.

### VII. Prohibited items

Heavy or sharp objects, food and drink are not permitted on the playground.

### VIII. Damage and reports

Damage to go-karts, equipment or the grounds must be reported immediately to the operator.

Attempting to repair or modify items yourself is not permitted.

### IX. Keep the area clean

Dispose of rubbish in the designated bins.

### X. Agreed

By using the playground and go-karts, visitors agree to these rules.

## Trampoline – Additional basic rules

- I. Remove footwear
- II. Max 100 kg
- III. One user at a time
- IV. Always jump in the centre to prevent broken springs
- V. Not suitable for children under 3 years of age
- VI.

9. In **windy or rainy weather**, the hirer is responsible for closing the **windows and doors**. In windy conditions, extra attention should be paid to the **recoil effect** of windows and doors when more than one opening is made in a house on a different façade.
  - I. Try to avoid 1 opening on 2 house facades
  - II. Ensure that all exterior facade openings and between doors are secure
10. **Smoking** is prohibited indoors, as well as in the vicinity of straw, hay, wood and other highly flammable materials. In the event of fire as a result of negligence, the tenant will be held liable for the damage. Please smoke in the designated outdoor areas and dispose of cigarettes in the ashtrays provided there. There is a smoking area in front of 't Kalverkot and 't Stierekot around the wall planter.
11. It is forbidden to use fire pits, barbecues, portable cooking or grilling plates and other sources of **heat or flame** indoors and on the square in front of the open barn.
 

The use of barbecues, deep fryers, fondue and gourmet appliances is only permitted outdoors. An adult must be present at all times with a wet towel and a bucket of water when the appliance is switched on or still hot.

Ash or charcoal residues may still be hot inside, so never dispose of them in a rubbish bin due to the fire hazard. The cleaning of barbecues and fire pits is **included** in the **rental price**.

12. Only the **number of persons** specified by the tenant when making the booking are entitled to stay overnight in the holiday home. The landlord and the owner have the right to **check the occupancy rate** of the rented property at any time of the day. See also Section J.

The presence and overnight stay of **visitors** is only permitted with the prior (before arrival) consent of the landlord and, if applicable, the payment of an additional **supplement** per person to be agreed upon. The total number of persons may never exceed **twice** the **capacity** of the property, with a maximum limit of **32 persons**.

The landlord has the right to refuse additional persons.

It is not **permitted** to allow **persons** into the holiday home other than those agreed with the tenant. The tenant is responsible for all persons he allows into the property. He must also ensure that the **house rules** and conditions are observed. At no time during the rental period may there be more than **32 persons** (including children and babies) present in and around the rented property.

13. **Tents, mobile homes, caravans, folding beds, extra mattresses and similar items** are prohibited without the express permission of the landlord.
14. An electric charging station is not yet available but will be installed soon. In the meantime, you can charge your batteries **free of charge** at the indoor and outdoor sockets (230 volts, 16 amps). **Do not charge** in front of the open barn! There is one **outdoor socket** at the entrance to the De Paardestal kitchen and two under the canopy.  
Provided that you respect **the rules for safe charging** below.

How to charge **batteries** safely:

- Never charge batteries on evacuation routes (inside and outside).
- Do not charge in extreme temperatures, in direct sunlight or in freezing conditions!
- Charge the battery during the day, in a stable, non-flammable and ventilated place, keep an eye on it and do not charge it near the open shed!
- Check the charger, battery with cables and plugs for damage, deformation and compatibility before use
- When the battery is full, disconnect the charger.
- A leaking, excessively warm, strong-smelling, smoking, sparking or noisy battery will
  - Disconnect it from the mains.
  - placed outside away from flammable materials (heat gloves?),
  - Allow the battery to cool down, never extinguish with water,
  - Do not inhale toxic gases.
  - In case of heavy smoke or fire, call 112,
  - Do not reuse the battery!

15. Before moving into the property, the tenant must familiarise themselves with the location of the **fire and emergency facilities**. They must study the evacuation plan and the fire safety instructions, which list the emergency lighting, fire detectors, fire extinguishers and emergency exits.

16. Respect the **property** and its facilities, as well as the neighbours who live and work in the surrounding fields.
17. **Pets are not allowed**, except for guide dogs that meet our requirements.  
We refer owners of pets (cats and dogs) to Bed en Blaf in Avekapelle (Veurne), 7 km from the holiday homes.
18. We do not accept groups of **unaccompanied minors**. The main booker must be at least **21 years** old.
19. We ask that you maintain **peace and quiet** in and around the farm holiday homes, especially after 10 p.m.  
Fireworks and similar items are therefore not permitted. Loud music or noisy groups are prohibited at all times and in all areas of the estate. Normal music is only permitted with the consent of the landlord and other groups present on the premises.
20. We do not accept groups who **want to 'party hard'**. See also paragraph J.
21. Subletting or re-letting is prohibited. See also paragraph J.

## I. Departure

1. Departure must take place between **7:30 a.m.** and **10:30 a.m.**, unless otherwise agreed.  
The tenant must notify the landlord of any (different) departure time at least **1 day in advance**.  
Departure between **10:30 a.m. and 6:00 p.m. at the latest** is only possible with the landlord's permission and upon payment of a **supplement**.
2. The tenant must always endeavour **to use** the holiday home and everything in the immediate vicinity **with care and** leave it **clean!**  
Additional services will be deducted from the rental deposit at a rate of €35 per hour.

### Tasks for the tenant at the end of the stay:

- a. **Tableware and kitchenware** with accessories must be returned clean, dry, in the same condition as found and in the same place (photos in the cupboards as a guide). See the guidelines [for washing up and using the dishwasher](#), which are displayed on site.
- b. Only the final cleaning for **light soiling** is included in the rental price. If something is spilled or you make something dirty, it must be cleaned up immediately with the materials provided.
- c. Used **kitchen and bath towels** may be left in the drying facilities. Unused kitchen and bath towels should remain folded in the cupboard or on the drawer.
- d. **Bed** linen may not be removed; it is sufficient to open it up for ventilation. This ensures faster counting and checking after your departure.
- e. **Used items** must be returned to their original place before your departure.
- f. All **rubbish bins** in the holiday home(s) must be emptied into the designated outdoor containers. See also section H. 3.
- g. Switch off **refrigerators** and open the door.
- h. Switch off **the heating** using the thermostatic radiator knob or pull the IFR plug out of the socket.
- i. Turn off **lights**

- j. Close windows that are sensitive to **rain and wind**
  - k. **Garden tables, play equipment** and similar items should also be left in the same condition and returned to the same place.
  - l. The barbecue, fire pit and wood-burning stove used must **not be cleaned. Ashes or charcoal residues** may still be hot inside, so never dispose of them in a rubbish bin due to the fire hazard. Cleaning and ash removal are included in the rental price.
  - m. **No belongings or food items** belonging to the tenant may be left behind in the property. [See FAQ](#) for exceptions.
3. Just before departure, the landlord will inspect the property together with the tenant or an appointed person at the agreed time of departure. This involves a **quick visual check** of all rooms and a few **questions** we have for you.
- If the person conducting the inspection is not the tenant but someone else, please provide us with their full name and telephone number. Any damage or missing items must be reported to the landlord before departure.
- It is **forbidden to leave** without a joint inspection having taken place, unless this has been expressly agreed.
- After departure, we will **thoroughly** check the holiday home during the final cleaning. This will be carried out no later than 7 days after your departure, after which we will proceed with the refund of the rental deposit (see paragraph E.).

## J. Termination or amendment of the rental agreement by the landlord

The landlord may terminate or amend the rental agreement in the following cases:

1. If the **payment terms** have not been respected.
2. Due to **misconduct** on the part of the tenants, such as:
  - a. Alcohol and/or drug abuse,
  - b. Theft of contents,
  - c. Deliberate damage,
  - d. Lack of respect towards the landlord or other tenants,
  - e. Failure to comply with the obligations set out in this document. In all these cases, payments made will not be refunded.

3. In case of **force majeure**. *Force majeure is a legal concept that refers to unforeseen circumstances beyond the control of the parties that prevent them from fulfilling their obligations.*

The tenant will be notified as soon as possible of the cancellation or modification of their rental contract. In this case, all amounts paid by the tenant for nights not yet spent will be refunded to the tenant within 7 days of termination.

The landlord is not liable for any damage suffered by the tenant as a result of the termination of the agreement.

## K. Complaints

All complaints relating to the rented property must **be submitted by the tenant to the landlord**. The tenant shall give the landlord sufficient opportunity and cooperation to remedy the complaint within a reasonable period of time. The landlord shall endeavour to resolve the complaint as quickly as possible and to the satisfaction of the tenant. Complaints that are not reported during the stay cannot be accepted afterwards.

## L. Liability and law

The landlord accepts no liability for:

- a. Theft, loss or damage of any kind suffered by the tenant during or as a result of the rental of the accommodation.
- b. Theft, loss or damage of any kind suffered by the tenant during or as a result of staying on and around the property.
- c. The breakdown or malfunction of technical equipment in the holiday home, temporary failure or malfunction of water and/or energy supply, road and/or construction work in the vicinity of the holiday home.
- d. If the canoe is used on the waterways on and around the estate, it is compulsory to use the life jackets provided. The landlord accepts no liability whatsoever in the event of accidents.
- e. The lessor is not responsible for injury or damage sustained on and around the estate, except in cases of intent or gross negligence. Children playing must be supervised by an adult at all times.

The **lessee is jointly and severally liable** for all loss and/or damage to the rented property and its inventory, regardless of whether this is the result of acts or omissions by the lessee or third parties who are in or around the rented holiday home with the lessee's permission.

In the event of improper use or improper abandonment of the rented property, the costs will be charged to the tenant.

The landlord will endeavour to provide the tenant with correct information, but is not liable for any unexpected inaccuracies and/or omissions in the information provided.

Only the courts of Veurne are competent to rule on any disputes.