

1. Introduction

These booking terms and conditions form part of the agreement between you and Interhome AG.

2. Booking and payment terms and conditions

You can book by telephone or in person at each and every renowned travel agency or at your Interhome office or on www.interhome.nl. Through the confirmation of the booking by Interhome the traveller shall be bound by this agreement and shall the latter be definitive, regardless of the form of the confirmation. You must pay 30% of the total amount within 10 days. You must pay the rest at the latest 42 days prior to the start date of the rental agreement. The published rent is based on the prices, exchange rates and taxes that were applicable when this pricelist went to press. The prices are therefore subject to printer's errors in the brochure and the pricelist as well as price changes on our website. In case of last-minute bookings, fewer than 42 days prior to your departure, you must immediately pay the full rent. You shall receive the travel documents (voucher) six weeks prior to the start date of the rental agreement. This document states to what you are entitled. Check this accurately. The number of maximum people indicated on the voucher cannot be exceeded. The key holder shall be entitled to deny more people or to charge additional charges for this. The administration costs for each and every booking amount to €22.00.

3. Prices and facilities

The published prices are prices per week and per living unit in the relevant period. For a house type (for instance type 20) the brochure and the pricelist only refer to the first house of this type. It can well be that there are differences between houses of the same type in case of special promotions. A minimum stay of 7 nights is basically applicable. The common arrival and departure day is Saturday (peak season). Exceptions to this are possible (consent of Interhome AG required). Included in the price are the common energy charges, unless indicated otherwise on the booking confirmation and/or the invoice. In the pricelist you can see as to whether the cleaning costs are included. Should this not be the case then the relevant costs are specified. These shall be charged to you together with the rent. Tourist tax and bed linen must be paid on the spot, unless indicated otherwise. Not included are additionally supplied services, e.g. interim cleaning of the house, wood for the fireplace, etc. The location descriptions in the brochure and/or the booking confirmation are based on the data of third parties that were applicable when the brochure went to press and are therefore not part of the rental agreement. Especially in

the pre-season and in the late season building activities at the place of destination, limited opening of shops, restaurants, swimming pools, tennis courts, ski lifts, and so on and a more limited offer of facilities must be taken into account. The same applies to the public energy facilities and information about the climate. Use of swimming pools, children's play areas or sports fields in any form whatsoever (e.g. tennis courts, football pitches, fitness areas, etc.) shall at all times take place at your own risk.

4. Changes in prices and/or facilities

The description of the objects and the price calculation were prepared with the utmost care. Changes in prices and/or facilities after the conclusion of the rental agreement are improbable but cannot be excluded.

If changes would occur on essential points due to unforeseen circumstances then the tenant shall within five days after receipt of the relevant communication be entitled to terminate the agreement without being liable for any costs. Already effectuated payments shall in that case forthwith be repaid.

5. Arrival and departure

As indicated in point 2 you shall receive the voucher (proof of payment) after you have paid the total travel costs. This document states to what you are entitled, it also contains information of your holiday address, the address of the key holder and the coordinates for a GPS system. This information shall direct you to the key holder (in some instances the holiday address) where you must first present yourself. Arrival as from 16:00 o'clock up to 19:00 o'clock, unless other times have been indicated on the voucher. If you think to arrive after 19:00 o'clock then you must inform the key holder accordingly (the address and the telephone number of the key holder are indicated on the travel documents). Arrival after 19:00 o'clock is not always possible and must first be confirmed by the key holder. The key holder shall (in most instances) be entitled to desire a security deposit from you, which can amount to approximately €200.00. You can pay the security deposit with a credit card (in most instances) or in cash. Upon departure you receive the security deposit minus the additional costs incurred by you and the tourist tax. Or the security deposit is repaid into your account. Upon departure you must leave the rented accommodation at the latest at 10:00 o'clock.

6. Cancellation/change by the traveller

If the holiday home is cancelled up to 43 days prior to the day of arrival then 30% of the total travel

costs are charged. As from 42 up to 29 days prior to arrival 60%, as from 28 days up to 1 day prior to arrival 90% and on the day of arrival or later 100% of the total travel costs. Decisive is the day when the cancellation is communicated to Interhome AG. When cancelling your booking you must also pay the premium of the cancellation insurance and the booking fees. With regard to a change in the already concluded agreement desired by the traveller change costs for a total of €22.00 per booking shall be charged. Change of the departure date or the number of travellers is considered as a (partial) cancellation and cancellation costs shall be payable for this. For the complete terms and conditions reference is made to the ANVR Travel Terms and Conditions. Interhome offers you the possibility of concluding a travel and/or cancellation insurance. Possible claims are handled by Mondial Assistance.

7. Change or cancellation by the tour operator

Interhome AG shall be entitled to change or terminate the stipulated services on one or more essential points on account of urgent circumstances. Urgent circumstances are understood as circumstances that are of such nature that it can within reason no longer be requested of the tour operator to comply with the agreement. If the payment fails to materialise then the booking shall be cancelled and Interhome AG shall apply the cancellation terms and conditions as laid down in point 6.

8. Obligations of the traveller

The tenant or tenants is or are held to comply with all indications of the tour operator for the stimulation of a proper implementation of the rental agreement and is or are liable for damages caused by his or their unauthorised conduct, to be assessed on the basis of the conduct that befits a good tenant. A traveller who causes or can cause such nuisance or hinder that a proper implementation of a rental agreement is thus significantly complicated can be excluded (from continuation) by the tour operator, if it can within reason not be requested of the same that it shall comply with the agreement. All costs deriving there from shall be at the expense of the traveller.

9. Complaints

Unfortunately inadequacies can always occur, even though we compose the information with the utmost care. If something appears to be wrong at your holiday accommodation then first try to solve the problem with the key holder. If the situation cannot satisfactorily be solved on location then you are held to report this to your booking agency within 3 days after your arrival at the accom-

modation. Within 1 month after leaving the accommodation your complaint must be submitted to the booking agency in writing and in a substantiated manner. If you independently move into a different accommodation or leave the rented holiday home without consulting Interhome AG then you shall forfeit all your rights to restitution. Interhome AG cannot be held liable for bodily harm or damage to or theft or loss of your personal belongings. With regard to subject matters that are not covered by our terms and conditions we kindly refer you to the ANVR Travel Terms and Conditions.

10. Travel Compensation Fund

Our company is affiliated with the Stichting Garantiefond Reisgelden («Travel Compensation Fund», also «SGR»). All travels published in this programme therefore fall under the SGR guarantee. The SGR guarantee implies that the consumer is guaranteed to be repaid any travel costs paid in advance if the other party cannot comply with the stipulated consideration due to financial inability. To the extent that the agreement comprises carriage and the place of destination has already been reached then the return journey shall be provided for. For more information about the guarantee scheme we kindly refer you to www.sgr.nl.

11. Travel Contingency Fund

Our company is affiliated with the Stichting Calamiteitenfonds Reizen («Travel Contingency Fund», also «SCR»). All travels published in this programme therefore fall under the SCR guarantee. This guarantee implies that you, as a consumer participating in a trip organised by us:

- are repaid (a part of) your total travel costs if we cannot or not completely carry out the trip as a result of a contingency;
- are compensated for the necessary additional costs if we need to adjust the trip or need to repatriate early as a result of a contingency.

For more information about the contingency fund we kindly refer you to www.calamiteitenfonds.nl.

12. Dutch Federation of Travel Organisations

Interhome is affiliated with the Algemeen Nederlands Verbond van Reisondernemingen («Dutch Federation of Travel Organisations», also «ANVR») and the ANVR Travel Terms and Conditions are applicable to our travels. The ANVR intends to adjust the terms and conditions. For the most recent version please refer to www.anvr.nl.

