UniqBooking
uniq to stay

RENTAL TERMS AND CONDITIONS

These terms and conditions apply to new bookings from the date of publication. No cancellation insurance or UniqBooking Security Package is included. Guests are advised to take out suitable travel and cancellation insurance themselves.

1. Parties, booking and applicability

The holiday accommodation is owned by a third party (the “Owner”). UniqBooking (“UB”) acts as intermediary and/or authorised representative of the Owner, unless expressly stated otherwise in the booking confirmation. The rental of the holiday accommodation is subject to these terms and conditions and the details set out in the booking confirmation.

The agreement is concluded as soon as UB has confirmed the booking in writing or electronically. Deviating arrangements are valid only if confirmed in writing. For bookings made through an external booking platform, the terms, conditions and procedures of that platform may also apply insofar as they form part of the booking.

The lead guest must be at least 21 years old at the time of booking. Group trips by persons under 21 are permitted only with the prior written consent of UB or the Owner.

2. Rental period, arrival and departure

Arrival and departure times, key handover and additional instructions are stated in the booking or rental documents. A different time is possible only by prior arrangement and may involve additional charges.

- The holiday accommodation must be vacated by 10:00 a.m. on the day of departure, unless otherwise agreed in writing.
- The key or access code will be provided once all amounts due have been paid and, if requested, the guest can present valid identification.

3. Use of the holiday accommodation

3.1 Purpose and conduct

The accommodation and the property are intended solely for recreational holiday use, unless otherwise agreed in writing in advance. Tents, caravans and similar accommodation facilities are not permitted on the property without consent.

The guest and the guest’s party must respect the accommodation, house rules, surroundings and neighbours. Illegal activities, serious nuisance, dangerous conduct and material breaches of the house rules are prohibited. In the event of a serious breach, UB and/or the Owner may, after giving a warning insofar as reasonably possible, terminate the agreement and refuse further access. Any refund for the remaining period will be assessed taking into account the nature of the breach, the loss or damage suffered and mandatory law.

3.2 Number of persons and groups

Only the maximum number of persons stated in the booking may stay overnight in the accommodation; children are included unless an exception is expressly stated for the relevant property. Daytime visitors are permitted insofar as the house rules, safety requirements and maximum capacity allow.

If the maximum occupancy is exceeded, any excess persons may be required to leave. Failure to comply with a reasonable instruction may be treated as a serious breach of the agreement.

A group of at least five persons who are predominantly under 21 years of age must disclose this when booking. An undisclosed youth group may be refused where the accommodation or house rules are not suitable for such groups.

3.3 Pets, smoking, noise and internet

- Pets are permitted only where this is stated for the property or agreed in writing in advance. Pets may not stay in sleeping areas. Even in pet-free accommodation, it cannot be guaranteed that an animal has never previously been present.
- Smoking inside the accommodation is prohibited unless expressly stated otherwise. Additional cleaning, deodorising and repair costs resulting from a breach will be charged to the guest insofar as they are reasonable and demonstrable.
- Environmental noise from, among other things, traffic, neighbours, events or construction work may occur. UB and the Owner are liable for this only insofar as the cause is attributable to them and liability cannot legally be excluded.
- Internet is an additional facility. Availability, speed and coverage cannot be guaranteed. Unlawful use is prohibited.

3.4 Swimming pool, hot tub and similar facilities

The guest must use any swimming pool, hot tub and other facilities with due care and in accordance with the applicable safety instructions. Children and non-swimmers may not be in or near the swimming pool without appropriate supervision. The guest remains responsible for supervising minors and the guest’s party.

4. Prices, taxes and payments

The price and any additional charges are stated in the booking confirmation. Local taxes, tourist tax and consumption charges are stated separately where they are not included in the rental price or could not yet be determined exactly at the time of booking.

4.1 Payment

- For bookings made 56 days or more before arrival: 25% of the rental price within 2 days after booking; the remaining 75% no later than 42 days before arrival.
- For bookings made 55 days or less before arrival: 100% of the rental price within 2 days after booking.

In the event of late payment, the guest will, insofar as reasonable and required, first be given an opportunity to make the payment. If payment remains outstanding, UB may terminate the booking. The applicable cancellation charges remain payable insofar as they are reasonable and legally permitted.

Unless otherwise stated, water, electricity, gas, heating, Wi-Fi, charging of electric vehicles and comparable consumption costs are included in the rental price.

4.2 Price changes after booking

For a stand-alone holiday accommodation booking, the agreed rental price will not be increased during the first three months after booking. Thereafter, a demonstrable price increase may be passed on only where the basis for it is stated in these terms and conditions or in the booking confirmation, or where a change in law gives rise to it. Increases in mandatory local taxes or levies will be passed on only insofar as legally permitted. Upon request, UB will provide an explanation of the increase.

5. Cancellation, changes and transfer

5.1 No statutory 14-day cooling-off period for stays on fixed dates

Bookings of holiday accommodation for a specific date or period are not subject to a statutory 14-day right of withdrawal. The cancellation terms below therefore apply from the moment the booking agreement is concluded. This provision does not affect any other mandatory rights of the guest.

5.2 Cancellation by the guest

Cancellation must be notified to UB in writing or by email and takes effect upon receipt. Without cancellation, the agreed rental price remains payable even if the accommodation is not used, subject to any rights the guest may have under mandatory law.

Accommodation for 8 persons or more: up to and including 70 days before arrival: 25% of the total rental price; 69 to 42 days before arrival: 50%; 41 to 15 days before arrival: 75%; 14 days or less before arrival: a maximum of 100% of the total rental price.

Other accommodation: up to and including 70 days before arrival: 10% of the total rental price (minimum € 75); 69 to 40 days before arrival: 25% (minimum € 75); 39 to 15 days before arrival: 50%; 14 days or less before arrival: a maximum of 100% of the total rental price.

The percentages stated are the maximum cancellation charges payable. In the final settlement, UB takes into account reasonable administration costs, the risk of vacancy and actual lost rental income. If the same rental period is fully re-let at an equal or higher net rental price, the cancellation charges are limited to € 75 in administration costs. If the period is only partly re-let or is re-let at a lower net rental price, the net proceeds from the re-letting are deducted from the loss suffered, plus € 75 in administration costs. Under no circumstances will the guest pay more than the applicable maximum amount under the scale above.

UB advises the guest to take out separate cancellation insurance. Illness, accident, death, unemployment or other personal circumstances do not automatically entitle the guest to free cancellation in the absence of applicable insurance.

5.3 Name change and rebooking

- A replacement guest for the same period and at the same price may, subject to prior approval, be nominated for an administration fee of € 75, unless that fee would be unreasonable in the circumstances.
- Rebooking is possible, subject to availability, up to 40 days before arrival for an administration fee of € 75 plus any price difference. A subsequent cancellation of the rebooked reservation will not result in lower cancellation charges than would have applied if the original booking had been cancelled at the time of rebooking.
- A request for a change made 40 days or less before arrival may be treated as cancellation of the existing booking followed by a new booking.

5.4 Payment Terms and Accepted Payment Methods

General

Payments should preferably be made by bank transfer to one of the bank accounts specified in your booking confirmation.

To offer our guests the most competitive rates for direct bookings, we aim to keep payment processing costs as low as possible. For this reason, bank transfers are our preferred method of payment.

Reservations in Europe

For our European vacation rental properties, guests may request the option to pay conveniently and securely via a **Wero payment link**, where this payment method is available. Credit card payments are also available upon request. Additional processing fees may apply. Any such fees will be clearly communicated to guests in advance and, if applicable, added to the total amount payable. Estimated credit card processing fees are approximately **1.8% of the transaction amount plus €0.25 per transaction**. Actual fees may vary depending on the payment processor and type of credit card used.

Reservations in the United States

For reservations at our U.S. vacation rental properties, guests may request the option to pay securely through a **Wise payment link**. Credit card payments are also available upon request. Additional processing fees may be passed on to guests only where permitted by applicable law. Any applicable fees will always be clearly disclosed in advance. Estimated processing fees for U.S. credit card payments through Wise are approximately **2.9% of the transaction amount plus $0.30 per transaction**. Higher rates may apply to international and business credit cards.

Our Preferred Payment Method

We kindly encourage our guests to use direct bank transfers whenever possible. By minimizing payment processing costs, we can continue offering competitive rental rates and the best possible value to guests who book directly with us.

6. Energy, water and electric vehicles

- If a charging point becomes available in the future: an electric vehicle may be charged only via a designated charging point. Separate charging fees may apply, even where normal household energy consumption is included.
- Where energy and/or water are not included, charges are calculated according to the rates communicated in advance, a fixed amount or meter readings. The guest pays for consumption during the rental period.
- From 1 November through 31 March, where applicable, the accommodation may be pre-heated to approximately 15 °C if the booking is made in good time. This is not a guarantee of a specific indoor temperature upon arrival.
- Outdoor swimming pools are normally unheated and, depending on the season, weather and local rules, may not be available throughout the year.

7. Security deposit and consumption charges

Where a security deposit and/or advance payment for consumption charges applies, this will be stated before or at the time of booking. The security deposit serves as security for damage, missing inventory, additional cleaning, consumption and other amounts payable by the guest under the agreement.

The settlement will take place as soon as possible and no later than 1 week after departure, once the accommodation has been inspected and the relevant costs are known. Only reasonable and demonstrable amounts will be deducted. If the damage exceeds the security deposit, the excess may be invoiced separately.

For groups, long stays or non-standard use, a higher security deposit or mandatory interim cleaning may apply, provided this has been clearly communicated before the agreement is concluded or amended and has been accepted by the guest.

8. Final cleaning

The guest must leave the accommodation broom-clean, tidy and orderly. Even where final cleaning is included or booked separately, dishes must be washed, the dishwasher and refrigerator emptied, waste disposed of in accordance with the instructions, and the oven and barbecue left in a reasonable condition.

Exceptional or additional cleaning required as a result of use during the stay may be charged separately. The guest may not replace final cleaning arranged by UB or the Owner with a third-party service without permission.

9. Damage and liability of the guest

The guest must treat the accommodation, inventory and facilities with due care and is liable for damage caused during the stay by the guest, the guest's party, visitors or permitted pets, except for normal wear and tear or damage not attributable to the guest.

Damage or loss must be reported as soon as possible to UB, the Owner or the Owner's representative. The guest must take reasonable measures to prevent further damage. After departure, the Owner may still submit a substantiated claim for damage; UB aims to notify the guest of such a claim within 1 week after departure, unless the damage could reasonably only be established later.

10. Defects, complaints and remedies

The guest must inspect the accommodation upon arrival. Complaints about cleaning, damage or defects must be reported as soon as possible, preferably immediately and, for visible defects, within 24 hours, so that remedial action can still be taken during the stay. A later report remains possible where an earlier report could not reasonably have been expected.

The guest must give UB and/or the Owner an opportunity to investigate a reported defect within a reasonable period and, where possible, remedy it. The guest must cooperate in providing reasonable access for necessary repairs. Leaving independently without giving UB or the Owner an opportunity to remedy the issue may affect any claim for a reduction in rent or damages, insofar as permitted by law.

Where appropriate and available, UB may offer comparable replacement accommodation. A complaint that has not been satisfactorily resolved during the stay may be continued in writing via rental@uniqbooking.com. For efficient handling, guests are asked preferably to do so within 14 days after departure. Statutory rights and time limits are not shortened by this request.

The liability of UB and the Owner is limited only insofar as permitted by law. No provision excludes liability that cannot be excluded under mandatory law.

11. Unavailability of the accommodation and the role of UB

UB acts in principle as intermediary for the Owner. If the booked accommodation cannot be made available as agreed due to a circumstance not attributable to the guest, a reasonably equivalent alternative will be offered where possible. If the guest does not accept that alternative, or no suitable alternative is available, amounts paid for the accommodation not provided will be refunded. Any further rights of the guest are determined by the applicable law and the specific cause of the unavailability.

12. Force majeure and external circumstances

Force majeure means extraordinary circumstances beyond the reasonable control of the relevant party, such as war, natural disasters, serious wildfires, exceptional flooding, epidemics, pandemics, quarantine measures, area closures, prolonged utility outages, serious traffic disruption and strikes by third parties.

If performance of the stay becomes impossible due to force majeure, the parties will first seek a reasonable solution, such as rescheduling or alternative accommodation. If performance is definitively impossible, the agreement may be terminated for the part

that cannot be performed. Amounts already paid for services not provided will be refunded, less only those costs that, under the applicable law, may reasonably remain for the guest's account.

UB and the Owner are not liable for normal external circumstances beyond their control, such as temporary environmental noise, roadworks, changed opening hours of facilities, weather conditions, swimming bans or insects, unless materially incorrect information about such matters was provided in advance or liability exists on another legal basis.

13. Other provisions, privacy and website

- A specific written agreement takes precedence over these terms and conditions. The remaining provisions continue to apply as far as possible.
- These terms and conditions do not affect mandatory consumer rights.
- UB may correct obvious writing, calculation, pricing and image errors. UB may rely on an obvious error only where the guest should reasonably have understood that an error had occurred.
- Information on the website is maintained with due care. A material feature that has expressly become part of the booking cannot be set aside merely by a general disclaimer. In the event of a discrepancy, the individual booking confirmation prevails, insofar as legally permitted.
- Commercial copying or reuse of UB texts, images and marketing materials is not permitted without consent.
- UniqBooking processes personal data in connection with bookings in accordance with applicable privacy legislation and the privacy statement. Questions may be sent to rental@uniqbooking.com.
- The guest is responsible for providing a correct email address and up-to-date contact details and for checking relevant messages

about the booking.