

# General Terms and Conditions of atraveo

## Bookings

Through a booking via phone, email or in writing you make a binding agreement with the owner. A binding contract is concluded with the customer when the owner confirms the booking via phone, email or in writing. Please note that if at a later date you withdraw from the contract then the provider is entitled to cancellation charges. In order to avoid any form of misunderstanding we recommend the booking to be confirmed by e-mail. With the booking you accept the terms and conditions of the owner

These terms and conditions can be found as a link with the property description. Before you complete the booking you will be referred to the terms and conditions and be asked to confirm them. We advise you to print a copy for your record. □

When completing the booking you will be required to give the number of people (including all children). Should you have specific requests or requirements (e.g. different arrival time, final cleaning) then please make note of this in the text field of the booking. □

In the case that the booking was successful then you will receive from the owner a pre-confirmation. All other information you will receive subsequently again from the owner. □ Customers are obliged on receipt to check whether the confirmation is accurate. In the case you find an error or a discrepancy you must inform the owner. This information should be given within 3 days after receipt. Belated notification of incorrect details cannot be considered and they do not enable the customer to withdraw from the contract. □ In the case that you do not receive a further confirmation within a week of the receipt of the pre-confirmation email we ask you to inform us of this so we can ensure that the email is sent out again.

The basis of each booking is the detailed description of each property on the internet.

## Payment / Travel document

Please take note of the detailed payment terms which are to be found in the respective offer description. □ The rent is payable via bank transfer. Generally the initial payment is due immediately with the remaining sum being payable 42 days before departure. For any bookings made from 42 days before departure the entire rental price will be due immediately.

Please note that the provider will not be liable for any charges/fees which may be incurred due to bank transfer of the rent (domestic or foreign).

Depending on the short notice, priority and the amount of the outstanding payment atraveo has the right from 10 days of default to raise a charge between 5-20 € for every payment reminder.

## Cancellation/ Rebooking

Should the customer want to rebook after receipt of the first confirmation (via email) then this is possible subject to a fee. This will lead to cancellation charges as stated in terms and conditions of the provider.

□ At any time before commencing on their holiday the customer can cancel the journey. Relevant time to be considered is when the property owner has received the notification of cancellation. It is strongly recommended that the customer provides this notification in writing or via email. □ Should the customer want to avoid the burden of the above mentioned cancellation charges then we strongly advise you to take out a travel cancellation insurance.

## Insurance

We recommend that the customer at least take out a travel cancellation insurance. In addition to this it is also advised to consider taking out a travel health insurance for European destinations. Even small accidents often lead to substantial costs and these may not be covered by the statutory insurance.

## Customer Complaints

Should you unexpectedly experience difficulties on your holiday or not find the accommodation in proper order please immediately contact the caretaker. In the case small problems occur (e.g. broken light bulb) then please contact local caretaker as they will be able to assist.  After your holiday (please note the statutory periods) you can send your tour operator a further complaint in writing. In the case you did not notify the provider of possible defects immediately whilst on holiday then they do not necessarily have to consider your written complaint.

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