General terms and conditions

When you make a reservation with Place des Rêves you agree with the following general terms and conditions.

Exclusion of the right of withdrawal

We want you to pay attention to the fact that any reservation you make is legaly definite. The right of withdrawal of fourteen days, is not applicable tot any agreement you make with our holiday home Place des Rêves.

Application

In these general terms and conditions, the term 'renter' means: the person who concludes an agreement with Place des Rêves regarding the rent/use of the holiday home. The term 'user' means: the renter and any person named by the renter who will make use of the holiday home.

The holiday home is intended to receive family reunions or groups of friends. Bachelor parties, carousal and throwing a party is not permitted.

Place des Rêves reserves the right at all times to refuse (or set special conditions) to handle any non-standard bookings, particularly from groups, without giving reasons.

Booking

The renter can only book online. This way of booking is a binding agreement. Every booking application will be confirmed by email. An agreement between you (the renter) and Place des Rêves shall exist from the moment we have confirmed your reservation.

- Within 10 days after you receive the confirmation by email the renter has to do a down payment of 50% of the total amount of the rental price.
- Ultimately 7 days before the actual stay you have transfered the remaining cost (the deposit and the extra costs included) to the account number in the name of Place des Rêves. The extra costs (bedlinen, towels, cleaning and tourist tax) will be add up to the rental price an should be payed at least 7 days before the actual stay. (10% movables 90 % immovable).
- For a 'last-minute' booking you need to come to an agreement with Place des Rêves to see how the payment should be done.
- After the stay the cost for electricity and gas will be adjusted with the premises.

If the payment is not made in time Place des Rêves shall be entitled to cancel the agreement of the reservation.

Bank Account number: BE66 0012 7633 0343 (BIC: GEBABEBB).

Cancellation

A cancellation should always be send to Place des Rêves by email (info@placedesreves.be). The owners and Place des Rêves have the right to charge a cancellation cost. These cancellation cost amounts to a maximum of the entire rental price of the cancelled rental period. The renter can, at own expenses, take out insurance necessary for his stay (like fi travel insurance, accident insurance and civil liability)

When Place des Rêves needs to cancel the booking, due to extraordinary circumstances, she will immediately contact the prospective tenant and she will refund the already paid amount after

non accepting a change proposal. In such case Place des Rêves shall not be bound to pay any compensation.

Liability

Place des Rêves will offer a clean, tidy and well maintained holiday home. Repairs necessary during the rental period will be solved as soon as possible.

The cleaning at the end of the stay is obligatory (extra cost) and the cost will add up to the rental price.

The tenant and users of the holiday home should take care of the house, garden and surroundings with a lot of respect and attention.

When there is a problem with the inventory or already existing damage it should be reported to Place des Rêves immediately after arrival.

After departure, we will refund the premises to the account of the renter as soon as possible (within 2 weeks) when we checked that everything is ok and the is no damage. Small accidents and damage caused by the tenant or users should be reported immediate to Place des Rêves.

The use of gas and electricity will be calculated after the stay (10 euro/day) and adjusted with the premises.

The renter is always personally responsible and severely liable for any damage that results from breakage and/or loss and/or damage to the inventory and/or accommodation. When there is damage detected after the departure the renter has to accept the judgement of the owners of Place des Rêves. The agreement between yourself and Place des Rêves is governed exclusively by Belgian law.

There is a fire insurance for the holiday home, registrated in the name of the owners. The renter has to pay attention to inform his civil liability insurance that he stays in a holiday home in case if the fire is caused by the renter/users itself.

The owners of Place des Rêves shall not accept any liability for theft, loss of or damage to goods or persons (tenant and users) of any nature whatsoever, during or as a result of stay at the holiday home, the garden, playground and the use of other facilities of Place des Rêves.

House Rules

While using the house, garden and playground the tenants should comply with the following house rules.

- The tenant and users of the holiday home should take care of the house, garden and surroundings with a lot of respect and attention.
- Arrival and departure times should be considered. Deviation is possible with permission of Place des Rêves.
 Arrival: from 16:00
 Departure: before 11:00
- The house has a maximum capacity of 9 persons and this may not be exceeded. That's important fort the fire safety and insurance.
- The entire holiday home is a non-smoking area. Please do not throw any cigarette butts on the terrace or in the garden or woods.
- There are no pets allowed.
- Please do not move the furniture. Possible damage caused by moving or replacing the furniture will be charged.

- We have eco-friendly toilets. It is not allowed to throw anything into the toilets.
- The garbage should be recycled. In the garage you can find the different garbage bins for kitchen and garden waste / glass / residual waste / paper en cardboard
- Play billiards is allowed from 12 years old.
- You can use the woodburning stove while considering the special guidelines. In the garden you may only make a fire in the fire bowl/BBQ, nowhere else. Wood is free.
- When you leave the holiday home it should be neat and tidy. That means: everything in its place, the garbage bins (in the living area) emptied, the refrigerator emptied and clean, towels and sheets collected in the laundry basket, and everything brushed out
- While leaving, windows and doors should be locked and the central heating lowered. We can charge extra when this is ignored.
- Please do not put the central heating to minimum, but at antifreeze.
- Gas and electricity will be calculated afterwards (10 euro/day) and adjusted with the premises.