



FAQ / Terms & Conditions

If you should have any further question please contact us:



service@holidayfrog.com



Holidayfrog Spain Villas
Michaela Bischoff
Merkenicher Hauptstrasse 231
50769 Cologne | Koeln | Colonia
Germany | Deutschland | Alemania
VAT No.: DE232369437



Arrival and Departure

Arrivals and departures may take place on almost all properties any day of the week, however, the minimum booking period is normally 7 days.

When booking a property more than 7 days, tenants will, of course, be charged for the following days one by one. Tenants will be charged for one week in regards to bookings for less than 7 days.

The proprietor asks for your understanding that check-in for all properties usually takes place at 4 p.m., as in many cases our previous guests depart in the morning and the house has to be cleaned and prepared before your arrival.

If your arrival should be considerably delayed, then please contact the proprietor and/or key holder in advance by phone so that they may welcome you on time at the property. Driving directions to your property as well as information about the owner and/or contact person will be transferred with the booking.

Check-out on date of departure usually takes place between 10 a.m. and 11.30 a.m.

Please see respective property description for alternative check-out and/or check-in times.



Price

The leasing price of all properties normally includes hand towels, kitchen towels, linen, electricity and water.



Cots

Many houses are equipped with cots for children under the age of 2 (included in the lease price). You will find detailed information in the respective house description.

 **Pets**

If you would like to bring your pet, the acceptance of your request is subject to prior approval from the proprietor, however, only allowed in some cases. Please confirm anything regarding your pets with the proprietor personally.

 **Tenants**

All statements and descriptions on Holidayfrog website are made by owners/proprietors. In the case of your booking you will immediately receive the local address of the proprietor or contact person, so you be able to settle any matters concerning the property directly and personally.

 **Booking Procedure**

You may book either by phone, in written form, or via e-mail. Each form will be a binding contract. In order to avoid a misunderstanding, we recommend a written booking by e-mail, or via our website booking form. With your booking enquiry you offer Holidayfrog the possibility of concluding a procurement agreement. Based on your booking enquiry, Holidayfrog will send you a copy of the tenancy agreement showing services, reservation time, and prices.

When booking, you shall specify all fellow passengers (also pets), as well as your personal wishes.

 **Terms of Payment**

A deposit will be due with the transfer of tenancy agreement. If the deposit is not procured within 7 days, then Holidayfrog shall have the right to cancel the tenancy agreement after the unsuccessful expiry of a grace period of 7 days and charge the houseowners'/proprietors' cancellation fee. The balance has to be paid 4 weeks prior to arrival. Please notice that bank charges are not at the expense of the proprietor.

On receipt of your payment we will send you a written booking confirmation.

 **Agency Terms and Conditions**

Holidayfrog internet portal, owner Michaela Bischoff-Hansen, Merkenicher Hauptstrasse 231, 50769 Köln, Germany, offers the procurement of tenancy agreements via internet with owners/proprietors of holiday homes shown on Holidayfrog web site. Holidayfrog acts as intermediary between you and owner/proprietor.

Rights and duties of Holidayfrog are based upon these procurement regulations, on subsidiary contractual arrangements, and on the statutory provisions of German Civil Code (§§ 675, 631 ff. BGB, nongratis agency).

Rights and duties of clients in regard of procured agreements comply with general terms and conditions of particular contracting parties, with relevant statutory provisions, or with individual agreements.

 **Performance of Holidayfrog**

Holidayfrog is acting on behalf of its customers and is endeavoured to successfully contract the arranged tenancy agreements. Holidayfrog fulfils its performance towards customers by transmitting the offer and by providing all travel documents to the owner/proprietor. At the same time, Holidayfrog is acting as recipient for owner/proprietor of the holiday property. You will conclude tenancy agreement directly with them – there will be no contractual relationship between you and Holidayfrog coming into existence.

Information on entry regulations given by Holidayfrog are based on general and public documents as well as on owner's/proprietor's information.

Web sites of Holidayfrog also show performances of third parties, for example, car rentals or flights. Guests who will book these services will conclude particular agreements with third parties. Holidayfrog is not liable for the provision of these services. Holidayfrog is not authorized to accept any claims or defaults regarding third party agreements.

Liability

Holidayfrog will undertake arrangements with the diligence of a discrete and responsible businessman.

Holidayfrog is only liable in case of gross negligence and deliberate acts. Concerning contributory negligence, Holidayfrog will be liable only, if there has been a breach of a duty that is of special importance for the fulfilment of the contract. The contractual liability of Holidayfrog for all damages to the customer, which are not physical damages, is limited to the triple value of the arranged performance.

Many homeowners/proprietors ask for a deposit which has to be paid with the handing-over of keys, and it will be returned upon departure. Possible damages (like breakage of glass) will be charged and proprietor/contact person will deduct it from the deposit.

Jurisdiction

Venue for any claims against Holidayfrog is Cologne, Germany.

For claims of Holidayfrog against a customer, venue will be customer's domicile. If Holidayfrog takes action against traders or persons who are not resident in Germany, or displace domicile abroad after conclusion of contract, the venue will be domicile of Holidayfrog.

The contractual and legal relationship between Holidayfrog and customers who do not have their domicile in Germany shall be governed by German Law.

Limitation

Claims against Holidayfrog are subject to a limitation period of one year after the contractual end of residence.

Insurance

Holidayfrog recommends a travel insurance.

Cancellation Fees

Please notice that homeowners/proprietors (not the intermediary) will charge a cancellation fee when clients have withdrawn from the contract:

More than 31 days prior to arrival: 20 % of total rental price
Between 15 and 30 days prior to arrival: 50 % of total rental price
From 0 to 14 days prior to arrival: 100 % of total rental price

The traveller has the right to prove that none or a lower loss than the standardized figure has occurred.

For every cancellation and/or any changes in the contract there will be an additional fee of 30,- Euros.



Complaints

Please give notice to the houseowner, or person in charge, in written form on the spot of any complaints. Complaints will not be accepted after departure.



Escape Clause

Should any provision hereof be, or become ineffective, this shall not affect the validity of the remaining provisions. This also applies to the tenancy agreements. If the tenancy agreement should become ineffective, this shall not affect the validity of the agency agreement.