

Additional Travel Information and Conditions of BASIC TRAVEL

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I. Applicable Information and Conditions

All our agreements are subject to our general terms and conditions as well as this additional travel information and conditions. By making a reservation, you acknowledge that you have read and agree to the contents.

II. Preferences, Essentials, and Special Needs

You may have specific requests when booking a holiday home. We distinguish between preferences and essentials. Preferences are requests that we can pass on to the local responsible party, but we cannot guarantee fulfillment, such as an apartment with a terrace facing the pool or one on the ground floor.

Essentials are requests so important that your decision to book depends on them. Essentials must be explicitly communicated before booking a holiday home. If an essential request is accepted, it must be confirmed in writing.

A surcharge may be required for fulfilling essential requests, depending on the holiday home. Essentials also include requests related to special needs. Due to special needs, certain details may be important that are not mentioned in the description, such as steps or slight level differences in the holiday home if you have mobility issues, or the type of flooring in case of asthma or allergies. Therefore, if you have special needs, it is crucial to confirm whether the chosen holiday home suits your requirements.

III. Arrival and Departure

For most of the holiday homes we offer, the minimum rental period is one week, with Saturday being the arrival and departure day. If there is a different minimum rental period or an alternative arrival and departure day, this will be indicated in the description. For holiday homes offering weekend or midweek stays, Friday (for a weekend or week stay) or Monday (for a midweek stay) are generally the arrival days.

For most holiday homes, you can check in from 4:00 PM on Saturday, and you must vacate the property by 10:00 AM on the departure day. Some properties may have a later check-in time, or arrivals may only be allowed during specified office hours. In rare cases, an earlier departure time may apply. For short weekend stays from Friday to Sunday, the latest departure time is usually 6:00 PM. The exact arrival and departure times for your booked holiday home will be specified in your travel documents.

These times are set to allow enough time to prepare the property for the next tenant. Therefore, early arrivals or late departures are generally not possible.

IV. Travel Documents

After booking, you will receive the rental agreement electronically.

Eight weeks before departure, you will also receive the remaining travel documents electronically, including the holiday home address, directions, a voucher, housekeeping information, and contact details of the person who will welcome you and hand over the keys (usually the owner or manager). In some cases, the key will be sent to you a few weeks before departure, which will be noted in the travel documents.

Upon arrival, you must present the voucher in printed form to the owner or manager. Always bring the directions with you, even if you are traveling with GPS. GPS may not recognize the exact address or may direct you to the wrong place, as multiple towns or villages with the same name can exist in a country. Furthermore, not all countries use street names. In such cases, the directions are essential for the final leg of your journey. The directions will also contain all necessary contact and address details of the owner or manager.

V. Number of Persons

Maximum Allowed Occupancy

A holiday home may only be occupied by the maximum number of persons specified in its description, even if the number of sleeping places is higher. The maximum number of persons stated in the description includes children and infants. If you exceed this number, the rental agreement may be terminated, and the owner may deny you access to the property. In such cases, you are not entitled to any compensation or reimbursement for unused days. If you wish to stay with more people than originally booked (but still within the maximum allowed number), you must inform Basic Travel or the property owner before departure. If a higher rental price applies for the increased number of guests, the rental agreement will need to be adjusted accordingly.

See also article 9 of the general terms and conditions.

Visitors

Visitors are generally allowed in the holiday home you have rented. If they wish to stay overnight, this counts as residing in the holiday home, and the above rules about the maximum allowed occupancy

apply. If the maximum occupancy is exceeded by day visitors, prior permission from the owner or manager is required.

VI. Camping

Camping in tents, caravans, folding trailers, motorhomes, or otherwise, in the garden or grounds of a holiday home, is not allowed unless you have received explicit written permission from the owner in advance.

VII. Pets

Whether pets are allowed depends on the holiday home. The descriptions of each holiday home specify if pets are permitted. If it says that pets are allowed conditionally, it depends on the number, type, breed, and/or size of your pet whether the owner allows it.

Bringing a pet must always be mentioned when booking, even if pets are generally allowed. If you bring more than one pet, an additional deposit or surcharge may be required. Additional mandatory cleaning costs may also apply if you bring one or more pets.

Pets are never allowed in any swimming pool associated with the holiday home. Pets are also not allowed on sofas, chairs, or beds.

VIII. Linen

Bed linen, bathroom linen, and kitchen linen must be brought by you, unless it is stated in the description that these are included or available for rent. Pillows and blankets or duvets are always provided. No linen is provided for any baby or children's beds unless it is explicitly mentioned that this is included.

Using bed linen is always mandatory.

Linen and bedding must not be used outdoors. Bathroom linen is also not to be used at the pool, unless special pool towels are provided.

IX Cleaning

Upon departure, you must leave the holiday home clean and tidy, regardless of whether a final cleaning is included or has been paid for. This means, among other things, that you have done the dishes and/or emptied the dishwasher, taken out the garbage, and returned items to their original places.

In addition, a final cleaning must take place at departure. This final cleaning is your responsibility unless it is indicated that it is included, can be booked additionally, or is required to be paid for. Additional mandatory cleaning fees may apply if you bring pets.

If the holiday home is not left sufficiently clean and/or tidy, the owner or manager may charge a fee or withhold part of the security deposit.

X Additional Costs

In addition to the rental price, additional costs may apply. These can be either mandatory or optional costs. If there are additional costs, they are listed in the description. How these costs should be paid is indicated: either in cash on-site or directly with the rental price to Basic Travel.

An owner may charge additional costs for things like energy consumption, tourist tax, linens, final cleaning, baby bed, and services such as internet access.

Energy Costs

Energy costs, such as electricity, gas, and water, are included unless stated in the description under additional costs that energy consumption is charged separately.

Please note that energy costs may be higher than what you are used to in the Netherlands. In particular, the costs of gas and heating oil are significantly higher in Belgium.

For the sake of your wallet, the owner's, but especially the environment, we kindly ask you to be mindful of your energy consumption in the holiday home. For example, do not leave lights or heating on when you are not there. Also, consider turning off any pool or outdoor lighting during the day or when you go to bed.

Tourist Tax

In most countries, tourist taxes are charged. The presence and amount are determined by local regulations and vary by season and location. Reductions often apply to children. If known to us, we mention the tourist tax under mandatory costs.

It may happen that a municipality introduces or increases tourist taxes in the spring. Therefore, the listed prices are often estimates. It is also possible that in holiday homes where no tourist tax is mentioned, this still needs to be paid locally.

Facilities

The description of various holiday homes lists the available facilities, sometimes with mention of costs. However, this does not always mean that where no mention of costs is made, the facilities, such as a discotheque, laundry service, animation, or tennis court, are free.

Additionally, the mention of facilities does not mean they are always open. Basic Travel takes the utmost care but cannot prevent changes regarding opening hours and prices.

XI Security Deposit

For most of the holiday homes we offer, a mandatory security deposit is required. The amount of this deposit varies by holiday home and is set in consultation with the owner of the holiday home.

A security deposit serves as security for the owner in case of any damages during your stay.

Generally, a security deposit is paid in cash on-site to the owner, the manager, or an agency. For some holiday homes, the security deposit must be paid to Basic Travel in advance. This will be indicated in the description. A security deposit paid to Basic Travel must be received no later than four weeks before the start of your stay.

At the end of your stay, you will receive a refund of the paid deposit, if applicable, minus any damages incurred during your stay. Any additional costs not already paid for can also be deducted from the security deposit. This varies per holiday home. In some cases, a deposit paid on-site is not refunded at departure but sent to you directly by the owner or agency after your departure. If the deposit is paid to Basic Travel, the refund will also be made through Basic Travel after we have contacted the owner, taking into account any additional costs or damages. We aim for a refund period of no more than four weeks after the rental period ends.

The refund and any deductions from or adjustments to the deposit are handled between the owner or manager and the renter. If you disagree with a deduction or adjustment made by the owner or manager, Basic Travel will act as a mediator.

However, Basic Travel accepts no liability for a disputed deduction from the security deposit.

XII Interior and Inventory

Furnishings and Comfort

The furnishing and decor of holiday homes vary from modern to classic, and from simple to very luxurious. With the description, the rating by Basic Travel, and the photos, we aim to give you the best possible impression of the furnishings and comfort of a holiday home.

Some holiday homes also serve as the owner's private residence outside of the holiday season.

Therefore, you may find personal items such as family photos.

The Frequently Asked Questions (FAQ) section on our website provides a detailed explanation of Basic Travel's rating system.

Kitchen, Dishes, and Cutlery

Each holiday home has at least a kitchen with cooking facilities and a refrigerator, as well as enough dishes and cutlery for the maximum number of guests. However, you should be aware that some items are not guaranteed to be available, such as a kettle, teapot, cheese slicer, corkscrew, or can opener.

In France, lids may not always be provided for pans, and in Italy, a stovetop espresso maker (percolator) is often used instead of an electric coffee maker.

It is also important to realize that kitchens in many holiday countries may be different or simpler than in the Netherlands.

The presence of small household appliances, such as coffee makers, kettles, or citrus presses, is not listed in the description.

Living and Dining Areas

Most holiday homes have a dining area and a living area. However, some holiday homes may not have a designated dining or living area. The description of a holiday home will specify the available spaces and furnishings.

It is also common for the number of seats in a living area to be fewer than the maximum number of people allowed in the holiday home. In some cases, the same applies to the dining area.

Beds

In many countries, beds are often shorter and narrower than in the Netherlands, and mattresses tend to be softer.

Where no bed dimensions are listed in a holiday home's description, the standard bed sizes for that country are assumed. In France, Spain, and Italy, the standard size for single beds is generally 1.90 x 0.80–0.90 m, and for double beds, 1.90 x 1.40 m. Where the beds are wider, narrower, longer, or shorter, and Basic Travel is aware of this, it will be noted.

Bathroom and Shower

In holiday homes with a bathtub, a (handheld) shower may also be present, but this is not always the case. Additionally, showerheads may not always be fixed to the wall, as is common in the Netherlands.

Shower curtains are also not always present. In many countries, shower curtains are considered unhygienic and are therefore omitted.

Television

Regarding the presence of a TV in a holiday home, please note that cable television is less common abroad than in the Netherlands, so the number of available channels may be limited.

Therefore, satellite TV is often used, which can be affected by the weather.

Please note that the presence of satellite TV does not automatically mean foreign channels are

available. Often, the available channels are limited to national stations. If foreign channels are available, and this is known to Basic Travel, it will be mentioned in the description.

Internet

If a holiday home has internet access, it will be noted in the description. Please be aware that the speed and bandwidth of the internet may be slower and more limited than you are used to. Basic Travel cannot accept liability for any inconvenience or damage resulting from the (temporary) malfunction or poor performance of an internet connection.

Sockets and Adapters

Different countries use different types of sockets and plugs. If you bring your own electrical devices and chargers on your trip, it is advisable to purchase a travel adapter in advance that will work with the electrical network in your destination country.

Garden Furniture

Most holiday homes come with garden furniture, which includes a table and enough chairs for the maximum number of guests. These may be simple plastic chairs or more luxurious reclining chairs. If sun loungers are available, this will be noted separately. It is not guaranteed that there will be as many sun loungers as the maximum number of guests. Therefore, where known, the number of sun loungers will be mentioned in the description.

Cushions for garden furniture are not always provided. In many countries, they are considered unhygienic when used intensively by many different people, and therefore are omitted.

Barbecuing

Barbecuing is not allowed year-round in all areas due to fire hazards. If you rent a holiday home with a barbecue, be aware that in certain periods, barbecuing may still be strictly prohibited.

XIII Garden/Land

In most descriptions on our website, you will come across the words "garden" and "land." The difference between them is important. A "garden" refers to a cultivated piece of land suitable for relaxing. "Land" refers to a piece of ground that is less or not cultivated and/or maintained. Your expectations should be different for land than for a garden. Additionally, even if the presence of a garden is mentioned, you should be aware that a garden, according to French, Italian, or Spanish standards, may not necessarily match what one might expect in the Netherlands.

XIV Swimming Pool

If you rent a holiday home with a swimming pool, there are several important matters to consider.

Follow any instructions in the holiday home

In most cases, you will find instructions in the holiday home regarding the use of the swimming pool. It is very important to carefully read and follow these instructions. This will not only prevent dangerous situations but also avoid water contamination, algae growth, and damage to the pool and/or the technical installation.

Do not cover the pool in warm weather

For a pool with a cover system, it is important to follow the owner or manager's instructions regarding whether or not to cover it. Covering the pool in warm weather can cause algae growth. When algae form, the pool can no longer be used, and cleaning the pool water of algae can be a costly and time-consuming process.

Beware of sharp objects

Be careful with sharp objects in the pool. Stones, bottle caps, and other sharp items that don't belong in the pool can cause significant damage, such as to the pool's liner. The cost of such repairs is generally very high.

Report issues immediately

If any issues arise with the pool during your stay, such as the water turning green or the filter malfunctioning, report them to the owner or manager as soon as possible, or to Basic Travel if this is not possible. Leave the resolution of technical malfunctions or water problems to the owner, manager, or a third party with specialized knowledge.

Pets are not allowed in the pool

Pets should never enter the pool associated with the holiday home.

Pool safety

In France, all homes with a pool are required to have pool safety measures. These can include an alarm, fence, or cover. In other countries, pools generally do not have such safety measures. As a reminder, a pool safety system is never a substitute for the watchful eye of an adult. You are always responsible for the safety of accompanying children.

XV Minor Maintenance Garden/Pool

The renter must always allow the owner or their representative to carry out necessary work in or around the rented holiday home, such as watering plants, pool maintenance, and small repairs or maintenance work.

See also Article 14.4 of the General Terms and Conditions.

XVI Complaints

If, upon arrival or during your stay, something is not as expected or desired, it is important to follow our complaints procedure (Article 15 of our General Terms and Conditions) and report any complaints immediately during your stay. Our goal is to make your stay as pleasant as possible. Resolving complaints during your stay is our priority. Our phone number is +31(0)10 2617022.

XVII Construction Activities

It may happen that unexpected construction activities, road works, or similar occur in the (direct) vicinity of a holiday home. These are beyond our control and cannot be foreseen. The scheduling or ending of such activities is unfortunately out of our hands. Therefore, we cannot accept any liability for such situations.

XVIII Different Country, Different Customs, Practices, and Adjusted Expectations

In other countries, you may encounter different customs, practices, and situations than you are used to. Expectations may need to be adjusted accordingly. Furthermore, depending on the environment where a holiday home is located, you should take the surrounding environment into account. For example, you could accidentally cause noise disturbance, encounter animals and insects that are unfamiliar to you, or use things uncommon in the Netherlands, like a septic tank.

Noise

When renting a holiday home, keep in mind that not all neighbors may be on vacation. In inhabited

areas, for example, talking outdoors late into the evening can cause disturbance. Even in less populated areas, noise can travel far and disturb the surrounding environment.

Animals and Insects

Abroad, you may encounter different animals and insects than you are used to. Don't be immediately alarmed by unfamiliar animals or insects in or around a holiday home; often, they appear more harmful or dangerous than they really are. Also, the presence of animals or insects usually does not indicate poor hygiene in the house. If in doubt, always consult the manager, owner, or Basic Travel for advice before taking any action.

Septic Tank

In many countries, there are areas without a sewage system. In these areas, a septic tank is often used. In holiday homes that use a septic tank, it is crucial to follow the instructions in the holiday home to prevent clogs, etc.

XIX Tips

1. Don't forget your passport.
2. If traveling with pets, don't forget to handle the necessary vaccinations and bring an EU pet passport if required.
3. Leave relevant address and contact information of the holiday home and Basic Travel for those staying behind.
4. Make sure Basic Travel has a mobile number where you can be reached while traveling and during your stay. This way, we can contact you if needed during your stay.
5. For other important information and answers to frequently asked questions, refer to our FAQ.
6. Also, review the General Terms and Conditions before departure.
7. Most holiday homes have specific information and instructions provided by the owner or manager. Please read these carefully upon arrival to ensure you follow important instructions in a timely and correct manner.

Capelle aan den IJssel, September 1, 2022

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