

1. General

These conditions will apply to the renting of holiday homes offered by Interhome Nordic Ab. The negotiation of the holiday property by us is undertaken in the name and for the account of Interhome Ltd, Glattbrugg, Switzerland.

2. Destination Information

The holiday properties offered by Interhome are checked and graded by us on a scale of 1-5 stars. The holiday homes are usually privately owned. The contract is valid for the use of the whole holiday property as described, by the number of people indicated on the voucher.

The description of the holiday home will include the type of accommodation (house, terraced house or apartment), necessary information about the house and apartment as well as about local facilities. The equipment is detailed in the description of the house (in all star categories), e.g. air-conditioning or television set will be mentioned separately. The number of stars given to the property indicates the overall quality level of the accommodation.

The accommodation will always meet the following minimum requirements: a self-contained living unit with basic conveniences, beds for the given number of people, dining table with a sufficient number of chairs, basic cooking utensils and vessels, a refrigerator and cooker (not mentioned separately in the description) and a sufficient number of dishes and cutlery. The general quality level of holiday properties varies slightly from country to country. The furnishings, furniture and household appliances may also reflect national characteristics and the tastes of the owner.

The account of the accommodation and region will also include information on local services. However, we cannot guarantee that all the local services or facilities (such as transport, shops, restaurants, sports grounds and swimming pools) will be available during the client's stay. It is always conceivable that some facilities may be closed, especially in the low season. Public facilities not connected to the holiday home do not form part of the contract, and any mention of such is not binding.

The properties are normally rented for a minimum of 7 days. Arrival and departure should, as a rule, take place on Saturday. In the low season shorter bookings are often possible (the minimum length of stay being 3 days).

3. Number of persons

The number of persons (including children) specified is a maximum, not to be exceeded. If a spare bed is listed, one extra person may be added. If a cot is listed, a child under the age of 3 may be included. In some other cases, too, it may be possible to exceed the number of persons specified in the voucher by one small child. Permission must be sought beforehand from our office. A spare bed and cot must be reserved in advance when the booking is made. They can usually be obtained without extra charges (unless otherwise stated in the description).

The keyholder has the right to refuse entrance to extra persons if not previously agreed on, or charge a supplement for them.

4. Booking and Contract

Bookings can be made online on our Web site, directly at our office or through a travel agency. As a rule, the booking will be immediately confirmed. Bookings made online are instantly confirmed by eMail. The Booking Confirmation/Invoice and Voucher can also be posted to you.

The contract between the client and Interhome will come into existence once the deposit has been paid. The client should carefully check that the information in the booking confirmation and invoice is correct.

Should there be differences between that information and details previously given in the brochure, the price list or on our Web site, payment of the deposit constitutes an acceptance of these differences. Should the deposit or the balance of the payment not have been received by the due date, Interhome reserves the right to cancel the booking.

5. Prices, Extra Costs, Tourist Tax

Prices are quoted per property (not per person) within the price period shown, and include the use of the property as described, by the maximum of persons given. The price list gives the weekly rent for different price periods, as well as possible extra costs.

Possible locally payable extra costs are always mentioned in the price list and on the invoice. Any other extra services required should be paid on site.

Final cleaning is usually itemised as a separate cost on the invoice, while in some cases it is included in the rent. At some destinations final cleaning is payable locally. Final cleaning is a compulsory cost.

Normal energy costs are usually included in the rent, unless otherwise indicated. At some destinations, energy costs (gas, heating and electricity) are paid on site according to consumption. Especially in Italy, costs vary regionally and are considerably higher than in other countries. There are also local restrictions on heating in Italy.

Sheets and towels are usually available in the holiday home, either included in the rent or to be hired at extra cost on site. All the extra costs are itemised on the invoice.

At some destinations, there is a tourist tax, a sort of an environmental fee, to be paid on site to the keyholder. The sum of the tourist tax varies from region to region (from ca. Euro 1 per day, per person).

Detergents, toilet rolls, firewood etc. are not included in the rent, but the tenant will buy such things for his own use.

An administration fee of DKK 150 per destination will be debited in addition to the rent.

6. Payment conditions and Cancellation Charges

The deposit is 30% of the total rent and must be paid within 10 days of the booking. The balance must be paid at least 28 days prior to the commencement of the rental period. If booking is made more than 38 days prior arrival, Pre-payment shall be made within 10 days. Down-payment 28 days before arrival. If booking is made 38-28 days prior arrival, the total amount has to be paid within 10 days from booking date. If booking is made less than 28 days before arrival, the total amount has to be paid immediately.

The booking may be cancelled on the following conditions/with the following cancellation charges:

- if the cancellation is made 43 days or more before the beginning of the rental period, we will debit 10% of the rent,
- if the cancellation is made 29 to 42 days before the beginning of the rental period, we will debit 50% of the rent,
- if the cancellation is made 2-28 days before the beginning of the rental period, we will debit 80% of the rent,
- if the cancellation is made one day before the beginning of the rental period or later, the whole rent will be debited.

We will refund other money paid, with the exception of an administration fee and a possible cancellation guarantee.

Cancellations must be written to be registered. The cancellation will be registered the day on which the message has reached our office. A cancellation sent by e-mail after office hours will be registered the fol-

lowing day. For a cancellation to be considered valid, there must be a written confirmation from Interhome.

If the client does not check in to the holiday home, or the check-in is delayed, the client has no right to a refund of the rent. Changes of destination and in rental period are always treated as cancellations.

7. Cancellation Guarantee

We recommend that the client take out cancellation insurance in case of cancellation due to sudden illness or accident.

Cancellation guarantee can only be taken out in connection with the booking. The cost of the cancellation insurance is 3% of the rent. The guarantee covers cancellation made prior to the commencement of the rental period due to sudden illness, accident or death affecting the insured party, a travelling companion or a member the insured party's family. A medical certificate will be required to support a claim. Claims that qualify will receive a full refund of money paid, with the exception of the insurance premium and an administration fee of DKK 150.

8. Arrival at the Destination and Deposit

Upon receipt of the total rent we will send the client a voucher (rental certificate) – about 4 weeks before the rental period begins. The voucher will contain information on how to contact the keyholder, the address of the holiday accommodation and driving instructions to reach the keyholder.

Arrival at the holiday home should normally take place between 16.00 and 19.00 hours on the day of arrival. The keyholder will be expecting the client at the address and time stated in the voucher. If the client is unable to arrive at the scheduled time, he should agree on a different time with the keyholder beforehand. It is usually possible to arrange for a handing over of the key at a time outside of the normal hours given above, but it cannot be guaranteed. In such a case, it is best to make sure about the receipt of the key through our office when making the reservation.

When checking in to the holiday home the tenant must normally pay the keyholder a security deposit of approximately EURO 250 in the local currency. At some destinations the sum may be larger. The sum of the deposit is given on the invoice and the voucher. In some cases it can also be paid by credit card. The deposit will be refunded on departure. Should the tenant leave the holiday home at an unusual hour (e.g. at night), the keyholder has the right to refund the deposit at a later date by postal order.

9. Tenant's Obligations, Departure

The holiday home/keys are normally returned on the day of departure at 10.00 hours at the latest, at some destinations as early as 09.00. Should the guests leave at another time, they should settle with the keyholder, as soon as they arrive, about the return of the keys and the deposit.

The tenant and his party are responsible for any damages to the property. The keyholder must be notified immediately of any damages. Damages may be deducted from the deposit.

The tenant should do the washing-up and take out the garbage before vacating the premises, as this is not included in the final cleaning.

10. Complaints and Claims

Should the property not be in the condition stated in the contract, or if problems arise during the tenant's stay, the local keyholder must be immediately informed. If the problems cannot be rectified within a reasonable time, the Interhome office should be informed, and we will try to find the client a substitute holiday property of equal standard. If this is not possible, or the client

declines, for objectively valid reasons, to accept it, Interhome will refund the difference in value. If the tenant does not inform the local keyholder or the Interhome office immediately about perceived defects, the property is deemed to be in the condition specified by the contract. This also applies to faults perceived during the rental period. Faults that are reported after the rental period cannot be mutually verified, and Interhome is not liable to pay damages.

Interhome is not liable for any damage that the tenant or a joint user inflict on the property by action or negligence. Neither is Interhome liable for damages or loss that the tenant may incur as a result of burglary.

Any claims must be made in writing within 4 weeks from the last day of the rental period. If the client and Interhome cannot reach an agreement on, for example, the interpretation of the contract or the size of compensation, the client can file a complaint with the Consumer Complaint Board in Finland.

11. Interhome's Liability

Interhome is responsible for the accuracy of the information given about the destination. Should the rental property not be in accordance with the contract, Interhome will make every effort to rectify the situation without delay, or to make an equivalent substitute property available to the client. See paragraph 10.

Should Interhome be guilty of a breach of the agreement, it will accept liability for pecuniary loss (other than personal injury). The liability of Interhome for claims made by all persons involved is limited to the rental price.

Should international conventions or national laws limit or prevent the services of Interhome, these regulations will apply.

Force majeure: Interhome will not accept liability for damages caused by overwhelming obstacles or other unforeseen events that it could not have prevented. Such reasons are e.g. wars or natural catastrophes.

Interhome is not liable for actions or omissions on the part of the tenant or a joint user. The use of swimming pools, children's play areas and sports facilities is at your own risk.

12. Changes to the Contract by Interhome

Changes in the destination information after the booking has been made are unlikely, but cannot be completely avoided. If there is a major change to the contract, the client has five days, after being informed of the change, to cancel the contract at no cost, and a refund will be made of money paid.

Interhome reserves the right to price changes up to 22 days before the rental period begins if there are changes in taxes or other public expenditures, or if the exchange rates fluctuate, thus affecting the rent. If the prices go up by more than 10%, the client has the same rights as stated above.

Interhome reserves the right to cancel the contract before the rental period starts if unforeseen circumstances prevent the handing over of the property for rental. In such a case payments already made will be refunded.

Interhome also reserves the right to cancel the contract during the rental period if unforeseen circumstances prevent the use of the property. In such cases, efforts will be made to find the client a substitute property of the same standard. If this is not possible, or the client declines, for objectively valid reasons, to accept it, Interhome will refund the differences in value that may arise.

Otherwise, Interhome is not liable for damages in cases concerning paragraph 12.