



House rules & conditions

House rules

I hereby ask you to observe Bluebayserenity's (The Reef apartment complex) house rules.

The most important house rules (see also the general conditions):

- Pets are not allowed;
- Smoking is not allowed inside;
- Never leave (small) children alone by the pool and on the terrace and always ensure adult supervision;
- Did you use sun cream? Please use a towel when sitting on the furniture. The sunburn will otherwise leave stains that cannot be removed;
- Should anything go to pieces, please contact the manager so that it can be replaced or repaired;
- No more than 8 guests on a terrace or in the pool, unless a board member has given prior permission;
- No glass in the pool (penalty \$ 3000) ;
- No jumping from the upper pool;
- No speaker systems at the pool;
- No bouncing or kicking balls on the premises;
- No drug use on the property;
- Rent for a minimum of 3 nights;
- Avoid noise disturbance to local residents;
- Policy on harassment. That no guest or other individual on the premises of the Reef engages in the following: yelling or loud shouting, jokes and gags based on a person's gender, marital status, race, skin colour, religion, ethnic or national origin, ancestry, age, physical or mental disability or sexual orientation. Displaying offensive photos or e-mails. Unwanted physical contact such as touching or grabbing. Spreading malicious gossip or rumours. Suggestive gestures and sexual comments or behaviour of any kind. Any form of harassment or discrimination is absolutely prohibited.

Reservation & booking conditions

1. AGREEMENT: Once all details have been discussed and the tenant agrees to the conditions under which rentals can take place, the tenant will receive a booking form. This form must include: name and dates of birth of the tenant and their co-tenants, the rental period, the rental price and any additional services. Upon receipt by the lessor of this booking form, an invoice will be issued.

N.B. Tenant can take an option of 4 days to arrange tickets etc. If another tenant presents himself during this period, the first applicant will be given 24 hours to confirm.

2. INVOICE: Once you receive the invoice, the lessor must have received 50% of the total rent plus the deposit in its account within 5 days. Once the deposit has been received, the booking is final. The remainder of the invoice amount must be received by the lessor no later than 4 weeks before arrival. If the booking is made within 4 weeks of arrival, the full invoice amount must be paid immediately.

3. DEPOSIT: A deposit of €200 per booking will be required. This deposit will be refunded to your account within 7 days after departure, after deduction of agreed costs (electricity) and any damage caused by you.

4. CONFIRMATION: As soon as the down payment and remaining principal have been credited, you will receive confirmation by e-mail. The deposit also means that you agree to these booking conditions.

5. CHANGES BY THE RENTER: After conclusion of the agreement, the renter can request changes. These changes will be made in all fairness and reasonableness. However, changes will never lead to a refund of payments already made or to a reduction of the original invoice amount.

6. CANCELLATION: It may happen that a trip has to be cancelled.

- If cancelled up to 12 weeks before arrival, 20% of the rent will be charged.

- If cancelled up to 4 weeks before arrival, 60% of the rent will be charged

- If cancelled up to 7 days before arrival, 80% of the rent will be charged

- If cancelled after 7 days before arrival, 100% of the rent will be charged

Advice: take out travel/cancellation insurance!

7. PETS: Pets are not allowed.

8. VISITS: Other than the stated tenants staying in the property, visits by more than four people are not allowed in the property.

9. SMOKING: It is strictly forbidden to smoke indoors in the accommodation.

10. SUPERVISION: The manager on site will actively supervise compliance with the aforementioned conditions. In case of violation, he will take measures in consultation with the lessor.

11. LANDLORD LIABILITY: The landlord is not liable for:

- Theft, damage or loss during the rental period of the property

- Accidents in and around the property.

- Accidents in and around the swimming pool.

- Temporary breakdowns of equipment in and around the property.
- Temporary breakdowns in water and power supply.
- Nuisance from activities outside the rented plot.
- Force majeure of any kind.