

Cancellation fund

Cancellation is understood to include termination of the reservation agreement by the renter prior to the commencement date of the rental period. The cancellation fund focuses only on the risks of the renter himself/herself and not on events and/or circumstances at the location and in the vicinity of the holiday accommodation.

If the renter participates in the cancellation fund, the rental amount as specified in the reservation agreement is eligible for payment, with the exception of the reservation costs. The payment cannot exceed the amount paid (or paid as a down payment) by the renter at the time of cancellation.

Participation in the cancellation fund takes place at the same time as booking or within 2 working days after booking if the arrival date is within 6 weeks after the booking date. Participants are the renter – i.e. the person in whose name the reservation is made – as well as the partner and family members of the renter in the first degree.

The premium for the fund is 4% of the rental amount; no policy costs are charged. In case of cancellation, the handling fee is EUR 12.50.

In the event of participation in the cancellation fund, payment will be made to the renter – i.e. the participant – in the event of cancellation before the arrival date or a payment in proportion to the early termination of the stay due to the following cancellation reasons:

- illness, accident or injury after it has been proven with a medical certificate;
- death of a family member in the first and second degree;
- complications during pregnancy;
- the participant, partner or a family member in the first degree unexpectedly must undergo a medical procedure;
- the participant or partner unexpectedly becomes involuntarily unemployed in permanent employment;
- the participant's accommodation is severely damaged;
- an accommodation unexpectedly becomes available to the participant, the occupation of which starts within 30 days before the start date of the rental period;
- the participant's car is unavailable due to theft, fire or any other external cause;
- the participant is unexpectedly called up for a (re-)exam;
- the contestant is getting a divorce.

No payment will be made to the renter – i.e. the participant – in the event of cancellation before the arrival date or a pro rata payment in the event of early termination of the stay due to events and/or circumstances at the location and surroundings of the holiday accommodation that, among other things, can be called:

- a negative travel advice issued by the government;
- natural disasters and terrorism;
- epidemics and diseases.

If the renter does not participate in the cancellation fund, in case of cancellation, the renter will owe the following compensation on the rental amount as specified on the reservation agreement:

- a) 15% in case of cancellation up to three months before the start date;
- b) 50% in case of cancellation up to three months before the start date;
- b) 75% in case of cancellation two to one months before the start date;
- d) 90% in case of cancellation within one month before the start date;
- e) 100% in case of cancellation on the day of the start date.

The fee shall be refunded proportionally to the renter if the renter presents a different renter with whom a booking confirmation can be concluded for the same location and in the same period as the cancelled booking.