

Rental conditions

Rental Terms and Conditions (English Translation) Applicable rental conditions for renting a holiday accommodation through IST.

1. Arrival and Departure

The rented accommodation is available from 4:00 p.m. on the day the rental period begins and must be vacated before 11:00 a.m. on the last day of the rental period. Please plan your arrival between 4:00 p.m. and 8:00 p.m. If this is not possible, you must inform IST in advance of your expected arrival time. If the customer fails to inform IST (no later than 10:00 a.m. on the day of arrival) that arrival will not be between 4:00 p.m. and 8:00 p.m., additional costs (€30) may be charged for check-in outside these hours.

2. Reservation

Holiday accommodations must, in principle, be booked through the booking form on our website. However, reservations can also be made by phone or email after consulting our office. These reservation methods are binding. Please note that online bookings are final; the legal “cooling-off period” for distance sales does not apply to holiday rentals. Once a booking is confirmed, you will receive a confirmation and invoice by email. Upon receipt of this confirmation, the reservation is final, and the payment obligation arises; the cancellation policy under section 6 also applies.

3. Prices

We generally use “all-inclusive” pricing. In addition to the rental price stated on the website, a €50 administration fee applies, which is fully used to offset CO₂ emissions associated

with renting. Optional cancellation insurance is available. Some accommodations may have additional charges (e.g., for air conditioning), which are clearly stated on the website and usually paid locally.

Use of bed linen, towels, water, and electricity is included unless otherwise stated. If there is additional heating via a gas stove, the first gas cylinder is included.

4. Number of Guests

The rental price is based on a set number of guests. Additional guests (if allowed) may incur an extra charge per person. Babies under 1 year are not counted as renters if they are still under 1 year old on the departure date. It is not permitted to stay with more or different persons than registered. Violation may result in additional charges and/or termination of the rental without compensation.

5. Payment

The total rent or first payment must be made within five working days after receiving the booking confirmation/invoice. If the rental starts more than nine weeks after booking, payment can be made in two installments: 20% deposit plus fees, and 80% balance. For short-term bookings (within three weeks), payment must be made immediately, and proof sent via email or WhatsApp.

6. Cancellation by Tenant

Cancellations must be confirmed both by phone and in writing.

Cancellation fees: up to 9 weeks before rental start – 30% of the rent; within 9 weeks – full rent. We recommend taking cancellation insurance.

7. Insurance

IST advises always having cancellation insurance, as unforeseen events may force postponement or cancellation.

8. Swimming Pool Terms

Unless otherwise stated, pools are available from April to October.

9. Pets

Pets are allowed only where indicated. Must be reported upon booking. Minimum charge: €20 per pet per week.

10. Cleaning

Final cleaning is included unless otherwise stated. Guests must leave the property tidy (sweeping, dishes done, garbage disposed).

11. Water/Electricity

In periods of drought or emergencies, water or electricity supply interruptions may occur. IST cannot be held liable. 12. Complaints If complaints arise, contact the local representative first. If unresolved, contact IST directly. Early departure without agreement voids any compensation rights. Unresolved complaints must be submitted in writing within one week after the rental period.

13. Liability

Tenants are liable for all damages to the property and its contents during the stay. IST is not liable for loss, theft, injury, or indirect damages except where legally required. IST is not liable for natural disasters, pandemics, strikes, or nearby construction inconveniences.

13.2 IST is, with the exception of statutory liability, never liable for loss, theft, and/or (personal) damage caused to or by tenants of holiday accommodations contracted by IST, and is therefore limited to the amount paid for the rental. IST is never liable for indirect damage, including, but not limited to, consequential damage and lost savings.

13.3 Obvious errors or mistakes in the description or prices of the holiday accommodations offered by IST are not binding on IST. IST is not liable for interim changes to data and prices. The (price) information on the website is authoritative. Previously published (price) information is hereby superseded.

13.4 IST is not liable for damage caused by natural disasters, nuclear disasters, pandemics, attacks, strikes, acts of violence, wars, or other external factors.

13.5 Construction work, such as roadworks or other activities, may be taking place near your holiday home. IST is not liable for any resulting inconvenience.

14. Deposit

In some cases, a €250 deposit is required and will be refunded after departure minus any damages or additional costs. For certain properties, IST holds the deposit on behalf of the owner. If the deposit is unpaid, access to the property may be denied.

14.2 For some holiday homes, IST accepts the security deposit on behalf of the owner.

In that case, too, IST has no control over the matter and is obligated to make the security deposit available to the owner upon request. After the rental period, the security deposit will be refunded to the tenant with the owner's consent, which consent must be given within one week.

Failure to do so will result in IST refunding or retaining the security deposit on its own initiative.

14.3 If the tenant fails to comply with their obligation to pay the security deposit, IST is entitled to deny the tenant access to the rental property until the security deposit has been paid.