



Terms and Conditions (T&C)

HolidayAtFriends.com

1. Scope

These General Terms and Conditions (GTC) apply to all bookings and rental agreements for vacation rentals through HolidayAtFriends.com, owned by Stefanie & Thomas Grömmer, Vor dem Obertore 8 A, 99195 Alperstedt, Germany.

They apply to direct bookings via our website as well as to bookings via external booking portals, unless their regulations take precedence.

2. Conclusion of contract

A rental agreement is concluded as soon as the guest makes a booking request and HolidayAtFriends.com confirms the booking by sending a booking confirmation by email.

The content of the booking confirmation is decisive.

3. Terms of payment

The total price is payable in accordance with the booking confirmation. Payment is usually made by electronic payment or in accordance with the payment methods of the booking portal used.

Full payment is a prerequisite for the keys or access to be handed over.

4. Cancellation and withdrawal

- Cancellations at least 7 days prior to arrival: 100% refund of the deposit paid.
- Cancellations later than 7 days before arrival or no-shows: no refund.
- For bookings made through external portals, their cancellation and payment terms take precedence.



- A pre-authorization of the deposit in the amount of EUR 300 will be made 1 day before arrival and will be released no later than 7 days after departure. The final release time may depend on the guest's bank.

In exceptional circumstances such as force majeure, pandemics, or official travel restrictions that make arrival objectively impossible, both parties may withdraw from the contract. In this case, an individual solution will be sought.

5. Arrival and departure

The vacation apartment is available from 3:00 p.m. on the day of arrival. On the day of departure, the apartment must be vacated by 11:00 a.m.

Earlier check-in or later check-out is possible by individual agreement and, if necessary, for an additional charge, but cannot be guaranteed.

Significantly earlier arrival or later departure that has not been agreed upon may be subject to additional charges.

6. Use of the vacation apartment

The guest undertakes to treat the vacation apartment and all its contents with care. Use is only permitted for the agreed number of persons. Subletting or transfer to third parties is prohibited.

Damage or defects must be reported immediately to the local contact person.

House rules:

1. Non-smoking apartment - smoking is prohibited in the apartment.
2. No open fires or candles - electric grills are permitted in the outdoor area.
3. No pets.
4. No eating in bed.
5. Switch off air conditioning and electrical appliances when you are not at home.
6. Close windows and doors when you are away.
7. Use water and electricity sparingly.



8. When you leave, empty the refrigerator and freezer, dispose of trash, and leave dishes clean.
9. Quiet hours are from 10:00 p.m. to 7:00 a.m. No parties or loud music.
10. Use communal facilities in accordance with house rules; always supervise children.
11. Balcony and roof terrace: railings may be lower than German standards – use at your own risk, always supervise children.
12. Do not throw paper or toiletries into the toilet—use the trash can.
13. Report any damage or defects to the landlord immediately.
14. Deposit EUR 300—refunded after proper return of the apartment.

In case of violations, additional cleaning fees, damages, or deductions from the deposit may be charged. Use for parties or commercial purposes is prohibited without written consent.

7. Liability

The guest is liable for all damage caused by them or their fellow travelers that exceeds normal wear and tear.

HolidayAtFriends.com is not liable for:

- Loss or damage to guests' personal belongings,
- Power or water outages,
- construction work or noise in the neighborhood,
- other influences beyond our control,
- Failures, disruptions, or limited availability of internet access (Wi-Fi), in particular due to external providers, weather conditions, or technical malfunctions.

There is no entitlement to a specific internet speed or stability.

This does not apply in cases of gross negligence or intent.

Use of the pool, balcony, roof terrace, and outdoor facilities is at your own risk.



8. Note on video surveillance

Some of our accommodations have a visibly mounted outdoor camera that monitors only the immediate entrance area.

If such a camera is present at the booked accommodation, it is used exclusively for the security of the property, protection against theft and vandalism, and documentation of access procedures. The camera does not record any interior rooms or areas that do not belong to the rental property.

The recordings are usually deleted automatically after 90 days, unless they are needed for longer due to a security-related incident. Access to the recordings is restricted to the landlord or authorized service partners.

By concluding the rental agreement, the guest confirms that they have been informed that, depending on the property, a visibly installed outdoor camera may be present.

9. Data protection

Personal data will be processed exclusively for the purpose of executing the rental agreement and will be handled in accordance with our privacy policy. This can be viewed on our website.

10. Miscellaneous

German law applies. The place of jurisdiction is – to the extent permitted by law – the registered office of the lessor.

Should any provision of these General Terms and Conditions be invalid, the validity of the remaining provisions shall remain unaffected.