

DVM Terms and Conditions

By confirming a reservation by email with DVM Furnished Housing, the client declares to have read, understood and accepted the following terms and conditions. DVM Furnished Housing reserves the right to implement additional terms & conditions for every individual service or contract. These will be stipulated in the confirmation email, or the offer email.

1. TENANCY

DVM offers flexible short-term leases, minimum 1 week. Reductions applicable for longer durations as per our Rates page. Dogs and/or cats are allowed in certain apartments/properties and are subject to €75/month additional cost + double check-out charge.

2. TAXI SHUTTLE SERVICES

Shuttle services provided upon request. Collection from Brussels (Zaventem) or Brussels South (Charleroi) airports, Brussels train stations or Brussels or local hotels to reserved DVM apartment at an additional cost (Euro 65 for shuttles from Brussels, Euro 25 for local area shuttles).

3. CHECK-IN

The apartment is available from 4 P.M. on the day of arrival. The apartment may be ready earlier depending upon departure of previous tenants. This must be discussed prior to your arrival with the management team. A member of DVM will meet the client at the reserved apartment to hand over keys, assign the car parking spot and explain the practicalities of the apartment. Tenants are requested to inform the office if there is a change in the arrival date. Billing will start from the initial confirmed arrival date.

4. PAYMENT & DEFAULT OF PAYMENT

In the case of private contracts, reservations are only secured with an advance payment by cash, credit card or bank transfer. If the reservation is longer than one month, one month rent is due. If the reservation is shorter than one month, the total amount is due prior to check in and collection of keys.

All rates shown on DVM website are in Euros, exclusive of 6% VAT. Payment can be made in cash, bank transfer or by Credit Card. Most cards accepted, Visa/MasterCard/American Express/Diners Club Int'l, subject to an extra handling fee, 3.6% for AmEx, 2% in all other cases. Credit Card payments can be taken at the DVM office or manually by advising DVM credit card details by phone only to safeguard client's card details. Unless otherwise stipulated, payment should be received in advance prior to the collection of apartment keys.

If it is agreed that payment is due after collection of keys, and funds are not received by the due date, reminder emails will be sent. If payment is not received after the final reminder, lawyers or (int'l) debt collectors will be called upon. All legal expenses will be invoiced to the client.

5. PROLONGATION(S)

Tenants may prolong their initial reservation for a set period subject to availability of the apartment. Tenants are requested to give preferably one month's notice in writing to DVM (by email will suffice). If the apartment is unavailable for the requested prolonged period, DVM will try to find an alternative solution in another of its apartments whereas possible.

The monthly rate agreed at the outset of the initial contract or reservation is the rate 'pro rata' applicable for any prolonged period required.

6. CANCELLATION POLICY

Cancellation of your reservation **must** be made in writing, preferably by email to info@dvmbelgium.com. If a cancellation notice is received 4 weeks prior to the scheduled starting date of the booking, 10% of the total reservation will be charged as a handling fee. Cancellations made less than 4 weeks prior to the scheduled check-in date will be subject to a cancellation fee of 50%. Cancellations made less than 2 weeks prior to the scheduled starting date of the booking will be charged @ 100%.

We reserve the right to cancel any reservation should the tenant cause damage to the property and floors, including its furniture & furnishings, or if serious disturbance to neighbors is occurring. In such incidences, no refund will be made to the client.

If DVM are forced to cancel a reservation for reasons beyond its control, DVM will do its best to find other suitable alternative accommodation at no additional cost. If this is not possible, the tenant will be reimbursed any amount paid. In such incidences, DVM is not liable for any additional losses arising from the cancellation.

7. NUMBER OF OCCUPANTS

The number of occupants staying in the apartment must not exceed the maximum number agreed at the time of reservation for each apartment. If DVM becomes aware that the number of people staying exceeds the maximum number agreed when the reservation was made, we reserve the right to increase the tenancy rate or to ask the tenants to vacate the apartment. In such incidences, no refund will be made to the tenant.

8. SECURITY

Special security doors and locks are in place to prevent burglaries. DVM requests that all tenants ensure that apartment doors are correctly locked (not simply pulled closed) when leaving the apartment. Furthermore, tenants are requested to ensure that front or back doors of the main building/property they are exiting or entering from are shut closed. If any security issues are encountered by tenants, please inform the DVM management soonest.

9. CHECK-OUT

The checkout of the apartment must be arranged with the office in order to arrange the collection of keys. Tenants must vacate the apartment by 10 A.M. on departure days, unless a late check-out has been arranged and approved/confirmed in writing by DVM.

Tenants must inform the management team of any breakages, if any, in the apartment that occurred during their stay.

Each reservation that exceeds one week is subject to an 'one off' exit cleaning charge of €95 + 6% VAT for studios and 1-bedroom apartments and €150 + 6% VAT for 2, 3 & 4 bedroom apartments. If pets have been staying in the apartments, a double checkout charge will be applied.

Tenants are asked to leave the apartment in a reasonable state of cleanliness upon departure. If the cleaning team feels that the apartment was left in an inappropriate state and that bedding, linen, sofa covers, etc, have been soiled, or if there is any unreported damage found, an extra charge will be made to the client. Telephone calls, movies, and any extra charges will be billed after checkout.

10. FACILITIES & SERVICES

The rent includes all utility charges for electricity, gas, water, maintenance of appliances, etc.

All apartments have their own letterbox, TV & DVD, washer & dryer, iron & board, vacuum cleaner. Many extra kitchen implements including micro-wave, dishwasher, toaster, electric water kettle, coffee-maker, ... in most apartments.

DVM supplies bedding, continental quilts and double set of pillows for all beds in every apartment. Spare bed linen, including kitchen & bath towels, tablecloths & napkins are in all apartments. Baby cot with bedding, high chair, baby/child gate as well as additional single beds plus bedding can be supplied free of charge upon request.

DVM also supplies an initial supply of toiletries (Soap & Shampoo); washing up liquid, dishwasher tablets, washing machine soap, toilet paper & kitchen roll. Local maps and apartment practicality information including technical instructions for electrical appliances are provided in each apartment. Upon request welcome food baskets and other grocery supplies can be provided by DVM at additional cost.

'Off the road' car parking in private courtyards at back of DVM properties, in secure underground basement or in secure covered ground floor garage parking is also provided at no extra charge.

11. TELEPHONE, INTERNET & DIGITAL TELEVISION

Fixed land-line telephone line, high speed Wi-Fi Internet access and digital television in all apartments at additional cost of €95/month or €5/day for stays less than 1 month. Actual telephone calls made other than local '02 = Brussels area code' numbers are cross-charged to tenants at end of tenancy at service provider's billing to DVM + 10% handling fee. (local '02' calls are free of charge)

12. CLEANING

The apartments are cleaned once a week by DVM staff on set days. This service includes a general cleaning of the apartment throughout, excluding crockery, cutlery, cooking utensils, pots & pans ... Tenants are kindly asked to have the kitchen area free of dirty utensils and the beds clear of clothes and toys to facilitate the general weekly servicing of the apartment.

Weekly change of towels and house linen; sheets, quilt covers and pillow cases, is also provided. Tenants are requested to maintain a state of cleanliness similar to that when they arrived throughout their stay. Families with children or tenants with pets are requested to cover up the sofa's with the supplied covers to avoid damage/spoilage of the sofa's. If sofa covers are spoiled and require dry-cleaning, the tenant will be charged.

In the event that the cleaning lands on a public holiday, the cleaning is skipped to the following week. In such cases, clean towels will be provided upon request.

13. LOST KEYS & ACCESS CONTROL BADGES

A charge of 50 Euros will be applicable for each lost key. 150 Euros is the cost for loss of the grey access control badges (access control badges applicable for all DVM properties except for DVM Apts. 9+10 in Waterloo).

14. DAMAGES

In the event of any breakages in the apartment to walls, floors, ceilings, including furniture & furnishings, or if extra cleaning is found required, the tenants will be notified of the costs incurred and will be cross charged appropriately.

15. SMOKING

There is a 'NON SMOKING POLICY' in all DVM apartments. If smoking is detected within an apartment, tenants may be subject to a smoking charge. Smoking is permitted **outside** DVM buildings in the communal areas/gardens/courtyards at the condition that cigarette ends are disposed off in an appropriate manner. DVM reserves the right to ask tenants to vacate the apartment if the 'non smoking policy' is not respected. In such incidences, no rent refund will be given.

16. CANDLES

DVM requests that all tenants are vigilant when using candles in the apartment. If a fire is caused due to the negligence of a tenant, they will be held responsible for any damage.

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17. PETS

Dogs and/or cats are only allowed in certain apartments. Pets must be agreed in writing with DVM upon reservation. Tenants are subject to €75/month additional cost + double check-out charge.

18. PARKING

Each DVM apartment has one allocated parking space. Tenants are requested to use the parking space allocated to them at check-in. DVM is not liable for any damage caused to vehicles when stationed in their DVM allocated parking spot or damage occurred in the surrounding area. DVM's management team is allowed to use the parking area during visits to the properties.

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19. FORCE MAJEUR

In the event of a breakdown in the apartment, i.e. electrical, gas or hot water failure, TV/phone/Internet, etc., DVM will treat the problem with urgency but cannot guarantee immediate repair in the event that an intervention from professional technician is required. DVM will do its best to accommodate the needs of the tenants in such incidences. Furthermore, DVM is not responsible for the extreme heat during the summer months.

20. USAGE of ACCOMMODATION

Tenants may not use the apartment for any other activity than that agreed upon reservation. Tenants may not sub-let the apartment. If such activities are found to be taking place, DVM reserves the right to ask the tenants to vacate the apartment and an increased charge may be levied.

21. RIGHT OF ENTRY INTO LET ACCOMMODATION

DVM reserves the right to enter its apartments for inspection, weekly cleaning, occasional maintenance or viewing purposes. In such cases, all attempts will be made to inform tenants beforehand.

22. THEFT

DVM is not liable for any objects going missing in the apartments. DVM requests that tenants are vigilant about safe keeping of their belongings.

23. DISABLED ACCESS

Most of DVM apartments do not have any disability access.

24. COMPLAINTS

Please address all complaints where possible in writing (by email) to the DVM office. We ask tenants to voice or email complaints to DVM as and when they occur during their stay, not upon checking out, in order for us to fix problems soonest.