

## **DVM Terms and Conditions**

When confirming a reservation 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 as appropriate.

### **1. TENANCY**

DVM offers flexible short-term leases, minimum 1 week. Dogs and/or cats are only allowed in certain apartments/properties and are subject to € 75/month additional cost + double check-out charges (**2 x € 125 for the 1-bedroom apartments and 2 x € 175 for the two and three bedroom apartments**).

### **2. TAXI SHUTTLE SERVICES**

Shuttle services can be 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 (Zaventem) airport, train station Midi, Brussels hotels and Euro 75 for shuttles from Charleroi airport, Euro 25 for local Waterloo or Braine L'Alleud 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 guests. 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, 2 sets, and a garage remote if appropriate, assign the car parking spot and explain the practicalities of the apartment. Guests 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 a deposit payment by cash, credit card or bank transfer prior to the check-in or latest on the day of check-in.*** If the reservation is longer than one month, one month (30-days) rent is due. If the reservation is shorter than one month, the total amount is due prior or on day of check in latest.

**All rates are in Euros, exclusive of 6% VAT.** Payment can be made in cash, bank transfer or by Credit Card. Most cards are accepted, Visa / MasterCard / American Express. A handling fee of 2-3 % is charged depending on what card is used. Credit Card payments can be taken at the DVM office in Braine L'Alleud (Belgium), or manually by providing DVM with your credit card details. Unless otherwise stipulated, payment should be received in advance prior to collection of apartment keys.

If it is agreed that payment can be made 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)**

Guests may prolong their initial reservation for a set period subject to availability of the apartment. Guests are requested to give preferably one month's notice in writing to DVM (*by email to [info@dvmbelgium.com](mailto:info@dvmbelgium.com) 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](mailto:info@dvmbelgium.com). If a cancellation notice is received 30 days or longer before the scheduled starting date of the booking, 10% of the first monthly (30 days) period will be charged as a handling fee. Cancellations made less than 30 days prior to the scheduled check-in date will be subject to a cancellation fee of 50% of the first monthly (30 days) period. Cancellations made less than 15 days prior to the scheduled check-in date will be charged @ 100% of the first monthly period (30 days).***

We reserve the right to cancel any reservation should the tenant cause damage to the booked property (i.e. its floors, furniture & furnishings ...) or if serious disturbance to neighbours 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 in the apartment exceeds the maximum number agreed when the reservation was made, we reserve the right to increase the tenancy rate or to ask the guests to vacate the apartment. In such incidences, no refund will be made to the tenant.

## **8. SECURITY**

Special security doors and locks are fitted to DVM apartments and most DVM properties are secured with an 'Access Control' fob-entrance system. All DVM guests must ensure that apartment doors are correctly locked (*and not simply door pulled closed...*) when leaving the apartment. Furthermore, guests 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 guests, please inform 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. Guests must vacate the apartment between 10-11 A.M. latest on departure days, unless a late check-out has been arranged and approved/confirmed in writing by DVM.

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

Each reservation that exceeds two week's stay is subject to an 'one off' exit cleaning charge of € 95 + 6% VAT for the 1-bedroom apartments and € 175 + 6% VAT for the 2 & 3-bedroom apartments. If pets have been staying in the apartments, a double checkout charge will be applied.

Guests 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 or guests have been smoking inside the apartment..., an extra charge will be billed to the client after checkout as appropriate.

## **10. FACILITIES, UTILITIES & SERVICES**

The rent includes all utility charges for **reasonable usage of electricity, gas and water**. Also includes Wi-Fi Internet charges and TV (*Proximus & Netflix*) viewing. Maintenance of appliances also included.

***DVM guests are expected to respect 'green living environment /safe the planet standards' and switch off lights, TV('s) and other appliances like cooling fans, etc. and reduce the heating when leaving the apartment or when away for a few days perhaps (automatic thermostatic device in each apartment can be set by guest or ask DVM staff to set according to his/her preferences ). If excessive utility usage is noticed during guests stays, DVM Management will not hesitate to impose an additional charge as deemed justified.***

All DVM apartments have their **own letterbox, TV & DVD, washer & dryer, fully equipped kitchen, iron & board, vacuum cleaner** and many extra kitchen implements including micro-wave, dishwasher, toaster, electric water kettle, coffee-maker, etc.

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

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 practical 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 level garage parking, for 1 car, is provided and included in our rates.

## **11. WI-FI INTERNET & DIGITAL TELEVISION**

High speed 'Wi-Fi' Internet access and digital television channels by service provider 'Proximus' is provided in all DVM apartments and cost included in DVM rates.

## **12. CLEANING**

***The apartments are serviced bi-weekly (every 14 days)*** by DVM staff on set days. This service includes a general cleaning of the apartment throughout, including bathroom(s), change of bed sheets, kitchen & bathroom towels. ***Not included is the washing up of dirty crockery, cutlery, cooking utensils, pots & pans ...*** Guests are kindly asked to have the kitchen, on the set cleaning days, free of dirty utensils

*(dishwashers are provided in each apartment...)*, and the beds clear of clothes and other items to facilitate the servicing of the apartment in a timely manner.

Guests are requested to maintain a state of cleanliness in the apartment throughout their stay similar to that when they arrived. Families with children or guests with pets are requested to cover up the sofas with the supplied covers/blankets to avoid damage/spoilage of the sofas. If furnishings are soiled or damaged and require dry-cleaning or replacing, if beyond normal 'wear and tear', the guest will be charged. Same applies if DVM staffs have to spend extra time for tidying/cleaning dirty dishes, etc. in the kitchen, and/or need to sort the garbage & PMC bags if these contain unauthorized items... ***(See PMC Recycling & Garbage procedures left in the kitchen).***

In the event that the cleaning falls 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 Euro 75 will be applicable for each lost key and in addition the lock may need to be replaced resulting in additional lock-smith charges. Euro 125 is the cost for loss of the grey access control badges.

### **14. SMOKING**

There is a strict '**NON SMOKING POLICY**' in all DVM apartments and common areas of the property (*lift/hall ways, parkings,...*). ***If smoking is detected inside a DVM apartment during guest(s)' stay or upon check-out, as appropriate, guest(s) will be subject to a smoking penalty of Euro 250.***

Smoking is only permitted outside DVM properties, in the designated areas, gardens, courtyards or on the balcony for those apartments that have such facility, at the condition that cigarette ends are disposed of in an appropriate manner and are not thrown onto the floors or off balconies. ***DVM reserves the right to ask guests to vacate the apartment if the 'non-smoking policy' is not respected.*** In such incidences, no rent refund will be given.

### **15. DAMAGES**

In the event of any damages in the apartment, beyond normal 'wear and tear', to walls, floors, ceilings, including furniture & furnishings, or if extra cleaning is deemed necessary, for instance if guests have been smoking inside the apartment and curtains and furnishings have to be (dry) cleaned, the guests will be notified of the cost incurred and will be charged appropriately.

## **16. CANDLES**

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

## **17. PETS**

Dogs and/or cats are only allowed in certain apartments. Pets' stay in the apartment must be agreed in writing with DVM upon reservation. Guests with approved pets' stay are subject to € 75/month additional rental cost + double check-out charges upon departure.

## **18. PARKING**

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

## **19. FORCE MAJEUR**

In the event of a breakdown in the apartment, i.e. electrical, gas or hot water failure, TV/Wi-Fi Internet, etc., DVM will ensure to treat the problem with the utmost urgency, but cannot guarantee immediate repair in the event that an intervention from third party, professional technician, is required. DVM will do its best to accommodate the needs of the guest(s) in such incidences. Furthermore, DVM is not responsible for extreme heat during the summer months – ventilation fans are provided in each DVM apartment but no air-conditioning.

## **20. USAGE of ACCOMMODATION**

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

## **21. RIGHT OF ENTRY INTO DVM APARTMENTS**

DVM reserves the right to enter its apartments for inspection, bi-weekly cleaning, occasional maintenance or viewing purposes. In such cases, all attempts will be made to inform guests 24 hours beforehand.

## **22. THEFT**

DVM is not liable for any personal objects going missing in the apartments. DVM requests that guests are vigilant about safe keeping of their personal 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 @ [info@dvmbelgium.com](mailto:info@dvmbelgium.com). We ask guests to voice, email or WhatsApp complaints to DVM as and when they occur during their stay, not upon checking out, in order for us to fix problems soonest.

## **25. Your Stay with DVM**

***We hope all DVM guests will be enjoying a comfortable stay!***