

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. Reservations are confirmed by email. A lease contract can be provided upon request. On arrival, all guests are required to complete and sign DVM check-in document and provide credit card details as a guarantee for damages if any.

2. 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.

3. 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.

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.

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 (30-days) a one month's rent is due. If the reservation is shorter than one month, the total amount is due prior or on day of check in.

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@dymbelgium.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 weekly or 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@dymbelgium.com. If a cancellation notice is received 30 days or longer before the scheduled check-in date, 10% of the first monthly 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 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 tenant(s) cause damage to the booked property (i.e. its floors/walls, 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 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 when leaving the apartment, *and not simply door pulled closed....* Furthermore, guests are requested to ensure that front & back doors of the main building/property they are entering or exiting from are shut closed. If any security issues are encountered by guests, please inform DVM Management soonest **(+32.479.351840 – also on WhatsApp)**.

9. FACILITIES, UTILITIES & SERVICES

DVM guests are expected to ***be respectful of their energy consumption, keep windows closed when heating on, switch off lights, TV's and other appliances like cooling fans, etc. when absent and reduce the heating when leaving the apartment or when away for a few days.*** If excessive utility consumption is noticed during guests' stay, DVM Management will not hesitate to impose an additional charge as deemed justified.

The rent includes all charges for reasonable usage of utilities. ***Tenants are requested not to exceed 20°C setting on thermostat.*** Wi-Fi Internet & TV (*Proximus & Netflix*) and secure parking are also included in rental charges.

All DVM apartments have their ***own letterbox, TV, 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, toilet paper & kitchen roll & napkins, ...).

Practical information, including technical instructions for electrical appliances, are provided in each apartment.

'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, 1 parking place/apartment, is provided and included in DVM rates.

10. 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 its rates.

11. CLEANING & SERVICING

The apartments are serviced bi-weekly (every 14 days) 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 ...** On the set cleaning days **guests are kindly asked to have the kitchen free of dirty crockery & utensils (dishwashers are provided in each apartment...). Beds & floors should be clear of clothes and other personal 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. Families with children or guests with pets are requested to cover up the sofas with the supplied covers/blankets to avoid damage/soilage of sofas & furnishings. If furnishings are soiled or damaged and require dry-cleaning or repairing/replacing, if beyond normal 'wear and tear', guests will be charged.

Same applies if DVM staff have to spend extra time on tidying/cleaning dirty dishes, etc. in the kitchen, and/or need to sort the garbage & PMC bags if these contain unauthorized items or are mixed up... **(See PMC Recycling & Garbage procedures left in all DVM apartments – check out weblink: <https://www.fostplus.be/en/sorting/sorting-home>).**

In the event that the cleaning falls on a Public Holiday, the cleaning is skipped to the following day or week. In such cases, extra clean towels will be provided upon request.

12. LOST KEYS & ACCESS CONTROL BADGES & GARAGE REMOTES

A charge of Euro 75 will be applicable for each lost key. If a lock-smith has to be called out, additional charges will apply. The replacement cost for a lost Access control badge or garage remote is Euro 150.

13. 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 400.

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.

14. 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 or pets have been staying in 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.

15. 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.

16. PETS

Dogs and/or cats are only allowed in certain apartments/properties. Pets' stays must be agreed in writing with DVM upon reservation. Guests with approved pets are subject to € 5/day/pet additional rental cost + double check-out charges upon departure.

17. 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 to their cars occurred in the local area when parked outside on the road. DVM's management team is also allowed to use the DVM parking areas during their visits to their properties.

18. 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 upmost 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.

19. 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 guest(s) to vacate the apartment and/or an increased charge may be levied.

20. 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.

21. THEFT

DVM is not liable for any personal valuables going missing in the apartments. DVM requests that guests are vigilant about the safe keeping of their personal belongings in particular on servicing days.

22. COMPLAINTS

Please address all complaints, where possible in writing - by email, to the DVM office @ info@dymbelgium.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.

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