



GENERAL TERMS AND CONDITIONS FOR THE RESERVATION CONFIRMATION FOR THE RENTAL OF A HOLIDAY HOME

Article 1 – My Holiday by Immo Pinson

My Holiday by Immo Pinson acts as a rental agency. This is a brand of Immo Pinson BV (BE0835.162.278), with registered office at Duinkerkeleen 89 / W001 in 8660 De Panne.

The rental agency acts in the name and on behalf of the owner of the holiday home. The holiday tenant acknowledges that all actions and payments take place within the framework of this representation relationship.

Article 2 – Application of the terms and conditions

These general terms and conditions supplement the rental agreement for the rental of a furnished holiday home ('reservation confirmation') and form an integral part thereof.

They are deemed to be attached to the agreement and accepted by the holiday renter upon payment of the deposit, the full rental price or any other amount.

Article 3 – Acceptance of the terms and conditions

Payment of a deposit implies unconditional acceptance of these general terms and conditions, the provisions in the booking confirmation, the house rules displayed in the holiday home and (where applicable) the internal rules of the residence.

Article 4 – Terms and conditions for bookings made via online platforms (OTAs)

If the holiday tenant books the holiday home via an online platform such as Booking.com, Airbnb or another platform (OTA), the specific terms and conditions displayed on the platform and accepted by the holiday tenant during the booking process shall apply.

For these bookings, the rules regarding price, payment and cancellation stated on the platform take precedence over the corresponding provisions in the current general rental terms and conditions. The rental contract is concluded directly between the holiday tenant and My Holiday by Immo Pinson. The platform only facilitates the reservation and payment.

The holiday tenant pays the rental price to the OTA platform, which transfers it to My Holiday by Immo Pinson.

Article 5 – Rental and use of the holiday home

The holiday home is intended exclusively for tourist accommodation and private use. It is prohibited to use the property for professional purposes or to take up residence there.

The holiday home is rented furnished. The rental price quoted relates to the use of the property with the furniture and equipment provided.

Bed linen, bath towels and/or kitchen linen are only provided if these have been rented and paid for at the time of booking. The cost of these items is stated on the rental agency's website and, where applicable, on the booking confirmation.



Article 6 – Reservation and payment terms

The rental agency only accepts reservations from persons who are of legal age and have legal capacity. At least one person of legal age and with legal capacity must be present in the holiday home. The rental agency reserves the right to refuse a reservation if this condition is not met.

Only the booking confirmation can be considered as confirmation on the part of the rental agency. Any other form of communication, including a proposal, quotation or response to questions, does not create any rights and cannot be considered as a valid booking.

The reservation implies a commitment on the part of the holiday tenant to rent the holiday home and to pay the rent and any additional costs in full. The payment terms specified below do not affect the total price of the reservation.

Reservations will be confirmed digitally within 5 working days of receipt, together with an invitation to pay the deposit or the full amount. The holiday tenant shall provide a valid email address for this purpose.

The guest is responsible for checking the accuracy of the confirmation. Any inaccuracies or alleged inaccuracies must be reported in writing to My Holiday by Immo Pinson at myholiday@immopinson.be within 5 days of receiving the confirmation.

The cost of the final cleaning is borne by the holiday tenant and is carried out by the rental agency. The holiday tenant cannot waive this final cleaning.

The rental price stated in the reservation is increased by the cost of cleaning, tourist tax, contribution to the consumption of utilities and any optional services booked, such as bed linen, towels and kitchen linen, and together with the deposit to be paid, make up the total amount.

The payment terms are as follows, calculated on the total amount:

- When booking at least 30 days before arrival:
 - The deposit (50%) within 8 days of booking
 - The balance (50%) 30 days before arrival
- For bookings less than 30 days before arrival: the full amount within 8 days of booking and at the latest before the keys are handed over.

Article 7 – Non-payment

In the event of non-payment of the amounts due within the terms specified in the aforementioned payment terms, the rental agency has the right to cancel the reservation without further notice at the expense of the holiday tenant and to re-let the property.

In that case, the holiday tenant shall remain liable for a fixed compensation in accordance with the cancellation policy, without prejudice to the rental agency's right to prove higher actual damages

Article 8 – Changes by the holiday tenant

A reservation may be moved or extended once at the request of the holiday tenant with regard to the holiday home already reserved, insofar as the availability of this holiday home permits.

The holiday tenant may order additional services up to five working days before arrival, such as the hire of linen, a travel cot, etc., insofar as these are still available.



In any case, the reservation amount will be recalculated based on the prices for the new rental period and/or the additional extras ordered. The additional amount must be paid to the rental office before arrival at the latest.

Article 9 – Cancellation by the holiday tenant

In the event of cancellation by the holiday tenant, a fixed compensation of fifty percent of the total amount is due if the cancellation occurs more than thirty days before arrival and one hundred percent of the total amount if the cancellation occurs thirty days or less before arrival.

In the event of a no-show or early departure, the full amount remains payable.

Article 10 – Cancellation insurance

The rental agency does not offer cancellation insurance. The holiday tenant is responsible for taking out any insurance and is deemed to have taken note of the terms and conditions thereof.

The absence of insurance does not affect the payment of the rent.

Article 11 – Deposit

The deposit shall be paid as specified in the payment terms and conditions.

It shall be refunded to the holiday tenant's financial account within fourteen days of the end of the stay, after the property has been inspected and any damage, consumption costs, missing items or additional cleaning costs have been settled.

If the deposit is insufficient, the holiday tenant remains obliged to pay the balance.

Article 12 – Double booking

In the event of a double booking attributable to the rental agency, all amounts paid will be refunded or an equivalent alternative will be offered.

If no alternative is available, the holiday tenant is entitled to a fixed compensation of two hundred euros, without prejudice to the right to prove higher demonstrable damage.

Article 13 – Arrival and departure

Arrival is between 3 p.m. and 6 p.m. and departure is no later than 10 a.m. Deviations from these times can only be permitted if they have been approved in advance by the rental office. In exceptional cases, it may be possible to use the key box near the office, but this remains an exception.

In the event of late arrival, the holiday tenant must immediately notify the rental agency by telephone or email. The rental agency reserves the right to charge a fee to cover the additional organisational costs. In the event of early departure, no refund of the rental price and ancillary costs is possible.

Unless expressly agreed in advance by the rental agency, the holiday home must be vacated by 10 a.m. at the latest. If the holiday home is not vacated on time, the rental agency reserves the right to charge for an extra night.

Article 14 – Handing over the keys

Keys must be collected and returned to the office at Duinkerkeleen 89 in De Panne, unless other arrangements have been agreed in advance. The keys will only be handed over once the total amount has been paid in full.



In the event of an unexpected departure outside opening hours, the holiday tenant may deposit the keys to the holiday home in the letterbox of the rental office at Duinkerkeleen 89, without prejudice to the obligation to vacate the holiday home by 10 a.m.

Keys and locks may not be copied and/or damaged. In the event of loss or damage, the costs of replacing locks and keys shall be borne by the holiday tenant.

Article 15 – Inspection of the holiday home

Upon arrival, the holiday tenant must check the cleanliness and inventory and report any comments in writing within four hours. If no comments are made, the property will be deemed to have been handed over in good condition.

Insufficient cleaning, weather conditions or work in the vicinity do not entitle the tenant to a refund or reduction.

Article 16 – Subletting and pets

Subletting and/or bringing pets are only permitted with prior written consent or if this is permitted in the publications. In any case, pets must be in good health and must have received the necessary vaccinations and treatments against fleas and ticks, among other things.

In the event of a violation, the holiday tenant may be charged a fixed compensation and may be denied access to the holiday home without the right to a refund.

Article 17 – Conduct and internal regulations

The holiday home is intended for a peaceful stay for families or small groups. Parties, stag/hen parties, student activities and any form of nuisance are prohibited. Noise at night is not permitted.

The holiday tenant must behave as a careful and reasonable person and strictly comply with the rules and guidelines displayed in the holiday home and, where applicable, in the common areas.

Although the holiday home will be cleaned by the rental agency's services after the stay, the holiday tenant must nevertheless leave the property tidy and swept clean, including tidying up the kitchen, emptying the dishwasher, putting the dishes away in the cupboards, emptying the refrigerator, correctly sorting and disposing of waste, collecting rented linen, turning off the heating and lighting, closing windows and doors, and returning furniture and utensils to their original places.

If the property is left abnormally dirty, preventing the cleaning service from cleaning it within the usual time frame, additional costs for cleaning and additional services will be charged. This additional charge will be deducted from the deposit or charged directly to the holiday tenant.

The maximum number of persons permitted as stated in the advertisement and on the rental agency's website may not be exceeded. This does not apply to babies up to 2 years of age, with a maximum of two babies if they each sleep separately in a travel cot. Failure to comply with this restriction will result in the immediate termination of the agreement between the rental agency and the holiday tenant, without financial compensation.

If the holiday home has a fireplace or other appliance that operates on an open flame, it may not be used (unless expressly authorised in writing by the rental agency).



The consumption of utilities is charged at a flat rate as stated in the publications and the booking confirmation. If consumption proves to be so high that the cost exceeds the flat rate, the rental agency reserves the right to charge for actual consumption based on meter readings.

In this regard, it is not permitted to charge an electric vehicle or other device in the holiday home.

Article 18 – Smoking

Smoking in the holiday home and, where applicable, in the shared areas of the building is strictly prohibited. In the event of a violation, a fixed compensation of one hundred euros may be charged, without prejudice to additional cleaning costs.

Article 19 – Fire safety and facilities

The holiday tenant is expressly prohibited from moving, removing, disabling or in any other way compromising the fire safety of the holiday home, as well as blocking or rendering unusable the evacuation facilities.

The holiday tenant is obliged to return the holiday home in the condition it was in at the start of the stay. This also means that any information present, including but not limited to the evacuation plan, pictograms, all kinds of practical information, etc., must be left in the holiday home in the same condition as it was found on arrival. Any breach of this provision will be considered as damage to be compensated.

Article 20 – Digital resources

It is prohibited to change digital and other subscriptions, purchase programmes, change passwords or deliberately exceed the internet capacity. Costs and administrative fees will be charged to the holiday tenant.

Article 21 – Waste

The holiday tenant must dispose of household waste via the waste collection point in the building, if available.

If no communal waste collection point is available, the holiday tenant must use the official waste collection system of the municipality, in accordance with local waste regulations.

Article 22 – Insurance and liability

The holiday home is insured against fire, water damage and glass breakage, among other things, in accordance with the applicable legal provisions.

The holiday tenant declares that he is adequately insured against fire, civil liability and damage to rented property caused to the holiday home by himself, his fellow occupants and any visitors, and, where applicable, by pets (if these are permitted).

In the absence of insurance cover, the holiday tenant remains personally liable for all damage.

Any damage not covered by the insurance will initially be settled with the deposit, without prejudice to the right to claim additional amounts.

If the holiday tenant's deposit has already been refunded, the holiday tenant will receive an additional invoice for the costs in question. This must be paid within fourteen days.



Article 23 – Access by the rental agency

The rental agency may, subject to prior notification, enter the property for technical interventions, repairs or in the context of further rental. Defects caused by force majeure or utility failures do not entitle the tenant to compensation.

In order to enable further letting, the holiday tenant may not remove any signs or posters and must allow visits organised by the rental agency during office hours.

Article 24 – Force majeure

In the event of force majeure on the part of the rental agency but beyond its control, such as the threat of war, staff strikes, blockades, fire, floods and other disruptions or events, the booking may be converted into a voucher for the amount paid, less an administrative fee of up to ten per cent.

Article 25 – Complaints

In the event of urgent defects (no hot water, no heating, blockages or leaks, or no electricity), My Holiday by Immo Pinson will endeavour to remedy the problem or have it repaired as soon as possible. On Sundays and public holidays, it is possible that no repair service will be available. In this case, the necessary action will be taken on the next working day.

Despite all the precautions taken by the rental agency, a justified complaint may arise. This complaint must be assessed immediately and on site by an employee of the rental agency, in order to enable the rental agency to resolve it immediately.

Complaints about cleanliness will only be accepted on the day of arrival and provided that the rental office has been able to verify the comments and rectify them by sending a cleaning service to address the comments. Cleaning the property yourself will under no circumstances give rise to financial compensation.

Complaints that are only reported on the day of departure can never lead to financial compensation.

The rental agency is under no circumstances obliged to pay any compensation if the technical defects are not reported in good time and/or the repair service is not given access to the holiday home to carry out the repairs.

If the complaint has not been resolved to the satisfaction of the holiday tenant, they have the opportunity to report this in writing within one week of leaving the holiday home, either by email to myholiday@immopinson.be or by post to Immo Pinson BV, Duinkerkeleen 89 / W001, 8660 De Panne.

Article 26 – Lost items

The tourist rental agency is not liable for forgotten items. Upon request, these can be sent on for a fee to cover collection, administration and shipping costs.

Article 27 – Responsibility

The owner and the rental agency are not liable for theft, loss, accidents, nuisance caused by third parties, works in the vicinity or utility failures, except in cases of intent or gross negligence.



Article 28 – Identity check and registration of guests

In accordance with the applicable accommodation regulations, the holiday tenant is obliged to present valid proof of identity upon arrival. The rental agency is entitled to check the identity of all persons staying at the property.

In view of the legal registration requirements, the security of the building and the management of the stay, the following details may be recorded:

- surname and first name
- date of birth
- identity document number
- national registration number, only if required by law
- nationality

The holiday tenant grants permission for a copy of their identity card to be made and stored, exclusively for administrative purposes related to the stay and compliance with accommodation obligations.

This information will be treated confidentially and will not be stored for longer than is necessary for legal and administrative obligations. It will not be used for purposes other than the identification of guests, the execution of the rental agreement and compliance with applicable regulations.

Article 29 – Personal data and privacy (GDPR)

The holiday tenant undertakes to provide correct and complete identification and contact details when making the reservation, including at least:

- surname and first name
- full home address
- e-mail address
- telephone number
- copy of a valid identity document
- bank account number to which the deposit can be refunded

This information is necessary for:

- the execution of the rental agreement
- the administrative processing of the reservation
- compliance with legal obligations, including the applicable accommodation regulations
- the management of damage claims and security deposit settlements

By concluding the rental agreement, the holiday tenant agrees that My Holiday by Immo Pinson may contact them regarding:

- their stay and practical information
- follow-up of the reservation
- where applicable, information about similar holiday homes and rental activities

The holiday tenant may object to the use of his data for direct marketing purposes free of charge and upon simple request.

My Holiday by Immo Pinson, as a brand of Immo Pinson BV, acts as the data controller. Personal data will not be retained for longer than is necessary for the purposes mentioned above and in accordance with the legal retention periods.



The holiday tenant has the right to:

- request access to his personal data
- have incorrect data corrected
- have his data deleted where legally possible
- have the processing restricted
- object to the processing
- have his data transferred

These rights can be exercised by sending a written request to the rental agency, accompanied by proof of identity.

If the holiday tenant believes that their personal data is being processed unlawfully, they can lodge a complaint with the Data Protection Authority:

Data Protection Authority (GBA)
Drukpersstraat 35, 1000 Brussels
www.dataprotectionauthority.be

For further information, please refer to the privacy policy and general terms and conditions of use (disclaimer) of Immo Pinson, available at:

- <https://www.immopinson.be/nl/privacy/>
- <https://www.immopinson.be/nl/disclaimer/>

By paying the deposit, the holiday tenant declares that they have read these documents and accept them insofar as they apply.

Article 30 – Operating legislation

The operation of the accommodation falls under the Accommodation Decree of 5 February 2016 and its Implementing Decrees.

Complaints can be addressed to Tourism Flanders, Grasmarkt 61, 1000 Brussels, logies@toerismevlaanderen.be

Article 31 – Applicable law

This agreement is governed by Belgian law. Any disputes shall fall under the jurisdiction of the court of the district where the holiday home is located.

Article 32 – Nullity

If any provision is declared null and void, the remaining provisions shall remain in full force and effect. The parties undertake to replace the provision in question with a legally valid provision with a similar meaning.

Any appendices to this agreement form an integral part thereof and shall be signed by the parties.

All obligations arising from this agreement are joint and several and indivisible between the parties, their heirs or successors, for whatever reason.

Done at De Panne on 01/01/2026.

Subject to changes. This document is a translation from Dutch. In case of doubt or dispute, the Dutch document shall prevail. Subject to change.