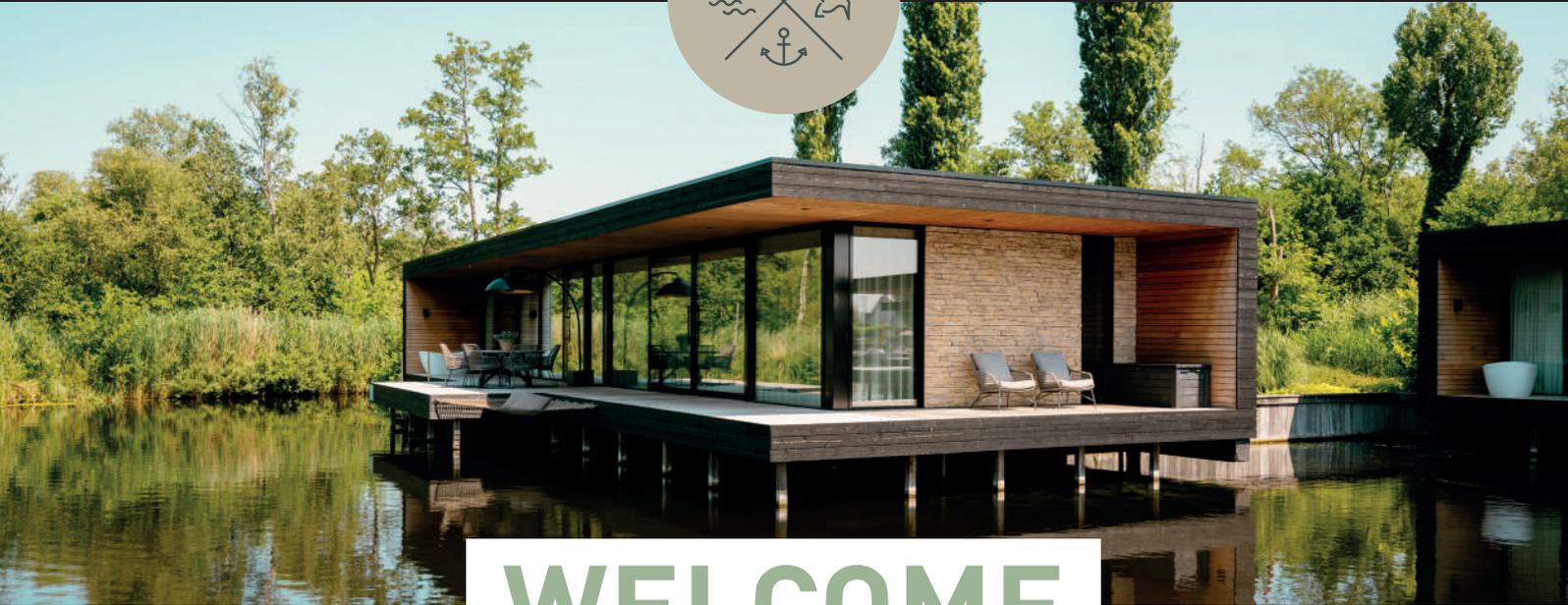


HAVEN LAKE VILLAGE



WELCOME OUR HOUSE RULES

1. APPLICATION

Haven Lake Village is not liable for:

- 1.1 Any disruption, alteration, or hindrance to the tenant's stay if this is the result of unforeseen and/or unavoidable events.
- 1.2 Any inconvenience caused by the work of third parties such as the municipality, province, or government institutions.
- 1.3 Any injury to the tenant during the stay in the rented property or on the surrounding premises.
- 1.4 Loss, theft, or damage to personal belongings or vehicles belonging to the tenant.
- 1.5 Interruption of utilities (water, electricity, and Wi-Fi).

2. GENERAL

- 2.1 You are most welcome in one of our beautiful water villas. We aim to offer you an unforgettable and relaxing stay and kindly ask you to carefully observe the house rules and show respect for the surroundings as a whole.
- 2.2 The lessor is not liable for defects in the rented property, nor for any reduction in enjoyment of the rental, unless the lessor knew or should have known about the defects at the start of the rental period.
- 2.3 Upon arrival at the villa, we kindly ask you to remove your shoes. You won't get cold feet — all our villas are equipped with underfloor heating in every room.
- 2.4 We kindly ask that you do not kill flies or other insects inside the villa, as this may cause stains on the walls and ceilings.
- 2.5 It may happen (through no fault of your own) that something breaks in your rented villa. No problem — simply report the damage to the reception, preferably as soon as possible, but at the latest when you check out. This allows Haven Lake Village to repair the damage immediately for your comfort and for future guests. Haven Lake Village will handle the matter for you as quickly as possible. The goal is to minimize the need to claim on your liability insurance.

or deposit, so that you leave with nothing but wonderful memories of your stay. If you notice any other issues, please let us know as well.

2.6 For stays longer than seven days, the villas will be cleaned once a week. If you would like an additional cleaning of the villa, please inform one of our reception staff. Furthermore, all villas are thoroughly cleaned after each stay.

2.7 You are expected to keep the villa tidy and may use the provided cleaning products for this purpose. The use of other cleaning agents is not permitted. All items you use must be returned clean and in their original place.

2.8 Pets are not allowed in or around the villas.

2.9 Smoking is not permitted inside the villa. It is also prohibited to throw cigarette butts on the ground or into the water. We kindly ask that you dispose of cigarettes in the designated ashtrays or disposal pillars. The use of e-cigarettes and shisha is also not permitted.

2.10 When playing or making music, please ensure that the sound is not disturbingly audible outside the villa. After 10:00 p.m., it is not permitted to play loud music. Bringing your own sound systems is not allowed.

2.11 Barbecuing and open fires (such as candles) are strictly prohibited in and around the villa.

2.12 It is not allowed to use any cooking appliances other than the induction hob provided in the kitchen. Gourmet sets, deep fryers, cheese fondues, and other tabletop grills are not permitted.

2.13 External parties are not allowed to cook in the villa.

2.14 You may park temporarily in front of the villa for loading and unloading. For longer parking, please use the designated parking spaces on the parking lot (maximum of 2 cars).

2.15 Our house rules also apply to any guests you receive in the villa. Visitors are not allowed to stay overnight without our prior consent. A maximum of six people may be present in the villa at any time. The villa has two bedrooms, suitable for a total of four people.

2.16 Organizing parties or gatherings of any kind is not permitted.

2.17 All bed linen and towels in the villa are professionally cleaned. If you would like additional linen, please request this before or during check-in at the reception. It is not permitted to use the linen for purposes other than intended or to take it outside the villa.

2.18 It is not permitted to alter the interior of the villa or to move furniture and accessories. All indoor furniture and items must remain inside, and all outdoor furniture and items must stay outside.

2.19 The outdoor cushions are your responsibility. In case of rain or bad weather, please store them in the designated box.

2.20 Please dispose of your waste in the designated bins outside. These are located next to the reception behind the green plants. Separate bins are provided for plastic, paper, glass, and residual waste.

2.21 Decorating the villa, such as with balloons, garlands, rose petals, or confetti, is not permitted. External parties are also not allowed to add decorations. Would you still like to celebrate something special? Haven Lake Village will gladly arrange this for you!

2.22 Visitors who are visibly under the influence of alcohol or drugs will be denied entry. It is strictly prohibited to possess or use drugs, nitrous oxide, or other intoxicating substances. Any prohibited items found will be confiscated, and the person involved will be asked to leave the villa. It is not permitted to bring illegal or prohibited objects onto the premises.

2.23 Upon departure, please place the dishes in the dishwasher: it is not necessary to turn the dishwasher on.

2.24 If the house rules are not followed, we reserve the right to take appropriate measures and to partially or fully deduct any resulting costs from the security deposit.

2.25 Swimming in the harbor is not allowed: swimming is only permitted directly by your villa. Jumping or diving from the terrace or jetties is prohibited. Designated swimming areas are available in the recreational lake. Swimming is at your own risk.

3. RESERVATIONS

3.1 Haven Lake Village only accepts reservations from persons who are 21 years of age or older. Reservations made by persons under the age of 21 are not valid.

3.2 The villas at Haven Lake Village are intended for overnight stays by a maximum of four people. Guests accompanying the tenant are welcome from 10:00 a.m. and must leave the premises before 10:00 p.m. The maximum number of

persons allowed in a villa at any one time is six. Haven Lake Village reserves the right to refuse guests without stating a reason or to impose special conditions.

3.3 Organizing parties or gatherings is not permitted in order to maintain peace and quiet for the neighboring villas. Student parties, bachelor/bachelorette parties, and other group events of a festive nature are therefore not allowed without prior consultation with Haven Lake Village.

3.4 Haven Lake Village reserves the right, without stating reasons, to refuse non-standard reservations, especially group bookings, or to impose special conditions.

3.5 An agreement between you and Haven Lake Village is established at the moment Haven Lake Village confirms your reservation.

3.6 The agreement concerns the rental of accommodation and/or other facilities for recreational purposes, which by their nature are of short duration.

3.7 Haven Lake Village reserves the right to reassign your reservation to another villa if necessary.

4. PRICES

4.1 You are obliged to pay Haven Lake Village the agreed rental price, as stated in the reservation confirmation and invoice.

4.2 After the reservation confirmation/invoice has been sent by Haven Lake Village, it is no longer possible to make use of any price discounts and/or special offers.

4.3 All prices include VAT, where applicable, unless stated otherwise.

4.4 Haven Lake Village reserves the right to implement and charge price increases resulting from interim changes to statutory regulations or provisions (including, but not limited to, VAT, tourist tax, and insurance tax) over which Haven Lake Village has no control.

5. ADDITIONAL COSTS

5.1 In addition to the rental price, the tenant is also required to pay tourist tax, a nature conservation contribution, and cleaning and service fees. These costs are included in the total price as stated on the website.

5.2 The amount of tourist tax is determined by the municipality in which the villas are located. The tenant is always obliged to pay Haven Lake Village the applicable tourist tax rate as set by the relevant municipality.

5.3 The rental price is based on an average consumption of water and electricity. If it appears that consumption, due to the tenant's actions, is higher than average, Haven Lake Village reserves the right to charge the additional costs to the tenant.

6. PAYMENTS

6.1 When making a reservation, you are required to make an advance payment of 100% of the total amount due, unless otherwise agreed with Haven Lake Village.

6.2 The rental amount must be received by Haven Lake Village no later than two weeks prior to the start date of your stay, as stated in the reservation confirmation.

6.3 If, upon arrival, it appears that the payment has not been fully received in Haven Lake Village's bank account, you must pay the outstanding amount on the spot. If payment is not made in accordance with the above, Haven Lake Village reserves the right to deny you access to the villa and/or other facilities. If it later appears that a payment order had indeed been issued by you but the amount had not yet been credited to Haven Lake Village's account upon arrival, any overpayment will be refunded afterwards.

6.4 If payment of the invoiced amounts is not made on time, you will be in default immediately after the payment deadline has expired. If payment still fails to occur, Haven Lake Village is entitled to terminate (cancel) the agreement. You are liable for all damages incurred or to be incurred by Haven Lake Village as a result, including any costs related to your reservation and the termination. Haven Lake Village is, in any case, entitled to charge cancellation fees per accommodation. In such cases, the provisions of Article 9 apply.

6.5 Haven Lake Village reserves the right to offset any claims it has against you, for any reason whatsoever, against any payments you have made, for any reason whatsoever.

6.6 Upon arrival, you are required to pay a deposit of € 500. The deposit can be paid in cash or by debit card and will be refunded/returned after your stay, subject to approval of the villa's condition.

7. ARRIVAL AND DEPARTURE

7.1 On the day of arrival, as stated in the reservation confirmation, the tenant may check in between 3:00 p.m. and 8:30 p.m. On the day of departure, as stated in the reservation confirmation, the tenant must check out between 9:00 a.m. and 11:00 a.m.

7.2 If you wish to extend your agreement with Haven Lake Village beyond the agreed period and Haven Lake Village agrees, Haven Lake Village reserves the right to assign you a different villa.

7.3 If the use of the villa ends earlier than the agreed departure date stated in the reservation confirmation, the tenant is not entitled to any refund of (part of) the rental amount and/or other costs from Haven Lake Village. If you have taken out travel insurance and you meet the conditions set by your insurance provider, you may submit a claim for compensation for the early termination of your stay directly to the insurance company.

8. SECURITY DEPOSIT

8.1 Haven Lake Village may require a security deposit at the start of your stay. The deposit amounts to € 500 per villa per incident. If circumstances warrant (e.g., groups), Haven Lake Village may increase the required deposit.

8.2 The security deposit serves as a guarantee for damages and/or costs (in the broadest sense) that Haven Lake Village may incur due to the tenant's or users' failure to comply with their obligations, as well as those accompanying the tenant.

8.3 If the security deposit is not paid immediately, Haven Lake Village has the right to deny the tenant and/or other users access to and use of the accommodation.

8.4 If you fail to pay the security deposit, Haven Lake Village is also entitled to terminate (cancel) the agreement with immediate effect.

8.5 The security deposit, or any remaining balance, will be refunded after deducting any claims (damage to inventory/ villa and/or other costs) by Haven Lake Village from the tenant and/or users. Any further claims for damages are not nullified by this refund.

9. CANCELLATION FEES

9.1 If a reservation is canceled, cancellation fees will apply. The amounts depend on the date of cancellation in relation to the arrival date, as follows:

Cancellation more than two months before the arrival date: 15% of the agreed price.

Cancellation between two months and one month before the arrival date: 50% of the agreed price.

Cancellation between four and two weeks before the arrival date: 75% of the agreed price.

Cancellation within two weeks before the arrival date: 100% of the agreed price.

9.2 If you do not arrive within 24 hours of the agreed arrival date without further notice, this will be considered a cancellation. In that case, you will be liable for the full total amount.

We strive to make your stay in the water villas as enjoyable as possible. If you encounter any shortcomings, we would appreciate hearing from you.

**WE WISH YOU A VERY PLEASANT STAY IN ONE OF
OUR LUXURY WATER VILLAS!**