



TERMS & CONDITIONS

THE GOOD AGENCY is a commercial name registered under The Good Home, a company registered in the Belgian central company register under the number 0687 748 707

THE GOOD AGENCY operates the website www.thegoodagency.eu This website site enables users to rent furnished accommodations.

We do provide excellent recommendations for restaurants, shopping, groceries and concierge services. You will find THE GOOD TIPS inside the rental.

Check in/out : +32 479 15 72 09 - info@thegoodagency.eu

General questions ONLY via e-mail: info@thegoodagency.eu

Accounting ONLY via e-mail: romain@thegoodagency.eu

We remain available for **EMERGENCY ONLY** every day from 9am to 8.30pm through the special emergency number: **+32 479 15 72 09**.

In case of misuse of this special number, calls may be charged.

The renter agrees that credit card payments are remitted remotely by The Good Agency or the booking platform, unless payment by bank transfer, online payment provider or cash if specifically agreed by Good Agency. The customer is responsible and undertakes to guarantee a sufficient balance to allow the payment of the amounts relating to the reservation, the guarantee and the services due to Good Agency. The charged amount of the booking includes: the price of the accommodation, the cleaning at the end of the stay, all the other additional services

selected by the customer and all supplements provided by these terms and conditions or accepted by the tenant.

STAY CONDITIONS AND RESPONSIBILITIES

There is no reception desk on the premises of the rented accommodation. The guest is responsible for reading and keeping a copy of the information needed to access the rented accommodation. Any request for further information shall be sent to THE GOOD AGENCY: info@thegoodagency.eu prior to the check-in or the check-out time.

Check-in is allowed from 4 pm on the first day of the reservation and the check-out shall be done at the latest at 10am on the last day. THE GOOD AGENCY can accommodate early check-in or late check-out only with prior request. Unless expressly authorized by the The Good Agency team, failure to do comply with check-in and check-out schedule shall result in the guest being billed for an extra night. Thank you for observing these rules that are meant to ensure a pleasant stay for every guest.

The guest agrees and undertakes to use the flat responsibly. The Good Agency strictly forbids hosting parties in the flats. Any behavior contrary to good morals and public order will therefore result in THE GOOD AGENCY asking the guest to leave the flat without any compensation and/or without any reimbursement if payment has already been made. Failure to do comply with this rule shall result in the guest being billed for an extra fee (100€ min.).

THE GOOD AGENCY offers either free WIFI access: allowing guests to connect to the Internet. The guest shall ensure that all digital resources provided are in no way used for the purposes of reproduction or representation, and that all works and materials protected by copyright or related rights, such as texts, images, photographs, musical and audio-visual works, software and video games, shall not be made available or communicated to the public without the express authorization of the copyright holders where such authorization is required.

CLEANING is included in the price of the reservation. However, guests are required to leave the flat in a normal state of dirtiness (empty bottles should be gathered, food leftovers and waste have to be put in the garbage bag, dirty dishes have to be in the dishwasher or cleaned by the guests). Failure to do comply with cleaning rules shall result in the guest being billed for extra-cleaning fee (50-100€).

SMOKING is not allowed in the accommodation or within the common part of the residence in which the accommodation is located. If you smoke in the flat or

residence or there is a smell of smoke in the accommodation flat after your departure, we will charge a 250€ fee.

Pets are not allowed. A fee of 250€ will be charged in case of presence of a pet or indication a pet was present in the flat during your stay. This does not apply to animals trained to provide assistance to an individual with a disability.

LIABILITY AND COMPLAINTS

The photographs shown on the website are for information purposes only. Although every effort is made to ensure that the photographs, graphic images and texts used to illustrate the displayed flats provide as accurate an impression as possible of the accommodation offered, variations may occur, in particular as a result of any change of furniture or renovation. Guests may not make any claim in this respect.

THE GOOD AGENCY shall not be held responsible for the non-fulfilment or inadequate fulfilment of the reservation in the event of a force majeure, actions of third parties, actions of the guest or of his partners, such as unavailability of the Internet network, no access to the website, external intrusion, computer viruses, or in the event of non-authorized payment of guest credit card issuer.

THE GOOD AGENCY accepts no responsibility for any indirect damage as a result, in particular loss of earnings, actions of third parties, actions of the client or of his partners.

Under penalty of foreclosure, complaints relating to failure to execute or poor execution of services must, be made known to THE GOOD AGENCY in writing within 24 hours of arrival at the flat.

AGREEMENT ON EVIDENCE

The specification of necessary bank details and the acceptance of these terms and conditions and the reservation form or reservation request constitute an electronic signature equivalent in value to a physical signature between the parties.

TRANSFER

In the event of unavailability of the chosen accommodation, or in the event of force majeure, The Good Agency reserves the possibility of totally or partially relocating the client to accommodation of equivalent category for the same type of service. All costs related to the transfer being paid by The Good Agency, which cannot be requested for the payment of any additional compensation.

APPLICABLE LAW AND JURIDICITION

Belgian law governs these terms and conditions of sale and any disputes are to be exclusively decided by the competent court in Brussels.

ENTIRETY OF AGREEMENT

These terms and conditions override all general or specific conditions communicated by the guest.

The payment and the confirmation of rental constituting the contractual obligations between the parties.

In case of discrepancy between the booking form and the general conditions, only the clauses of the booking form apply to the obligation in question.

DAMAGES

THE SECURITY DEPOSIT per unit will be held by THE GOOD AGENCY until the rental unit is checked for damages upon check-out. The security deposit is refunded at point of departure if there are no damages. Tenants are responsible for any and all damages that occur during their occupancy (other than normal wear and tear). Tenants shall pay all damages (including legal fees) in excess of Security Deposit. If the tenant do not respect the rental agreement who is at their disposal in each unit Security deposit will be not refund.

RÉPARATION & MAINTENANCE

Please notify THE GOOD AGENCY immediately if damages are noticed or a repair needs to be ordered by e-mail to info@thegoodagency.eu with the reference of your rental. All efforts will be made to expedite needed repairs, but no refunds will be made for mechanical failures, appliances/electronics, interruption/loss of utilities. Authorized workers have the legal right to enter the property as required to accomplish needed repairs even if the service call was made prior to your arrival.

THE GOOD AGENCY is not responsible for the tenant's professional or private activity once in the apartment. Only the tenant is responsible for his acts / activities once in the apartment.

The payment and the confirmation of rental constituting the contractual obligations between the parties.

***NOTICE: You are bound by all the terms and conditions of the Guest License Agreement. Please, read carefully.**

Thank you for making your rental plans with us.