

# Rental Terms and Conditions/Expl. of symbols

Swiss Travel Fund and Holidays on the Farm

## Rental Conditions and Relevant Information

Valid from 19 March 2011 to 17 March 2012

### 1. Booking – how and where?

You can book on the Internet at [www.agrotourismus.ch](http://www.agrotourismus.ch) or by telephoning the Reka central booking office: 031 329 66 99. The rental agreement between you and Reka will be concluded upon unconditional acceptance of your booking. You will then receive the rental contract which also serves as your invoice. The yellow contract duplicate must be returned, duly signed, to the Reka central booking office within 10 days (immediately for 'last-minute' bookings).

### Last-minute bookings

For bookings made less than 10 days before the beginning of the rental, we need your written confirmation and credit card number before we can proceed with the booking and conclude the contract. You will then receive the rental agreement. For last-minute Internet bookings, credit cards only are accepted.

### 2. Prices

These are in Swiss francs (incl. VAT). Prices are per day for the whole apartment or holiday home, or for room/breakfast per day/person, as described in the catalogue. This offer does not apply to Reka's social promotions.

### 3. Extras

Extra costs such as electricity, heating, sheets, kitchen and bath towels are as a rule included in the rental price. You can find out about exceptions and exact information in the catalogue. Any other extra costs not included in the rental price must always be settled on the spot and are specified in the rental agreement. These are not payable in Reka-Checks. Special services, such as pick-up service or pony rides, are directly settled with the provider and are not payable in Reka-Checks.

### 4. Booking fees

A CHF 40.– booking fee is charged for Holidays on the Farm. If the booking is made 7 days or less before the beginning of the holiday, a CHF 65.– booking fee is charged (except for bed-and-breakfast arrangements, when the fee remains CHF 40.–).

### 5. Payment

The amount invoiced must be paid 42 days prior to the beginning of the holiday at the latest and may be settled in whole or in part with Reka Money (Reka-Checks or Reka-Card) (cf. remarks on the rental agreement). For bookings made less than 42 days prior to the beginning of the holiday, the whole amount invoiced is payable upon receipt of the rental agreement/invoice. For last-minute Internet bookings (10 days or less before the beginning of the holiday), credit cards only are accepted as payment (Visa, Mastercard and MyOne cards).

### 6. Allocation

Holiday homes/rooms are allocated on a first-come, first-served basis. Families with school-age children have priority for the main school holiday dates (February half-term and summer holidays). Holiday homes/rooms are rented for full weeks as a rule, Saturday to Saturday. For stays of less than 4 nights, a 20% surcharge is added to the rental price. Arrival and departure times are stipulated in the rental agreement.

### 7. Number of persons

The number of persons occupying the holiday homes and rooms must not exceed the number stipulated in the agreement. The Reka central booking office must be informed of late registrations before the beginning of the holiday. In case of overoccupation and if our warning has been to no avail, we are entitled to cancel the rental agreement. In this event, the rent must be paid in full.

### 8. Pets

Prior to the beginning of the holiday the tenant must ask the landlord which pets are allowed. If animals are brought along without permission, the landlord is entitled to refuse them or to cancel the rental agreement. In the latter case, the total rent remains payable. Any claims for damages are ruled out.

### 9. Responsibility and complaints

The tenant agrees to treat the holiday home/room and its contents with care. The tenant respects the house rules. If any damage or defects are noticed when entering the rented accommodation, they must be announced immediately. Otherwise, we shall assume the accommodation has been handed over in perfect condition. Defects which

cannot be repaired to your satisfaction within 48 hours must be reported to the Reka central booking office in Bern (tel. 031 329 66 99, fax 031 329 66 01), or at weekends to the Holidays on the Farm office (tel. 071 695 23 72, fax 071 695 23 67). Claims for reductions and damages should be sent in writing within 7 days from leaving the holiday accommodation to the Swiss Travel Fund, Reka Holidays, Neueneggasse 15, 3001 Bern. If a written claim for a reduction or damages fails to reach Reka within 7 days of the end of the accommodation rental, the tenant loses his/her right to enter any claim whatsoever against Reka. The tenant is responsible for any damage caused by him- or herself or his/her guests. All damage or defects must be reported as soon as possible, at the latest by the end of the accommodation rental. Any damage discovered after the tenant's departure can also be attributed to him/her in as far as it can be proved she/he was responsible.

### 10. Reka's responsibility

The 'Holidays on the Farm' catalogue has been carefully prepared by the Holidays on the Farm Association. In spite of this, however, mistakes may occur which give rise to complaints. The Reka (Swiss Travel Fund) central booking office is the intermediary between tenants and owners/the Holidays on the Farm Association. With the exception of personal injury, any claims for reductions and damages are limited to the rental price paid. Reka declines any responsibility for spoilt holidays, feelings of frustration and so on. To compensate for the complaint, Reka can offer equivalent replacement accommodation. If this is refused, any claim for damages is ruled out.

### 11. Events occurring due to factors beyond Reka's control

Reka declines all responsibility for events due to factors beyond its control, such as blocked roads, closed motorways, higher-than-normal noise levels, electricity cuts, natural catastrophes, political disturbances, strikes or admission times of tourist facilities. In the event of such events, the tenant has no right to terminate the rental contract or claim a reduction of rental price or compensation for damages.

### 12. Catalogue descriptions, prices

The 'Holidays on the Farm' catalogue has been carefully drawn up; however, Reka reserves the exclusive right to subsequently modify descriptions and published prices.

### 13. Cancellation

A CHF 40.– processing fee is charged for cancellation of a booking, changing or any modification of a booking. Reka charges the following fees for cancellation or modification of a booking: 50% of the rental price 42 to 10 days before the beginning of the holiday; 80% of the rental price 9 to 1 day before the beginning of the holiday; 100% of the rental price for cancellation on the day the holiday is due to start or 'no show' at the accommodation location or advanced departure date. If a replacement tenant is found, only the CHF 40.– processing fee is charged. In the event of cancellation, the rental agreement and travel documents must be returned to the Reka central booking office immediately.

### 14. Cancellation costs, breakdown and medical repatriation insurance







To cover you against any financial loss in case of cancellation, breakdown or repatriation for medical reasons caused by a serious incident (e.g. illness, death, accident), Reka offers an insurance policy for only CHF 25.– per booking with Reka Holidays Switzerland. Details of the services insured can be found in a separate leaflet. The framework contract is with AXA Winterthur Insurance, General-Guisan-Strasse, 8401 Winterthur, Switzerland. Reka receives a brokerage commission. Dispensations from the insurance conditions are only granted if they are approved and certified in writing by AXA Winterthur. Please check in case you are already insured with a cover pack issued by ATE (Swiss Transport and Environment Association) or ETI/ACS (cancellation insurance covered by the TCS/ACS green card is in principle only valid for travel abroad).

### 15. Miscellaneous




The tenants will spend their holidays on a real farm in the country. They will bear this in mind and accept the consequences. The tenant agrees to supervise and keep all accompanying children and animals under control. The landlord declines all responsibility in the event of an accident or damage.

**16. Reka contracts shall be governed exclusively by Swiss law. Claims will be settled by the courts of law in Bern, Switzerland.**

## General

-  Seal of quality
-  Explanation see page 9
-  Altitude above sea level
-  Next major city
-  Languages spoken on the farm
-  Age group of children up to 16 years






## Reachable by

-  Public transport
-  Pick-up service
-  Publicar



## Accommodation









-  Apartment with number of rooms
-  Size of apartment without balcony, bath, shower, stairs
-  Rooms including breakfast
-  Beds for adults
-  Beds for children (up to 2 years of age)
-  Additional beds
-  Additional rooms
-  Shower on each floor
-  Provide own bath and kitchen towels
-  Wheelchair-accessible
-  Floor mattresses
-  Tent

## Food


















-  Food available directly from farm
-  Full board: breakfast, lunch and dinner on request
-  Half board: breakfast and dinner on request
-  Breakfast is offered
-  Food store nearby (less than 1 kilometre)

## Possibilities on farm

-  Opportunities to help with farm work
-  School at the farm

-  Horse riding
-  Patio
-  Biological production
-  Rent-a-bike
-  Children's play area
-  Barbecue area
-  Integrated production
-  Pets allowed

## Animals on farm

-  Cows
-  Cows with calves
-  Horses
-  Ponies
-  Donkeys
-  Goats
-  Sheep
-  Pigs
-  Rabbits
-  Dog
-  Cats
-  Chicken
-  Geese
-  Ducks
-  Lamas
-  Deer
-  Bees

## Surroundings

-  Cycling trail
-  Ski run
-  Riding school
-  Cross-country skiing
-  Lake or river
-  Open air or indoor swimming pool

## Prices

(regional changes possible)

-  Summer low season 19.3.–2.7.2011/13.8.–26.11.2011
-  High season 2.7.–13.8.2011
-  W = Flat rate per day
-  Rooms including breakfast:
-  P = Daily rate per adult
-  K = Daily rate per child (up to 12 years)
-  Winter low season 26.11.–24.12.2011/7.1.–28.1.2012/3.3.–17.3.2012
-  High season 24.12.2011–7.1.2012/28.1.–3.3.2012
-  W = Flat rate per day
-  Rooms including breakfast:
-  P = Daily rate per adult
-  K = Daily rate per child (up to 12 years)
-  Children without parents accepted (up to 16 years of age)
-  Final cleaning