

Household Regulations

Just a few guidelines to guarantee a 100% perfect stay.
Please read carefully.

Basic guidelines

- ▶ **Respect** the property as if it were your own.
- ▶ Always follow the **advice and remarks of the owner** or his representative about the use of the facilities.
- ▶ Make sure you take the neighbours' wishes into consideration, that means ensure a **peaceful environment**.
- ▶ Keep to the municipal rules, especially with regard to fire safety.

For example:

Sort your rubbish. Place the rubbish bins next to the road at the pre-determined time.

Don't make excessive noise that might disturb the neighbours.

Description of the premises: at arrival and departure

True, the description of the premises can be an annoying little chore. But it is **absolutely vital** to the correct course of the stay.

Make sure to note the **description of the premises** – and the **consumption gauges** for water and energy – together with the owner or with the manager on site at the moment of arrival in your holiday home. Do the same thing when you leave the holiday home.



Tellerstand bij het begin van het verblijf / Index des compteurs de début de séjour	Aankomst Datum: _____ Tijd: _____
Elekts. dag / Electr. Jour Elekts. nacht / Electr. Nuit Water / Eau Verwarming / Chauffage	
Tellerstand bij het einde van het verblijf / Index des compteurs de fin de séjour	Plaatsbeschrijving Vertrek / Départ
Elekts. dag / Electr. Jour Elekts. nacht / Electr. Nuit Water / Eau Verwarming / Chauffage	

The grand majority of Ardennes-Etape's vacations pass **without a single problem**, but you cannot be sure enough. You would not want your holiday memories to be ruined by a dreadful misunderstanding.

Your responsibilities



You are responsible for the behaviour of every guest and all – if any – domestic animals. Instruct them to respect the property and to comply with the safety regulations. You are **responsible by civil law** in case of any **damage** caused by you or any of your house guests. Compensation fees will be for your account.

Because of **fire safety regulations** the number of guests must never exceed the **maximum capacity** of the holiday house. In case of non-compliance, the owner has the right to suspend the stay without prior notice nor compensation.



In case of accident or other problem:

Please contact as soon as possible the owner of the holiday home or the manager on site to make the necessary observations and to agree to a plan of action.

Ardennes-Etape nor the owner can be held responsible for any damage or accident caused by the incorrect use of the holiday house or any of the facilities placed at the holiday-maker's disposal.

A problem arises and you are unable to reach an agreement with the home owner or with his representative on site? You can contact our mediation service via quality@ardennes-etape.com.



Children's safety



Your children do not know the holiday home nor its potential hazards. It is recommended **to explore the house** together with them and to point out to them some **basic guidelines**:

- ▶ no running on the stairs;
- ▶ no playing with doors;
- ▶ no leaving the premises without adult supervision, not even to quickly go fetch a ball that landed on the road;
- ▶ ...

Never leave your kids without supervision.

Bed linen



If the bed linen is not included in the price you will have to bring your own sheets, mattress covers and pillowcases. Because of **hygiene** it is not allowed to sleep in your holiday home's beds without using proper bed linen.

In case of non-compliance the possible extra charges will be accounted for by the client.

Energy consumption



Be proactive and **economical with energy** in your holiday home.

Use the thermostat to **regulate the temperature**.

Do not open the windows when the central heating is activated.

Turn off the lights in rooms where no-one is present.

Don't waste any water.

In short, the **same little things** you do at home are just as well applicable in your holiday cottage.

Animaux:



Domestic animals are not allowed in every Ardennes-Etape holiday home. Do not bring any domestic animals if the description of your holiday home indicates that no animals are allowed.

By all means respect the **safety regulations**, as well as the guidelines with regard to hygiene and house access, the home owner or the manager on site points out. Never bring more animals than allowed.

If the maximum number is exceeded, your stay can be suspended without prior notice nor compensation.

Cars, tents, mobile homes...



Parking of vehicles outside the dedicated parking space is prohibited. Tents, mobile homes, caravans or any other form of temporary lodging is strictly prohibited on the premises of the holiday home.

At departure



You are expected to leave the property in a perfect state of cleanliness after your stay.

Even if you pay for the cleaning service, you must make sure to:

- ▶ sweep the rooms;
- ▶ clean and arrange the dishes;
- ▶ clean all (electric) household appliances (including the barbecue);
- ▶ place all furniture in its original position;
- ▶ check the toilets are in a decent state;
- ▶ sort your rubbish and leave it at the right place;
- ▶ to tidy up the beds and to fold the bed linen.

Additional fees will be charged or deducted from the deposit in case of non-compliance.



Practical information



Time of arrival and departure:

Unless stated otherwise on the holiday ticket, time of arrival or departure is as follows:



weekend:

arrival Friday from **4 to 6 p.m.**
and **departure** Sunday before **8 p.m.**

long weekend:

arrival Friday from **4 to 6 p.m.**
and **departure** Monday before **10 a.m.**

midweek:

arrival Monday from **4 to 6 p.m.**
and **departure** Friday before **10 a.m.**

1 week or 2 weeks:

arrival Friday from **4 to 6 p.m.**
and **departure** Friday before **10 a.m.**

Please take the additional guidelines from the home owner or his representative into account.

After your stay you will be sent a **satisfaction survey**. Thanks to the numerous holiday-makers who respond, Ardennes-Etape can still guarantee the **very best quality**. We thank you in advance for your cooperation.



You can contact

us via +32 80 29 24 00

Monday - Thursday: 8.30 a.m. to 6.30 p.m.
Friday: 8.30 a.m. to 7 p.m.
Saturday: 10 a.m. to 4 p.m.
Sunday: 10 p.m. to 4 p.m.

Or via info@ardennes-etape.com

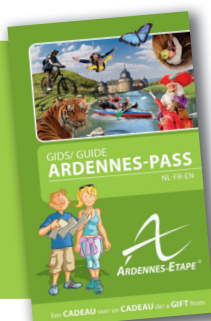


We wish you a *Que du bonheur!** vacation in the Ardennes.

*Pure Happiness

L'équipe Ardennes-Etape

Don't forget to claim your **GUIDE ARDENNES-PASS** on arrival. This way you enjoy your stay in the Ardennes to the fullest.



Source: Art. 7 of the General Conditions. This document does not by any means cancel or replace the whole of Ardennes-Etape's regulations stated in the general conditions and the general conditions of sale. All holiday-makers agree to all these conditions at the moment of reservation.

