



Regulations applicable to the Apartment

Definitions

Apartment – the apartment located at Penelopestraat 243 in Eindhoven, 5631CL (the Netherlands).

Check-in Form – form in which the Guest must send the following data:

1. the full name;
2. residential address (home address consisting of: street, building/apartment number, postal code and town);
3. nationality;
4. type of document of the identity document held;
5. place where the identity document was issued;
6. the expiration date of the identity document.

Contact details – contact information where direct contact with the **Apartment** personnel is possible: e-mail address hello@eindhovenapart.com and telephone number + 31 6 40 66 85 05.

Facility – the building and surroundings in which the **Apartment** is located.

Hotel night – the time during which it is possible to use the **Apartment**, calculated from 15:00 on the day of check-in until 11:00 the following day.

These Regulations set forth the rules for the provision of services, liability and stay in the area of the **Apartment** and the **Facility** and are an integral part of the contract, which is concluded by making a reservation.

Reservation and stay in the Apartment

1. The **Apartment** is rented for **Hotel nights**.
2. If the duration of stay was not specified during the reservation, it is assumed that the **Apartment** was rented for one **Hotel night**.
3. Rental of the **Apartment** requires the provision of the necessary information, listed in the **Check-in Form**.
4. The wish to extend the stay beyond the date indicated on arrival, the Guest should notify by 09:00 on the day on which the term of stay in the **Apartment** expires by using **Contact details**.
5. In the interest of security of personal data of Guests, the request to extend the stay must be sent from the e-mail address to which the reservation was made and if this is not possible, it is permissible to extend the reservation by phone using the telephone number that was used to make the reservation.
6. The possibility of extending the stay is subject to availability and for this service and additional fee may be charged.
7. In the absence of an agreement with the **Apartment** personnel to extend the stay, we reserve the right to transfer the Guest's belongings to the storage room.
8. Persons without a reservation may stay in the area of the **Apartment** and **Facility** from 07:00 to 22:00 only in the presence of the Guest who made the reservation.
9. The reservation may be canceled to the Guest who:
 - a. Failed to complete the **Check-in Form**;
 - b. Is under the influence of alcohol, intoxicants;
 - c. Uses verbal or physical aggression;

- d. Caused Damage to the **Apartment** and/or the **Facility** or the personnel of the **Apartment** and/or the **Facility** during the duration of the current stay or on a previous stay;
 - e. Disturbed the peace or functioning of the **Apartment** and/or the **Facility** during the duration of the current stay or on a previous stay.
10. Persons under 18 years of age should be always under the constant supervision of the Guest during their stay in the **Apartment**.
11. The Guest cannot transfer the reservation in **Apartment** to other persons even if the period for which the Guest has paid has not expired.

Responsibility of Apartment personnel

1. The **Apartment** personnel shall provide:
 - a. Conditions for full and unhindered rest of the Guest;
 - b. Security of secrecy about the Guest, to the fullest extent permitted by law;
 - c. Technically efficient **Apartment**.
2. The **Apartment** personnel is not responsible for things left in the **Apartment**.
3. The **Apartment** personnel is not responsible for damage, loss of the vehicle and things left in it.
4. The **Apartment** personnel is not responsible for damages in case of lack of supply of electricity, heat, water and Internet as well as restrictions in supply of electricity, heat, water and Internet.
5. The **Apartment** personnel is not responsible for noises generated by other Guests and/or residents of the **Facility**.
6. At the request of the Guest, the personnel of the **Apartment** provide additional services related to: ordering a taxicab, providing information related to the stay and travel, storing the Guest's luggage up to a maximum of 4 hours. For the listed services, no additional fee is charged.
7. The **Apartment** staff reserves the right to inspect the **Apartment** once every 24 hours to ensure maximum comfort and safety of the **Apartment** Guest and residents of the **Facility**.

Quiet hours

1. The **Apartment** has a quiet hours from 22:00 to 07:00 the next day.
2. The behavior of Guest and persons using the **Apartment** should not disturb the peaceful stay of the residents and Guests of the **Facility**. The **Apartment** personnel may refuse to continue providing services to the Guest who violates this rule.

Responsibility of Guests

1. The Guest, before leaving the **Apartment**, should, for safety reasons, turn off the TV, other electrical and electronic devices, turn off the lights, turn off the taps and turn off the central heating.
2. The Guest leaving the **Apartment** should check the locking of the door.
3. The Guest is obliged to use the **Apartment** and the **Facility** and the equipment located in their area in accordance with their intended use.
4. The Guest shall be legally and financially responsible for any damage or destruction of objects of equipment and technical devices of the **Apartment** and/or the **Facility** caused by Guest's fault, by the fault of Guest's visitors, as well as by the fault of persons for whom Guest is responsible (persons under 18 years of age), and shall be obliged to repair the damage in full, as well as to bear the costs of lost benefits associated with the exclusion of the **Apartment** requiring, for reasons attributable to the Guest, repairs or renovations.
5. If the key to the **Apartment** or the key to the front door of the **Facility** is lost, not returned or damaged, the Guest will be charged 60 EUR per key.
6. The Guest shall notify the **Apartment** staff of any damage to the **Apartment** and/or the **Facility** immediately upon discovery by using **Contact details**.

7. In the interest of security of personal data of Guests, notification of damage must be sent from the email address to which the reservation was made or from the phone number that was used to make the reservation.

Return of belongings left behind

1. Belongings left in the **Apartment** by the Guest will be sent back to the address indicated by the Guest at the Guest's expense, only after prior notification to the **Apartment** staff, using **Contact details**. In the absence of such an instruction, the **Apartment** staff will store these items for a period of 30 days, after which they will be disposed of.
2. The provision in paragraph 1 does not apply to foodstuffs and medicines, which are disposed of immediately.
3. In the interest of security of personal data of Guests, the instruction to return the items left in the **Apartment** must be sent from the e-mail address to which the reservation was made or from the phone number that was used to make the reservation.

Smoking and use of open flames

1. Smoking and use of open flames in the **Apartment** and in the area of the **Facility** is strictly prohibited.
2. The personnel of the **Apartment** shall be entitled to charge the Guest 150 EUR (including the cost of painting, replacement of decorations, deodorization and other costs resulting from lost benefits related to the exclusion of the Apartment) in case of violation of the smoking policy.
3. The **Apartment** is equipped with smoke detectors and disturbing their operation is prohibited.

Animals

1. The Guest has no right to bring animals to the **Apartment**.
2. The provision in paragraph 1 does not apply to guide dogs.

Complaints

1. Complaints about your stay in the **Apartment** should be submitted to hello@eindhovenapart.com writing "Complaint" in the subject line of the message.
2. In the interest of security of personal data of Guests, the complaint must be submitted from the e-mail address to which the reservation was made.
3. Complaints will be considered within 14 days of their receiving. The personnel of the **Apartment** will immediately notify the Guest of their decision made as a result of considering the complaint by sending a reply to the address from which the message was sent.

Resignation of stay

1. In the event of cancellation of the Guest's stay in the **Apartment** during the **Hotel night**, the Apartment personnel will not refund the fee for the particular **Hotel night**.
2. In other cases, the arrangements made at the reservation stage apply.

Additional provisions

1. Dangerous goods (in particular: weapons and ammunition, flammable and explosive substances and articles) cannot be stored in the **Apartment**.
2. It is forbidden to conduct and organize canvassing and door-to-door sales on the premises of the **Facility** and the **Apartment**.
3. The Guest is not allowed to make any changes to the **Apartment** and its furnishings other than slight rearrangement of furniture and equipment, without compromising functionality and safety.

Privacy Policy

1. This Privacy Policy has been developed in connection with the requirements of Article 24 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation). Its purpose is to define the principles of processing and securing personal data, in order to achieve the optimal and compliant with the requirements of the applicable legal acts, the processing of information containing personal data.
2. The administrator of the personal data voluntarily provided by Guests is eindhovenapart.com with registered office in Eindhoven, Spalaan 6, 5628ZG Eindhoven (The Netherlands), Btw-identificatienummer: NL004592834B50.
3. Personal data of Guests are processed only for the purpose of providing the service of renting the **Apartment**, answering questions and handling requests.
4. Personal data of Guests are kept for the period necessary to fulfill the above purposes.
5. The provision of personal data is voluntary, but necessary in order to provide the service of renting the **Apartment**, answering questions and handling requests.
6. Guests have the right to access the content of their personal data, the right to rectify it, request restriction of processing or deletion.
7. Personal data of Guests may be transferred to entities authorized by law. However, if Guests believe that the processing of personal data violates data protection laws, Guests have the right to lodge a complaint with the Dutch Data Protection Authority (Autoriteit Persoonsgegevens).