

About Our Vacation Rental Services

LAGO (the Company) is a Tour Operator which offers online bookings of holiday rental properties (the Accommodation) in the name of and on behalf of third parties. Bookings are only available in relation to the Accommodation and do not include flights, transport, or transfers to the Accommodation. Accordingly, any contract is made between the person making the booking (the Guest) and the Company, representing the owner. A contract will be entered into on the issuance of a booking confirmation by the Company. The Company works with various local management companies providing the Guest with a point of contact during their stay at the Accommodation.

Cancellation

If the Guest has to cancel the Accommodation for any reason, immediate notification to the Company is required. The cancellation is effective from the date the Company receives written notification. The cancellation will be acknowledged by the Company in writing via email. The Company will endeavour to rebook the entire holiday period.

If the Company is able to re-book the Accommodation for the entire holiday period, then the Guest will only forfeit the deposit payment. If the Accommodation has already been paid in full, the Guest is entitled to a 70% refund subject to and administrative costs on the Accommodation cost* (*Accommodation cost does not include the following: Service Charge, Damage Waiver and any additional extras/facilities).

If the Company fails to re-book the Accommodation, cancellation charges are applicable as detailed further below.

Flexible policy

7-day cancellation policy. The timeframes mentioned below do not apply to properties which have a 7-day cancellation policy on our website. For these properties it is possible to cancel a reservation free of charge until 7 days prior to arrival. Within 7 days before check in date, no refund can be offered.

Cancellation Charges

The cancellation fee will include the Accommodation cost* and will be subject to administration fees. The cancellation fee will depend upon the amount of time still to elapse before the arrival date, unless a flexible policy as mentioned above applies.

35 weeks or more: No cancellation charge

10 weeks or more: Cancellation fee: 50 % of full Accommodation cost

8 - 10 weeks: Cancellation fee: 60 % of full Accommodation cost

6 - 8 weeks: Cancellation fee: 70 % of full Accommodation cost

4 - 6 weeks: Cancellation fee: 80 % of full Accommodation cost

2 - 4 weeks: Cancellation fee: 90 % of full Accommodation cost

2 weeks & under: Liable for full Accommodation cost

PLEASE NOTE: No refund will be offered for early departure. Depending on the reason for cancellation, you may be entitled to claim from your travel cancellation insurance. We strongly recommend that you take out Cancellation Insurance.

Eventual refunds will be paid to the guests within 5 working days.

Alternative Accommodation

Occasionally, it may be necessary to make a material change to the holiday arrangements for reasons such as withdrawal of an Accommodation from the Company's portfolio. In this event, the Company will endeavour to offer an Accommodation of a comparable standard and price to the Guest. Should the only alternative Accommodation be of a higher price, the Company reserves the right to charge the difference. The Guest has the right to decline the alternative Accommodation for whatever reason (e.g. price, unsuitability etc.) in which case the Company will refund the full amount paid, but no other compensation would be payable. The liability of the Company is limited to, and cannot exceed, the amount paid by the Guest.

Responsibilities of the Guest

The Guest agrees to maintain the Accommodation and all furniture, equipment, and facilities in the same state of repair and condition as at the start of the holiday, and to leave the Accommodation clean and tidy. The number of guests staying in the Accommodation must not at any time exceed the maximum number as stated on the website.

Damage to Accommodation

The Company reserves the right to request of all Guests in order to cover any costs associated with repairing any damages caused by the deliberate, negligent or reckless actions of the Guest to the Accommodation and/or its

structure. Should this damage come to light after the Guest's departure, the Company reserves the right to or issue an invoice the repair costs to the registered address.

However, the Company will make every effort to address any damages internally before involving external specialists, and will take all reasonable steps to minimize any costs incurred by the Guest. At the time of booking, each Guest is given the opportunity to opt-in for a 'Damage Waiver Warranty'. The cost of this waiver is determined by the value of the Accommodation. By taking out this damage waiver, the Guest will be exempt from liability for any damages to the Accommodation. The Guest (except in the case of deliberate or reckless acts) shall be liable for damage caused to the Accommodation and/or its contents, up to a maximum value of €1,000. Above €1,000, claims will be made to recover any additional charges incurred to repair any damage.

Change a Booking

If the Guest wishes to make a change to their arrival or departure date after the booking confirmation has been issued, this is only possible subject to availability. The modification request must be received in writing by the Company before a revised booking confirmation can be issued. The Guest will not be able to select alternative Accommodation as this would be regarded as a Cancellation (see Cancellation Terms).

Access to Accommodation

The Company or its representative is allowed to access the Accommodation at any reasonable time during occupancy given early prior notification to the Guest. The Accommodation and its use are subject to the conditions and regulations of the respective local laws.

Complaint Procedure

In the event of any issue or problem arising on the agreed arrival date or during the stay, the Guest must immediately inform the Company or its representative. Complaints regarding cleaning must be submitted by email before 9:00 a.m. on the day following arrival, including at least 3 photos. The Company will not be required to issue a refund if the Guest vacates the Accommodation before the local contact and/or Company has had adequate time to resolve the issue. The Company regrets that claims for compensation cannot be considered after the holiday has ended if no prior notification was made.

Complaints will be dealt with within 5 working days from the first communication.

Service Fee

The Service Fee includes final cleaning, bed linen and towels provided by the on-site Company representative (Property Management). For further details, please refer to the Company's website.

Tourist Tax

Tourist Tax may be charged separately from the Accommodation costs.

Arrival & Departure

The Accommodation will be available from 4pm onwards on the agreed arrival date. Departure time is by 10am, to be able to prepare and maintain the Accommodation to a high standard for the next Guest. Note: There are properties where check in and check out times vary.

Right to Refuse Entry

The Property Management Company, its representatives, and/or the Company reserve the right to refuse admission or entry to the Accommodation to any individual or group, and may require any person(s) to vacate the Accommodation, without refund, if they are deemed to be in material breach of these terms and conditions. This includes, but is not limited to, persons who cause a nuisance, damage the Accommodation, or behave in an offensive or disorderly manner. In such cases, the Company shall not be liable for any refund to the Guest and shall retain the full amount paid by the Guest.

Energy and Fuel Policy

Electricity/Gas/Water are included in the booking unless otherwise specified. Wood for fireplaces or wood burners is generally not provided.

Lost Property

The Company or its partners will retain lost property items at their office premises for a maximum period of 28 days from the departure date. If items are to be returned to the Guest, the Guest will be charged for postage and packaging. The Company and its partners accept no responsibility for returning any items and will not return any food or beverages.

Alterations & Amendments

Every effort has been made to ensure that the information provided on all websites is accurate at the time of publication or at the time of inspection of the Accommodation. All information and statements made by representatives or employees of the Company are given in good faith. However, the Company cannot be held liable for minor changes.

Garage/Parking

In general, most Accommodations will have private or public parking available. However, Accommodations located in town centres may be subject to chargeable parking.

Obligation to register

In regions where it is required by law to provide local authorities with guest data, the Guest is obligated to complete their details in the secure online registration form, which can be accessed through the personal Guest page of the Company's management system.

Liability

Any liability of the Company and its associates for any damage, expense, or loss of any kind, suffered by any individual for any reason, is excluded to the fullest extent permitted by law. The Owner is the sole guarantor for the proper execution of the rental agreement.

Force Majeure

The Company shall not be liable for any changes, cancellations, or other impacts on the holiday resulting from events that could not have been foreseen or avoided with all due care.

Final provisions

If any provision of this contract is found to be invalid or unenforceable, the remaining provisions shall continue to remain in full force and effect. Any invalid or unenforceable provision shall be replaced by a valid provision that most closely reflects the intended purpose and effect of the original provision. All disputes arising out of or in connection with this contract shall be governed by Swiss law. The place of jurisdiction shall be the Company's domicile, to the extent permitted by law.