

APARTMENT RULES AND REGULATIONS PERFECT FLAT

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1. GENERAL

These Terms and Conditions describe the legal framework under which you agree to participate when renting a property from Perfect Flat.

You accept these conditions yourself and on behalf of all members of your party whether you are booking as a guest or on behalf of others.

2. DISCLAIMER

Information on this site is posted in good faith and updated regularly, but we cannot guarantee its completeness and accuracy. Perfect Flat does not accept any liability to you or any third party for any error or omission on this site. We may change, update or delete the terms and conditions or any information on this site without prior notice.

3. YOUR BOOKING

3.1 CONTRACT

To issue a contract, following information is needed: the company's name and details (address, vat number etc.), or if you're not renting via a company, your name, address and a copy of your ID card. Additionally, we need to know the time of arrival and length of stay.

Once we have the details we will make up the contract and two invoices (first month rent and deposit). After everything is paid and the contract is signed, you'll receive information on the key-handover.

DURATION

We have a minimum rental policy of 3 months, however it is possible to rent as short as one month with an additional charge of 15% to the rental price, or two months with an additional charge of 10%.

3.2 EXTENSION OF THE CONTRACT

If your initial or prolonged contract is nearing its end date, but you'd still like to prolong your stay, it is possible to do so by notifying us by writing, minimum 7 days prior to the contract termination date. If such is done less than 7 days prior to the end date, there is a risk that the apartment might not be available anymore.

Prolongation is possible for a minimum of 7 days with an administrative fee of 100 eur, or two up to four weeks for an administrative fee of 50 eur.

This fee will be charged together with your next invoice.

For a prolongation of minimum one month, no administrative fee is applied.

3.3 CANCELLATION DURING THE STAY

Cancellation of your stay is possible after the end date of your original contract has been reached.

From then on, if your original contract was prolonged, the rental period can be shortened, given that we were notified by writing at least 30 days before.

If you confirm your departure less than 30 days before, rent will still have to be paid for 30 days after notice.

CANCELLATION OF THE ACCOMMODATION AS A RESULT OF AN EVENT BEYOND OUR CONTROL

If a change has to be made or your booking has to be cancelled we will, if possible, offer you an alternative apartment of similar type and standard in a similar location for the same period. If the alternative apartment is advertised at a lower price, you will receive a refund of the price difference.

However, if the alternative apartment is at a higher price the new price will be charged. If you do not wish to accept a change or any alternative apartment offered or we cannot offer you a suitable alternative apartment, you may be entitled to cancel your booking and receive a refund unless this is the result of an event beyond our Control – see below.

Events beyond our control include but are not limited to the following: an act of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, revolution, the act of any government or authority (including but not limited to refusal or revocation of any licence or consent), fire, flood, lightning, explosion, fog or bad weather, epidemic, interruption or failure of a utility service (including but not limited to electricity, gas, water or telecommunications), renovations and building work undertaken at the property or in the local area, strikes, lockouts or boycotts, embargo or blockade.

4. YOUR ACCOMMODATION

4.1 ARRIVING AND DEPARTING

CHECK-IN

Your apartment will be available from 4:00 p.m. on the first day of your stay.

You can find the information on how to receive your key in your confirmation email.

There's a possibility to leave your luggage in the apartment earlier, if it is respected that our staff may still be busy cleaning.

CHECK-OUT

You should leave the apartment by 12:00 p.m. on the last day of your stay.

The keys must be returned to the key box or in the specified location by 12:00 p.m on the check-out date. You will find the information for your key return in your confirmation email.

4.2 KEYS

KEY COLLECTION

The key collection details will be provided to you prior to arrival. Some apartments do not have key boxes and you will be given specific instructions as to where to collect your keys once the contract is signed and first invoices paid. One key per apartment is usually handed over, any additional copies are available for an added fee of 5 eur per copy.

LOST OR UNRETURNED KEYS

For any unreturned key an additional fee of 25 euro will be charged. If a key is lost or forgotten inside the apartment during your stay and another key has to be provided, an additional fee of 30 eur is charged.

If the lock has to be changed, because of a lost or forgotten key during the stay, an additional fee of 50 eur is charged.

RETURN OF KEYS AFTER CHECK-OUT

The keys must be returned to the key box or in the specified location by 12:00 p.m on the check-out date. You will find the information for your key return in your confirmation email.

CHANGES OR DAMAGES TO THE LOCK OF THE APARTMENT OR FRONT DOOR

It is strictly prohibited to change or damage the lock of the front,- or apartment door, with or without our knowledge, since this could hinder our team in case of an emergency.

If this will be disregarded, and we notice that there were any changes to the locks of front doors or apartment doors, the tenant will have to pay a fine of **75 EUR** immediately and provide us with at least three new key copies.

4.3 NUMBER OF RESIDENTS

Your friends and family are always welcome to visit you when you stay with us. However, please note that only residents who are listed on the reservation can live in your Serviced Apartment and that the number of people staying in the apartments may not exceed the number of beds and the number of people indicated in the contract.

4.4 MAINTENANCE & HELPDESK

If there are problems with the accommodation, etc. the tenant has to inform the owner as soon as possible by email rent@perfect-flat.com or by phone +32 3 456 27 08.

For any technical issues, our helpdesk should be contacted: Helpdesk: +32 456 22 62 49.

CONDITION OF APARTMENTS

We inspect the condition of our apartments before each new stay. However, if you see something missing e.g. furniture (out of the furniture or equipment generally provided- see list in the following points), damage or uncleanliness, please notify us immediately. We want to make sure your stay is as pleasant and comfortable as possible.

ROUTINE MAINTENANCE

Routine maintenance is carried out regularly by our Management Team; however, occasionally we may need access to your apartment to carry out essential maintenance. We will normally give you 24 hours notice, except in the event of an emergency during which we would require immediate access.

COMPLAINTS

All complaints of any nature should be made known to us in writing within two days after the establishment of the fact which is the source of the complaint – and no later than 7 days after the departure date. At the end of this term objection is no longer admissible and will be considered as non-existing. If you do not comply with these rules and terms we cannot accept any responsibility whatsoever.

APARTMENT EQUIPMENT

Please see the list [on our homepage](#).

4.5 GARBAGE

FOR THE CITY OF ANTWERP Any garbage has to be placed into the white or blue bags from the City of Antwerp, to be bought at the municipality or big supermarkets.

The garbage has to be disposed of as requested by your district.

Usually that is in the evening before garbage collection. To find out your garbage collection schedule, please look it up here: [Afvalphaling](#)

The garbage has to be placed on the sidewalk, outside of the house or in some of our buildings into the big container we provide, in this case, the garbage can be placed into normal, black garbage bags.

FOR ANY OTHER LOCATIONS Please follow the garbage disposal instructions we will provide you with.

Any misplaced garbage fees or the like are the tenant's responsibility and will be charged to the tenant.

4.6 VERMINS

Perfect Flat makes sure to deliver clean, hygienic and well maintained apartments, that are checked thoroughly according to our standards before each new stay.

In case of bedbugs, mice, rats, cockroaches or other vermins, which appearance is usually linked to bad hygienic and unclean conditions in the apartment, we can not be held responsible.

While the tenant is taking over the arising costs, we will however help you in seeing where this problem stems from and fixing it.

PAYMENTS AND FEES

5.1 GENERAL

Payment in full (deposit and first month rent) is required before entrance of the apartment. Any lack of payment will result in a cancellation of the contract.

5.2 MONTHLY PAYMENT

The monthly payment consists of the rent of the apartment including all costs such as water, electricity, gas and wifi. The rental price shown on our website is an estimated price. Depending on the length of the stay, type of accommodation, and number of people, the price can vary.

INVOICES Monthly rental invoices are sent by email.

The energy costs (heating + water + electricity and wifi) are included up to a maximum of 250€ per month (can be overruled by the rental contract). If the energy costs exceed 250€ per month the owner has the right to deduct the excess amount from the deposit.

You can save energy and lower any excess costs by assuring that the lights and heating are switched off when you leave the property.

5.3 LATE PAYMENTS

Invoices are to be paid within 10 days after the invoice date, failing of which, legally and without a prior notice of default, 10% damages with a minimum of 50 EUR and 12% default interest, are due. For all disputes concerning the current invoice, only the courts of the judicial district of Antwerp, Antwerp department will be in charge.

5.4 PAYMENT METHODS

We prefer payments by bank transfer, but do accept payments in cash if not possible otherwise. If paid in cash, we prefer to receive the exact amount, so extra change may be limited.

5.5 DEPOSIT

In order to assure the good and complete fulfillment of his/her obligations under this agreement, the tenant is obliged to pay a deposit before entering the rental property. The amount of this deposit is equal to one month's rent.

The deposit will be refunded by bank transfer to the tenant after check-out, but only if the tenant has completely fulfilled his/her obligations under this agreement, if there are no damages being made to the property, if the house rules have been respected and the property is left behind in the same conditions as upon arrival.

The deposit can under no circumstances be used to pay any outstanding rental fees.

RETURN OF THE DEPOSIT

The deposit will be refunded as soon as possible. It can take as long as 30 days after departure.

REASONS FOR NON-REFUND OF THE DEPOSIT

The deposit will not be refunded (partly or completely) in the following cases:

- If the tenant does not leave the apartment clean on check-out. The trash needs to be removed from the apartment. The fridge needs to be emptied. In case the apartment is left behind very dirty a cleaning fee can be charged.

- If the tenant causes damages to the property. Accidents can happen, but the tenant is obliged to cover the damages that he/she causes. (unremovable stains on bed linen and furniture, broken furniture or missing kitchen or other equipment, etc...).
- In case one of the house rules is not respected, this will be considered a serious error, which entitles the owner to immediately terminate the rental agreement, without notice, in which case the tenant is obliged to pay to the owner an indemnity of the amount of a full month's rent for this error (in addition to other eventual costs for indemnification of damages that would be caused to the property by the tenant).
- If the tenant has consumed more energy than included in the rental price. The rental price of an apartment usually includes a maximum energy cost of 250€ (by default - can be overruled by the rental contract). If the tenants exceed this amount (water + electricity + gas), the owner can decide to withdraw the amount from the deposit.
- In case of payment problems. For example if the tenant's payments were subject to a paypal commission or the commission of any other kind of financial institution, and Perfect Flat did not receive the full amount. Or if there was a penalty for a late payment during the stay.

5.6 TOURIST TAX is not included in the rent.

5.7 INDEXATION Indexation is to be put into force on each anniversary of the start time of the lease, and is the responsibility of the lessor by applying the formula below:

$$\frac{\text{basic rent x new index number}}{\text{basic index number}}$$

The basic index figure is the index figure of the month preceding the month in which the lease is concluded. The new index figure is the index figure of the month preceding the month of the anniversary of the entry into force of the lease.

FACILITIES AND SERVICES

6.1 PARKING

Parking that comes with the accommodation, is only permitted to be used upon approval by Perfect Flat and only on the by us designated parking spots. If the permission to park your car on our parking spaces has not been officially granted beforehand by Perfect Flat, it is prohibited to park your car

6.2 SMOKING

Smoking is not permitted in any apartment or apartment building, this includes the use of electronic cigarettes. Smoking in the apartments or outside of the designated areas will result in a 250 euro fine.

6.3 PETS

Pets are not allowed in any apartment or apartment building, unless otherwise agreed at time of booking as a special request.

6.4 NUISANCE

Guests are required to behave in a responsible manner, respect the apartment and their fellow guests and keep noise to a minimum between the hours of 10 pm and 8 am. This includes causing any sort of nuisance or disruption to fellow guests or using threatening or abusive behavior towards a member of staff on the phone, in writing or in person. Guests are not permitted to use the apartment for any illegal or immoral purposes. An additional charge will be made if the Management Team is called out in response to a nuisance complaint.

6.5 DAMAGE

Guests are required to keep the apartment, furniture, fittings and effects in the same condition as on arrival. Inventories and condition reports can be provided at the start and end of the stay, if required, at an additional cost. You are required to notify us of any damage, loss or broken items or matters requiring general maintenance. Any damage to the apartment will be charged in full. In the event that these are discovered after departure we will notify you or the booker within 7 days of departure with full details and where possible photographic evidence.

LIABILITY AND INSURANCE

Perfect Flat does not accept any responsibility for damage or injury, caused to or by the renters of an apartment which was also the cause of the damage or injury. The tenant is responsible for all damages that occur by his/her fault during the rental period. Perfect Flat is not responsible for theft in the rented rooms or of vehicles parked on the grounds or their contents. It is recommended to take out (travel) theft insurance when you are travelling with valuable goods.

HOUSE RULES OF THE PERFECT FLATS' APARTMENTS

These following house rules apply to all our apartments (except when overruled by the rental contract):

- Annoying, unhealthy, harmful, risky, illegal activities are forbidden. The tenant may not disturb the peace and dwelling in the building and must refrain from activities that may disturb the peace of residents or neighbors.
- The tenant must respect the neighbors by keeping noise levels down, not just in the rented property but also in the stairwells. The noise has to be kept down to a minimum between the hours of 22:00 and 08:00.
- No parties are allowed to be held in the property.
- Smoking is strictly prohibited in the apartment and in the building.
- Always fully lock the main door of the rented property using the key.
- An effort has been made to prepare the rented property for the tenant to ensure that the tenant feels as relaxed and comfortable as possible during the stay. The tenant is obliged to

treat the rented property with care so that it is left at the end of the rental just as he/she found it at the beginning.

- On check-out, the apartment needs to be left CLEAN. The dishes need to be done, the trash needs to be removed from the apartment, the fridge needs to be emptied, etc. In case the apartment is left behind dirty a cleaning fee can be charged.
- In case one of the above house rules is not respected, this will be considered a serious error, which, after a first warning, entitles the owner to immediately terminate the rental agreement without notice, in which case the tenant is obliged to pay to the owner an indemnity of the amount of a full month's rent for this error (in addition to other eventual costs for indemnification of damages that would be caused to the property by the tenant).

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