

HITrental - Terms and Conditions

Short-term stays (3 or more days)

Please review our Terms and Conditions carefully.

Short-term let

Object of the agreement

HITrental AG transfers to the guest the flat booked by the guest for his or her private use. Use for commercial purposes is permitted only with the express permission of HITrental AG.

Reservations and bookings

For a definite reservation of a flat, an advance payment must be made in the amount of 25% of the total price. Once HITrental AG has confirmed the availability of the desired flat, the advance payment can be made by credit card or bank transfer. A reservation becomes binding only after the payment has been received by HITrental AG and the guest has received a booking confirmation via email. The confirmation email contains all booking details, such as the exact location of the flat, contact details and arrival and departure information. The guest agrees to provide the full details of his or her valid credit card when booking. In the event that HITrental is unable to provide the guest with the flat that he or she has booked, the company reserves the right to provide accommodation for him or her in a flat of equal value. If no agreement can be reached, either party is entitled to terminate the contract. In this event, HITrental AG will issue the tenant a refund for all amounts already paid (with the exception of the amounts paid for any dates that have already been used). The HITrental AG is not liable for any further claims.

Payment and credit card payment

The balance, amounting to 75% of the total price, is payable on arrival. This amount can be paid in cash or by credit card. By arrangement with HITrental AG, full payment for the flat can be made in advance by credit card or bank transfer. In this event, the full amount must be received by HITrental AG not later than one week before the arrival date and its receipt must be confirmed by HITrental AG. Unless otherwise agreed, HITrental AG is entitled to charge the guest's credit card for any unpaid amount due (not to exceed the price for one month) on arrival. HITrental AG reserves the right to refuse to hand over keys until the amount has been paid in full. HITrental AG reserves the right to require a deposit at the beginning of the lease as security for the rent payment and/or for any damage to the flat or furnishings.

Cancellation

There is no charge for cancellations made 30 or more days before arrival. - Less than 30 days before arrival: 25% of the total amount - No-show (non-arrival):

The total amount will be charged (not to exceed one month's rent). All cancellations must be made via email. Cancellations or changes by phone are not accepted. In the event of a cancellation, the guest authorises HITrental AG to charge the amount to the credit card whose details were provided when the booking was made. HITrental recommends the purchase of travel insurance.

Outstanding balance and termination of the agreement

By accepting these Terms and Conditions, the guest expressly agrees to provide HITrental AG with his or her credit card details and expressly agrees to have any outstanding balance charged to his or her credit card by HITrental AG within one day following the date on which payment was due. In the event that, contrary to these Terms, the guest has not provided a valid credit card or the card provided cannot be charged for any other reason, HITrental AG is entitled to require guests to vacate the flat 10 days after the date on which payment was due and may let the flat to other guests. The personal belongings of the guest will be retained for 60 days and can be picked up in this period upon settlement of all outstanding payments. Other costs incurred as a result of the behaviour of the guest (cost of changing the lock, etc.) will be charged separately.

Security deposit

HITrental AG reserves the right to require the guest to pay a security deposit for any damage to the flat or the furnishings. Any security deposit may be paid in cash or by check or credit card and will be refunded in full (within 10 days by bank transfer to the account specified by the guest, or in cash) if the flat is handed over in good condition and without damage.

Loss of keys

All keys must be returned at check-out. If a key has been lost, we reserve the right to charge between CHF 150.00 and CHF 400.00 to change the lock or replace the key (depending on the building) for the security of the next tenant.

Arrival

In general, check-in takes place between 3:00 pm and 11:00 pm. HITrental AG charges a fee for arrivals after 11:00 pm. An earlier check-in can be arranged under certain circumstances. You may also be able to store your luggage with us until the flat is ready for move-in. Contact our booking team.

Departure

Guests must check out no later than 11:00 am. Late check-outs must be arranged with HITrental AG; in all other cases, you will be charged for an extra night. On departure, please leave the keys on the table

and close the door behind you. The flat must be left in a tidy condition, with all dishes washed and rubbish taken out. If the flat is left in such poor condition that extra cleaning is required, an additional cleaning fee will be applied in the amount of CHF150.

Number and identity of guests

The flat may not house more than the maximum number of occupants indicated on the website. HITrental AG must be informed of the number and the identities of the guests. Only persons who have registered with us are permitted to use the flat. The number of guests must not exceed the maximum number of guests specified for each flat; this number does not apply for children under 2 years. Pets are permitted only on request and only with the explicit approval of HITrental AG. An additional fee and a deposit are required. You will be informed of the exact cost per night for each pet and the amount of the deposit when you book the flat and obtain approval for the pet. In the event of a violation of these conditions, HITrental AG reserves the right to terminate the agreement and require guests to vacate the flat without compensation.

Behaviour during your stay

The guest agrees to be considerate of other guests and tenants and to observe the house rules when using the flat. Noise disturbances are not permitted and quiet hours must be strictly observed. 'Quiet hours' are every day from 10:00 pm until 8:00 am. HITrental AG reserves the right to require guests who do not adhere to these rules to vacate the flat at any time. In this event, the guest forfeits any claim to compensation. For commercial use of the flat without permission, HITrental AG reserves the right to terminate the agreement with immediate effect and without providing compensation.

Liability

Neither HITrental AG nor the owners of the flats are liable for any direct or indirect damage occurring as a result of use by the tenants. This includes damage, fire damage, robbery and criminal acts.

Our website

Flat descriptions and information are provided for the listed flats. Whereas and although HITrental AG does its best to ensure accuracy and keep details up to date at all times, HITrental AG cannot be held liable for any errors or omissions by third parties. HITrental AG also reserves the right to change information published on the website - including rates, descriptions and photos - at any time. HITrental AG cannot be held liable for, or guarantee accuracy of,

the suitability or fitness of any products or services on its website. HITrental AG reserves the right to modify or renew its Terms and Conditions at any time if doing so is required for the welfare and needs of the business. All parties who use the site are responsible for undertaking adequate measures to ensure that the Terms and Conditions have been read.

Applicable law and court of jurisdiction

Swiss law shall apply. Should individual provisions of the Terms and Conditions become void or violate applicable law, the validity of these Terms and Conditions shall not be affected. Conditions that are void or in violation of applicable law shall be replaced with the legal provisions in force. Jurisdiction for all disputes arising in connection with the letting agreement and the Terms and Conditions shall be Lucerne.

Long - term stays

Please review our Terms and Conditions carefully.

Long-term let

Object of the agreement

HITrental AG transfers to the guest the flat booked by the guest for his or her private use. Use for commercial purposes is permitted only with the express permission of HITrental AG.

Reservations and bookings

The entire first month's rent, or the portion of one month's rent due for the nights booked in the first month, is payable on the booking date or on the date on which the agreement is signed, but not later than 10 days after the booking or signing of the agreement. This amount can be paid via bank transfer, by credit card or in cash. By arrangement with HITrental AG, full payment for the flat can be made in advance by credit card or bank transfer. HITrental AG reserves the right to cancel the booking if it does not receive payment for the first month, or for the number of nights booked in the first month, by the payment deadline. All subsequent monthly payments must be made in full and will be applied to the following month. The amount due must be received by HITrental AG on or before the last day of the month prior to the month for which payment applies. HITrental AG will confirm receipt. If payment for the following month is not made in full, HITrental AG is entitled to order the occupant to vacate the flat 10 days after the payment due date and may then sublet it to others. The personal belongings of the guest will be retained for 60 days and can be picked up in this period upon settlement of all outstanding payments. Other costs incurred as a result of the behaviour of the guest (cost of

changing the lock, etc.) will be charged separately. HITrental AG reserves the right to require a deposit at the beginning of the lease as security for the rent payment and/or for any damage to the flat or furnishings.

Cancellation

There is no charge for cancellations made 30 or more days before arrival. - Less than 30 days before arrival: 25% of the total amount - No-show (non-arrival): The total amount is charged (not to exceed one month's rent). All cancellations must be made via email. Cancellations or changes by phone are not accepted. In the event of a cancellation, the guest authorises HITrental AG to charge the amount to the credit card whose details were provided when the booking was made. HITrental recommends the purchase of travel insurance.

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Security deposit

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Service

The flat is cleaned once a month (including towels and bed linen). Additional cleaning is available for a fee. The cleaning staff has permission to enter the flat (even in the absence of the guest) to clean it. The same policy applies to our technicians in case of necessary repairs. The price includes all utilities, monthly cleanings, a final cleaning, TV and Internet. The guest cannot

demand a price reduction in the event of a failure or malfunction of the Internet. For pets, an additional fee per night for each pet will be charged, in addition to a deposit.

Liability

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