

Penthouse Feldberg



GENERAL TERMS AND CONDITIONS

(v.2025.12.01)

Regarding the rental of holiday apartment Penthouse Feldberg, between:

- Ad van Knippenberg / Penthouse Feldberg: hereinafter referred to as the landlord, and
- The main guest (as stated at the time of booking), hereinafter referred to as the guest.

1. Active acceptance of general terms and conditions

The landlord applies general terms and conditions. The guest has acknowledged these terms and confirmed acceptance via email to the landlord.

2. Email

The landlord is contractually obligated to register the guest via a digital portal for all local taxes, the Hochschwarzwald Card, and the Konus Card. Providing the guest's email address is required for this registration! If the landlord has not received the email address during booking, the guest must immediately provide it to the landlord.

3. Apartment

The landlord rents out the apartment for a maximum of 8 people, including children. The apartment is fully and high-quality furnished. During the winter season, the guest will have access to two lockers in the ski cellar for storing skis, snowboards, and shoes. The guest may use a washing machine and dryer in a shared laundry room, with the costs of use borne by the guest.

Note: The facilities of the Familienhotel Feldberger Hof are not accessible to guests of Penthouse Feldberg.

4. Keys and parking cards

Upon arrival, the guest receives 3 sets of keys, one parking card for a car in Saba Parking, and optionally one for an outdoor parking spot. Upon departure, the guest must return all 3 sets of keys and the parking card(s). In case of loss of the parking card(s), all parking costs are borne by the guest.

5. Rental period

The exact rental period is confirmed via the booking portal, except in the case of direct bookings through the landlord. For these bookings, the guest receives the rental period from the landlord. Arrival is possible from 10:00 AM, and departure must be no later than 2:30 PM. At the end of this period, the guest must leave the apartment clean (including clean cutlery and dishes) and without damages.

6. Rental price

The exact rental price is confirmed by the booking portal, except in the case of direct bookings through the landlord. For these bookings, the guest receives the rental price from the landlord. This price always includes: Hochschwarzwald Card, Konus Card, tourist taxes, parking spaces, bed linen and towels, WiFi, TV/Netflix, a baby bed and high chair, and final cleaning.

7. Payment

Payment is made via the booking portal, except in the case of direct bookings through the landlord. For these bookings, the guest receives the invoice from the landlord and pays the invoiced amount within the specified payment term. Payment is only possible by bank transfer; all necessary information is provided on the invoice.

8. Cancellation

Cancellation terms are set by the booking portal, except for direct bookings through the landlord. For these bookings, the guest may cancel free of charge until the payment deadline stated on the invoice. If the guest cancels after this deadline, 50% of the rental price is due. No refund will be issued in case of early departure during the rental period.

9. Deposit

If the guest resides outside the EU, they must pay a deposit in cash to the landlord upon arrival. The landlord will inform the guest about the deposit amount immediately after booking. Upon departure, the deposit will be refunded in cash, provided the apartment is left clean (including cutlery and dishes) and without damages, and all three sets of keys and parking card(s) are returned.

10. Key Handover

Keys will not be handed over unless full payment is received before arrival.

11. Duty of Care

The guest must inspect the apartment upon arrival for completeness, cleanliness, and damages and report any defects to the landlord immediately (preferably with images). The guest must treat the rented property with care and report any damages during the rental period to the landlord.

12. House Rules

The following rules apply within the apartment:

- Pets are not allowed.
- Smoking is prohibited.
- Skis and snowboards must not be stored inside the apartment.
- The use of candles is not permitted.
- Removing items from the apartment for use elsewhere is not allowed.

The following house rules apply to the apartment complex:

- No noise disturbances are allowed between 12:00 PM and 2:00 PM and after 10:00 PM.
- No objects (e.g., skis or snowboards) may be placed in the hallways or stairwells.
- Eating, drinking, and smoking are prohibited in the hallways and stairwells.

13. Supervision

The landlord (or representatives such as the hostess or the caretaker of the apartment complex) has the right to access the apartment at any time to ensure compliance with the duty of care and house rules. The caretaker monitors adherence to the house rules within the apartment complex. The hostess and caretaker are authorized to take action if necessary. Any costs arising from these actions will be invoiced to the guest by the landlord afterward. The guest shall pay the invoice within the set payment term. Payment is only possible via bank transfer.

14. Check-Out

Upon departure, the landlord (or hostess) will inspect the apartment to ensure it is left clean (including cutlery and dishes) and without damages, and that all three sets of keys and the parking card are returned. If the hostess is unable to be present at check-out, the guest and landlord will conduct a remote inspection via WhatsApp (or another means).

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15. Costs for Non-Clean Departure, Loss, and Damage

The landlord (or host) inspects the apartment upon (or after) departure for completeness, cleanliness, and damage and records any deficiencies via image capture. The additional costs for not leaving the apartment clean (including cutlery and dishes), for the loss or damage of keys and parking cards, and for the repair of damages to the furnishings and interior will be fully charged to the guest. The guest shall pay the invoiced amount within the specified period to the landlord. This payment is only possible via bank transfer.

16. Additional Agreements

If desired, the guest and landlord may modify this agreement. These modifications will only take effect once confirmed via email between both parties.

17. Special Clause

In situations not covered by these general terms and conditions, German and European law applies.

Penthouse Feldberg,
Ad van Knippenberg

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Penthouse Feldberg
Dr. Pilet-Spur 1 - App. 67
D - 79868 Feldberg
info@penthousefeldberg.com
+31 613184521



IBAN DE92 680510040004712477
BIC SOLADES1HSW
Finanzamt Freiburg-Land
IdNr. DE 355192185
Steuernummer 07180/03862