

Penthouse Feldberg



GENERAL TERMS AND CONDITIONS

(v.2026.01)

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 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. 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 16 PM.

5. 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, one parking space, bed linen and towels, WiFi, TV/Netflix, a baby bed and high chair, and final cleaning.

6. 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.

7. Deposit

If the guest resides outside the EU, they must pay a security deposit to the landlord by bank transfer before arrival. The landlord will inform the guest of the amount of this deposit immediately after the booking. After departure and the final inspection, the guest will receive the deposit back by bank transfer, provided that the apartment is left broom clean (including cutlery and dishes), without any damage, and that three sets of keys and the parking card have been returned.

8. Cancellation

Cancellation terms are set by the booking portal, except for direct bookings through the landlord. For these bookings, the landlord specifies the cancellation conditions in the invoice.

No refund will be issued in case of early departure during the rental period.

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9. Code, keys and parking card

Two days before arrival, the guest receives a personal code to open the central entrance door of the apartment building (provided that payment has been completed). Upon arrival, the guest receives three sets of keys and one parking card for one car in Saba Parking. Upon departure, the guest must return the three sets of keys and the parking card. If the parking card is lost, all parking costs are at the guest's expense.

10. 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.

11. House Rules

The following rules apply within the apartment:

- Pets are not allowed.
- Smoking is prohibited.
- 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.

12. 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.

13. Check-out

When the guest has left the apartment broom clean (including cutlery and dishes), without any damage, and is ready to depart, the guest calls the landlord. The guest leaves the three sets of keys and the parking card on the kitchen counter. The local host checks after departure whether the apartment, the keys, and the parking card have been left correctly.

14. Costs in case of insufficient cleaning, loss, or damage

The local host inspects the apartment for completeness, cleanliness, and damage, and documents any deficiencies with photographic evidence. 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.

15. 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.

16. Special Clause

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