

## RENTAL TERMS 2021

The holiday home is not owned by NOVASOL but by a third party ("Homeowner"). NOVASOL is the party that makes the holiday home available to you on behalf of the Homeowner for the Homeowner's benefit and risk. NOVASOL has an agreement with the Homeowner which gives NOVASOL the exclusive right to sell the rental of the holiday home. When the booking is for the rental of a stationary houseboat, these booking conditions will apply together with the special conditions stated to be applicable to houseboats. Rental of the holiday home shall always be subject to these booking conditions, which, together with "Worth Knowing" and the rental voucher, form the rental agreement ("Agreement"). Travel agents, websites and other booking agents cannot enter into agreements which differ from NOVASOL's booking conditions or the information in the relevant catalogue or on the internet. NOVASOL does not sell package holidays or linked travel arrangements. These booking conditions only regulate the rental of the holiday home. The tenant shall acquaint themselves with any services set out in NOVASOL's booking conditions or on the internet through "My Booking". Any amendments to the Agreement shall only be valid if they are made in writing. If the tenants choose to buy any additional services or products, or should you be provided with any additional services or products, such as tickets to a waterpark, an amusement park or something similar, these additional services or products will be the subject of a separate Agreement between you as tenant and the Homeowner or the provider of the additional service/product and are not covered by these booking conditions which only regulate the Agreement with NOVASOL.

### PREAMBLE

Prior to the start of the tenant's stay in the holiday home, the tenant will receive rental documents containing exact instructions on how to collect the keys to the holiday home. On the day of the booking of the holiday home the lead tenant must be at least 18 years old. For travelling parties consisting of youth groups, the tenant of the holiday home must be 21 years old on the day the holiday home is booked.

### 1. RENTAL PERIOD

The arrival and departure times stated on the internet under "My Booking" or in the rental documents are valid at all times. The rental documents contain information about the time at which the key can be collected and on when the holiday home will be ready for arrival. The key can usually be collected at a time later than that stated on the rental documents as long as an agreement about later collection has been made in advance and the tenant pays any agreed fees. The holiday home must always be vacated by no later than 10 a.m. on the day of departure. The key will only be handed over if the full rent has been paid in accordance with the booking conditions and upon presentation of the original rental voucher and a form of photo identification.

### 2. THE HOLIDAY HOME

**2.1 The size and use of the holiday home and grounds:** Unless otherwise agreed with NOVASOL, the holiday home may not be used for any purpose other than a holiday. If NOVASOL or the Homeowner suspects that acts are taking place that are contrary to applicable law, NOVASOL's guidelines, public order or decency, NOVASOL and the Homeowner have the right to gain access to the holiday home and if, at their own discretion, their suspicions are confirmed, the right to terminate the Agreement and without notice to expel the person/persons in question from the holiday home with immediate effect, and without the right to a refund of rent. The stated square metres of the house have been calculated based on the outside measurements of the base. It is forbidden to pitch tents or to park caravans or the like on or beside the holiday home's grounds.

**2.2 Number of guests:** At any time, the holiday home and the property belonging to it may be occupied (by which it is to be understood staying overnight, while daytime guests are welcome) by no more than the number of people stated in the brochure, on our website and in the Agreement. That number includes children regardless of their age. The only exceptions are houses with the option of bringing one additional child (less than 4 years old) without additional payment. Information about this option is available at the time of booking and will also appear on the house information ("Overview and Facilities" tab) which can be read on our website. If the house is being occupied by more people than the maximum number allowed, or the tenant has pitched tents or parked caravans or the like on or beside the holiday home's grounds, NOVASOL or the Homeowner shall be entitled to request the additional people to vacate the holiday home without notice. If the tenant does not comply with this request within 12 hours, the Agreement shall terminate and all occupants are obliged with immediate effect and without further notice to vacate the holiday home and without a refund. NOVASOL primarily arranges the rental of holiday homes to families and couples. Youth groups, meaning at least 6 persons who are primarily under 21 years of age, must notify NOVASOL that they are a youth group at the time of booking. NOVASOL or the Homeowner shall be entitled to reject a group, and terminate the Agreement without refund of rent, if such notification is not made at the time of booking.

**2.3 Pets and allergies:** In some holiday homes pets are not allowed. However, neither NOVASOL nor the Homeowner can guarantee that there have not been any pets in the holiday home on prior occasions or that the home owner does not have pets. Neither NOVASOL nor the Homeowner assumes any responsibility for the tenant's allergic hereunder asthmatic reactions as a result of pets having been in any of the holiday homes.

**2.4 Noise:** Occasionally tenants may unexpectedly experience noise from construction sites, neighbours, traffic etc. Neither NOVASOL nor the Homeowner can be held accountable for unexpected noise.

**2.5 Internet:** Internet connection/broadband is offered in several different ways, for example via cable, wifi etc. Internet is an extra service which the Homeowner supplies and because of the challenges that can be presented by inadequate coverage in the area where the holiday home is located and variable data volumes and speed, NOVASOL and the Homeowner cannot be held responsible for a bad signal, overloaded antenna, cable problems or other issues with coverage or data amounts. Internet access may only be used by adults and use of the internet shall be in accordance with relevant laws.

**2.6 Smoking:** Smoking is not permitted inside the holiday home unless otherwise specifically stated. This does not however mean that there has never been any smoking in the holiday home. A fee of USD 500 will be charged for breaches of the smoking ban.

**2.7 Boats:** If the Homeowner places a boat at the tenant's disposal for free, the tenant, being the borrower, shall be responsible for the use of the boat, and the tenant shall also bear the responsibility that all equipment required by law is present during use of the boat. Agreements regarding the renting of the boat and/or powerboat from the Homeowner or any third party are entered into solely by the tenant, and the provider of the boat and NOVASOL bears no responsibility. If the use of the boat requires a statutory licence, maritime licence or similar, the tenant shall be responsible for obtaining such licence and for presenting it if so requested. All people who use the boat shall wear fitted life jackets. The tenant shall be responsible for ensuring that everybody uses the life jackets, and neither NOVASOL nor the Homeowner shall be obligated to place life jackets at the tenant's disposal. The tenant can therefore not be certain that the holiday home contains life jackets for all users. Children under the age of 16 may only use the boat in the company of an adult. For safety reasons, the tenant shall follow any instructions from NOVASOL or the Homeowner regarding the use of the boat. Following every use of the boat, the tenant shall leave the boat in a responsible manner and above the limit for high tides. Neither NOVASOL nor the Homeowner can be held liable for accidents, damage or injuries relating to the use of the boat.

**2.8 Swimming pools, jacuzzis or similar facility:** For safety reasons, the tenant shall follow any instructions from the Homeowner or NOVASOL relating to the use of a swimming pool, jacuzzi or similar facility if the holiday home includes one. The tenant shall be responsible for any use of the

swimming pool, jacuzzi or similar facility. Excessive use of the swimming pool, jacuzzi or similar facility is not recommended. Children under the age of 16 are not allowed in the pool area without the supervision of an adult.

**2.9 Stationary houseboats:** The tenant shall comply with applicable national regulations and local, individual rules which apply to the area where the houseboat is located, as failure to comply can be a criminal offence. The tenant is obligated to acquaint themselves with the applicable rules and regulations upon arrival at the houseboat, for example with regard to the disposal of rubbish, pumping of marine toilets or emptying of septic tanks, the setting off of fireworks, the use of open flames and the use of barbecue grills, fishing, use of water-skis, windsurfers, jet skis or similar, swimming, diving etc. Further information will be available on the houseboat.

### 3. PRICES AND PAYMENTS

Unless otherwise stated, all prices are stated in US dollars (USD) per house per week. NOVASOL is sometimes obliged to collect local taxes from tenants before arrival at the holiday home and prices usually include applicable taxes. If it is not possible to include taxes in the price at the time of the booking, NOVASOL shall be entitled to include local taxes due for payment by the tenant in the rental amount subsequently charged to the tenant. The booking shall be immediately binding, regardless of how the booking is made. When the tenant's booking has been registered, NOVASOL will send the tenant confirmation of the booking and the rental amount to be charged in one or two instalments by NOVASOL, see below. The rental voucher will be forwarded by NOVASOL when the entire rental amount has been paid, along with key collection details and travel directions. If the tenant has chosen electronic documents (E-docs), NOVASOL will send an e-mail with a link to "My Booking" immediately after the booking has been made. The link will contain information about payment, and the rental documents can be downloaded after full payment. If the tenant has paid by credit card, the rental documents will be made available immediately after the booking has been made.

#### 3.1 For bookings made 56 days or more before the beginning of the rental period, the following payment conditions shall apply:

The first instalment of 25% of the total rental amount shall be due immediately and has to reach NOVASOL no later than 8 days after the booking has been made.

The second instalment, which amounts to the remaining 75% of the rental, shall be due and must reach NOVASOL no later than 42 days before the commencement of the rental period.

#### 3.2 For bookings made later than 55 days before the commencement of the rental period, the following conditions shall apply:

The total rental amount shall be due immediately and has to reach NOVASOL no later than 3 days after the booking has been made.

If the terms of payment are not complied with, this shall be regarded as a breach of contract and NOVASOL shall be entitled to terminate the Agreement without notice but will, if possible, give notice of this to the tenant before termination. Termination of the Agreement shall not exempt the tenant from the obligation to pay any sums due and the provisions regarding cancellation in clause 6 shall apply. Unless otherwise stated in the brochure or on our website, the rental amount is exclusive of electricity, oil, gas etc and also of heating (including any firewood) and water.

### 4. TAXES, CURRENCY AND TOURIST TAXES

In the event the authorities increase or introduce new taxes, NOVASOL shall be entitled to increase the rental amount charged to the tenant proportionately. If requested by the tenant, NOVASOL must provide evidence of such increase in price. In the event that there is a change in currency in the country where the holiday home is located, or if there is a change in the currency used by NOVASOL for invoices in relation to the holiday home as compared to the currency which is stated in the catalogue, on the internet and/or the pricelist as applicable to the tenant's payment for the holiday home, the rent can be raised, at any time after the Agreement for the rental is entered into and before the tenant's stay in the holiday home, by the same percent as the applicable currency has risen by since the catalogue and/or the pricelist was printed. These circumstances do not give the tenant the right to cancel the booking.

### 5. NOVASOL'S SECURITY PACKAGE INCLUDING CANCELLATION PROTECTION – NO RISK GUARANTEE IN CASE OF UNEMPLOYMENT AND NEW EMPLOYMENT – MONEY BACK GUARANTEE – BEST PRICE GUARANTEE

When the tenant reserves a holiday home through NOVASOL, the tenant shall automatically be covered by NOVASOL's Security Package.

With the Security Package, NOVASOL seeks to offer the tenant the best possible security.

#### The following conditions shall apply to the cancellation protection product:

##### 5.1.1 The cancellation protection shall apply in those cases where the tenant's stay in the rented holiday home is made impossible or difficult to a significant degree:

a. Because the persons stated when entering into the Agreement or their spouses, children, parents, siblings, grandparents, grandchildren, children-in-law or parents-in-law pass away or contract an acute illness or serious injury requiring hospitalization, bed rest prescribed by the doctor or anything of a similar character. Acute illness is a newly acquired illness (since the time of booking), a substantiated suspicion of a newly acquired and serious illness or an unexpected impairment of an existing illness or a chronic disease.

b. Because immediately before the start of the tenant's stay in the holiday home, significant damage has been inflicted on the tenant's private home due to fire or burglary, or an illegal strike has taken place at a business owned by the tenant.

##### 5.1.2 The cancellation protection product shall depend on the following conditions:

a. The tenant shall inform NOVASOL of the illness in writing no later than 24 hours after the occurrence of the illness, and NOVASOL must have been notified of the cancellation no later than at noon on the day of arrival stated in the Agreement.

b. NOVASOL shall receive proof of the incident warranting cancellation, i.e. a doctor's statement, death certificate or police report, no later than 3 days (72 hours) from the time of notification. The fee for issuing any certificates, reports or statements shall be paid by the tenant.

5.1.3 The tenant shall be protected from the time of the booking until the tenant's arrival to the holiday home. There is no cover after the commencement of the rental period, nor are early departures included.

5.1.4 In the case of a successful claim, the full rental amount, less a USD 85 administration fee shall be refunded to the tenant.

5.1.5 Other costs which might occur in relation to a relevant event shall not be reimbursed by NOVASOL pursuant to the cancellation protection product. It is recommended that the tenant gets in contact with his or her travel agency or insurance company regarding obtaining relevant insurance. Any questions relating to the cancellation protection product shall be directed to NOVASOL.

5.1.6 The cancellation protection product cannot be invoked in the event of force majeure and/or extraordinary events or circumstances.

#### The following shall apply to NOVASOL's No Risk Guarantee in case of unemployment or a new job with a new employer:

##### 5.2.1 In order for the No Risk Guarantee to be applicable, the following conditions shall apply:

a. The tenant is affected by involuntary unemployment; or

b. The tenant has no possibility of going through with the holiday in the period booked due to a new job with a new employer.

**5.2.2** The No Risk guarantee shall only apply if NOVASOL receives documentation of the relevant event, see clauses 5.2.1.a and b, no later than 8 days before the commencement of the rental period.

**5.2.3** If the No-Risk guarantee becomes effective, the tenant may choose:

a. To transfer the Agreement to a third party with no additional costs; or  
b. To cancel the booking and receive a full refund of the rental amount against payment of an administration fee of USD 85.

**5.2.4** If the Homeowner cannot put the holiday home at the tenant's disposal as agreed due to insolvency, NOVASOL's No Risk Guarantee shall automatically become effective and in such cases, wherever possible NOVASOL will offer an alternative holiday home to the tenant.

**5.2.5** If the alternative house that is being offered to the tenant is cheaper, the tenant will have the difference in the price refunded.

**5.2.6** The No Risk Guarantee cannot be claimed in the event of force majeure and/or extraordinary events or circumstances.

**The following shall apply to NOVASOL's Money Back Guarantee:**

**5.3.1** The Money Back Guarantee shall only apply to holiday homes with an indoor swimming pool. The money shall only be paid in those cases where the holiday home has such serious defects which cannot be remedied immediately, that the usage of the holiday home is reduced by a significant degree, e.g. because the swimming pool cannot be used or the heating system in the holiday home is out of order.

**5.3.2** The following conditions shall apply in order to make the Money Back Guarantee applicable:

a. The tenant shall complain immediately during the stay in the holiday home;  
b. NOVASOL has not been able to remedy the defect within 24 hours after the tenant complained; and  
c. Such defects cannot be attributed to the tenant.

**5.3.3** The Money Back Guarantee shall apply from the day on which NOVASOL receives the complaint and for the rest of the rental period.

**5.3.4.1** If the Money Back Guarantee becomes effective, the tenant may choose:

a. To vacate the holiday home and receive a proportionate share of the rental refunded, equalling the remaining days of the rental period; or  
b. To be offered a replacement house for the remainder of the rental period. If the replacement house that is being put at the tenant's disposal is cheaper, the tenant will have the difference in the rental price refunded. The difference is estimated proportionately in line with the remaining part of the rental period.

**5.3.5** If the Money Back Guarantee becomes effective, the tenant shall not pay for the final cleaning when vacating the original holiday home.

**5.3.6** The Money Back Guarantee may not be asserted in case of force majeure.

**The following conditions shall apply to NOVASOL's Best Price Guarantee:**

**5.4.1** The Best Price Guarantee may be claimed only if the holiday home in question can be booked for the same period and on the same rental conditions, but at a lower price in the same currency through an alternative brochure on an alternative website in the tenant's home country.

**5.4.2** If the Best Price Guarantee becomes effective, the tenant will receive a refund for the price difference.

**5.4.3** The Best Price Guarantee may not be claimed if the price difference is due to tax or fee increases or exchange rate fluctuations.

## 6. CANCELLATION/CHANGES

**6.1** Cancellation can only be made in writing and shall only apply from the day on which NOVASOL receives it.

**6.2** If a booking is cancelled due to matters that are not covered by NOVASOL's Security Package, see clause 5, the following fees will be charged:

**6.2.1** If the holiday home is for more than 14 persons, the following charges shall apply:

a. From the day of the booking and until 70 days before the commencement of the rental period 25% of the total rental amount.  
b. From 69 days before the commencement of the rental period 100% of the total rental amount.

**6.2.1.1** For other holiday homes, the following amounts shall be charged:

a. From the day of the booking and until 70 days before the commencement of the rental period 10% of the total rental amount (however, no less than USD 85).  
b. From 69 to 40 days before the commencement of the rental period 25% of the total rental amount (however, no less than USD 85).  
c. From 39 days before the commencement of the rental period 100% of the total rental amount.

If NOVASOL does not receive a written cancellation, the full rental amount shall be due even if the rented holiday home is not used.

**6.3** If the holiday home is rented out to someone else and at the original rental price, the fees mentioned in clause 6.2.1.b and 6.2.2.c may be reduced to a fee of 25% of the total rental amount or USD 85, whichever is greater.

If the holiday home is not rented out to someone else or if the holiday home is not rented out at the original price, the fees mentioned in clause 6.2 shall apply.

**6.4** The cut-off time for the days mentioned in clauses 6.2.1 and 6.2.2 shall be the immediately preceding midnight.

**6.5** If the tenant can place another tenant in its place for the same period and at the same price, NOVASOL shall accept a change of name for a fee of USD 85. Notification to NOVASOL must be in writing. The fee will be removed if the matter is covered by NOVASOL's No Risk Guarantee.

**6.6.1** In respect of the holiday homes mentioned in 6.2.2., NOVASOL accepts, to the extent it is possible, amendments to bookings up until the 40th day before the commencement of the rental period for a fee of USD 85.

**6.6.2** In the event the amended booking is later cancelled by the tenant in accordance with clause 6, the provision will apply in its entirety to that cancellation, although not so that the tenant is better off cf. clause 6.2., than the tenant would have been if the tenant had cancelled the original Agreement at the time of amending their booking.

**6.6.3** Any amendment to the original Agreement on and after the 40th day before the commencement of the rental period shall be regarded as a cancellation (see the above conditions) followed by a new booking.

## 7. ENERGY, WATER AND TELEPHONE SETTLEMENT

**7.1 Energy and water:** The charging of electric cars is only permitted if the holiday home is equipped with a charging station. In the holiday homes where energy consumption is included in the rental price, the tenant is charged a fee if the tenant wishes to use the charging station to charge an electric car (see the symbols next to each holiday home description). In holiday homes where the energy and water consumption is not included in the rental amount (see the symbols by each house description), and where there is no coin machine, a predefined amount per person that the house is rented to will be fixed or a water and electricity form will be given to the tenant together with the key. Alternatively, the form will be placed at a visible place in the holiday home. The meter reading shall be written on that form immediately after the start of the tenancy for all forms of consumption that will be used, whether it is water, electricity, heating, gas or any other consumption. The electricity meter does not show decimals, i.e. the meter shows whole kWh. Any red figures are also whole kWh. After the

end of the tenancy, the tenant, the Homeowner or NOVASOL's employees will read the electricity meter again, and this reading shall form the basis for settling the energy consumption. The tenant shall pay for energy consumption during the whole of tenancy, even if the tenant has not used the holiday home during the whole tenancy. In the period 1 November – 31 March, the holiday home will be preheated to approx. 15 degrees if the holiday home has been reserved no later than three days before the commencement of the rental period. In the period 1 November – 31 March, the tenant's or the Homeowner's readings shall apply, while NOVASOL's readings shall apply in the period 31 March – 31 October. Indoor swimming pools that are available in the rented period are heated. This is an inherent part of the high standards of these houses. Additional expenses (electricity, oil) for the heating of the swimming pool are therefore to be expected; the price varies depending on the time of year, the water temperature and the size of the swimming pool. The water temperature is approx. 24°C on arrival (however, this does not apply to bookings made less than 3 days before arrival). Outdoor swimming pools cannot be expected to be heated and may not be used all year. For further information, see "Worth Knowing" in the brochure or on our website.

**7.2 Telephone:** Use of the telephone, if any, will also be settled on departure. The amount will be settled together with any energy costs.

## 8. DEPOSITS AND PAYMENTS ON ACCOUNT FOR CONSUMPTION COSTS

According to NOVASOL or the Homeowner's wishes, amounts due under the Agreement shall, in certain cases, also include a payment on account for the consumption costs and in certain cases also a deposit. The consumption costs and the deposit shall be charged along with the rent or shall be payable in cash when the tenant picks up the key. The payment on account of the consumption costs serves to secure the costs for energy consumption, telephone etc. The deposit serves as security for the Homeowner in case of any damage to the rented premises or the lack of or an insufficient final cleaning. If a deposit is charged, the size of the deposit depends on, amongst others, the size of the holiday home, its amenities and equipment, the duration of the rental period and the purpose for which the holiday home is being rented.

If the tenant has entered into an agreement for the rental of additional equipment, e.g. a boat with an engine, directly with the Homeowner and beyond the Agreement which has been entered into with NOVASOL as the intermediary, the tenant may be charged an additional deposit.

The size of the payment on account for the consumption costs and the deposit is stated on the Agreement, in the brochure and/or on our website. Settlement of the payment on account for the consumption costs and the deposit shall occur no later than 4 weeks after the tenant's departure from the holiday home. Any damage and/or shortfall of a final cleaning plus a management fee will be deducted before repayment of the deposit. If the value of the above total exceeds the amount of the deposit or if the consumption costs are higher than the amounts invoiced on account, the tenant will be invoiced the additional amount.

In case of a youth group (see 2.2), or in case of groups of more than 6 people (other than families and couples), or in case of a rental period of the holiday home for more than 14 days, or in case the holiday home is being rented for a purpose other than a holiday, NOVASOL, the Homeowner or their representative shall be entitled to charge an increased deposit of up to USD 600 per number of beds which the holiday home has available, and payment may be charged for one or more final cleanings, depending on the duration of the rental period.

## 9. FINAL CLEANING

The tenant shall leave the house tidy and thoroughly cleaned. The tenant shall be particularly aware of cleaning the refrigerator, freezer, stove, oven, grill, and sanitary installations. The holiday home shall always be vacated in the condition in which you would like to find it. A final cleaning can normally be ordered from NOVASOL or the Homeowner on payment of a fee and the tenant shall not be allowed to let any third party do the cleaning. The costs for the lack of or for an insufficient final cleaning or if the holiday home is left in a disorderly state, shall be invoiced to the tenant. If the final cleaning is included in the rental price or the tenant has ordered final cleaning, this will not exempt the tenant from the obligation to do the dishes, empty the dishwasher and refrigerator, clean the oven and the outdoor grill and tidy up in and around the holiday home before departure. In case of a youth group (see 2.2), or where the holiday home is being rented for a purpose other than a holiday the Homeowner or its representative shall be entitled to require the tenant to pay for a compulsory final cleaning, and in case of a rental period of more than 21 days, the Homeowner or its representative shall be entitled to require the tenant to pay for a compulsory cleaning after 14 days and each week after that.

## 10. DAMAGE

The tenant shall treat the rented premises in a responsible manner, and the tenant must return the rented premises in the same condition as they were received. The tenant shall be liable to the Homeowner for any damage to the holiday home and/or its inventory/furniture/appliances or facilities inflicted during the rental period by the tenant or others who were given access to the rented holiday home by the tenant. If the tenant is responsible for minor small claims, NOVASOL shall cover up to USD 150 per rental period on condition that prior to leaving the holiday home the tenant completes, signs and returns the claim report available in the holiday home or on back on the electricity form and on condition that the tenant has not paid a deposit, in which case NOVASOL does not cover the claim. Damage to the holiday home and/or its inventory made during the rental period must be reported to NOVASOL, the Homeowner or its representative immediately. Any claim by the Homeowner in respect of damage done during the rental period, whether such damage has been reported by the tenant or whether it has been otherwise ascertained, will be made within 4 weeks from the end of the rental period, unless the tenant has acted negligently. Between each rental period, NOVASOL and/or the Homeowner will conduct a review during which any defect or damage to the holiday home and/or its inventory and also any lack of or insufficient cleaning will be established.

## 11. DEFECTS, COMPLAINTS AND REMEDY

If the tenant, when taking over the holiday home, observes insufficient cleaning, damage to or defects of the holiday home, the tenant should file a complaint immediately as the holiday home will otherwise be considered handed over to the tenant without problems and the tenant will lose the right to make a complaint about the problem. Complaints regarding the cleaning should be reported immediately. Complaints regarding damage or defects should also be reported as soon as possible and no later than 72 hours from the commencement of the rental period or from the finding of the defect or damage. Complaints should be made to the Homeowner, its representative or NOVASOL's local office. When contacting NOVASOL outside its normal business hours, the hotline number +45 97 97 57 may be used for assistance. The tenant should ensure he obtains the name of the NOVASOL employee handling the complaint. Emails may not be used for complaints during the stay. The tenant shall endeavour to avoid worsening any damage, defect or fault and shall contribute to keeping any loss as small as possible for NOVASOL and for the Homeowner. NOVASOL and/or the Homeowner are entitled to remedy any defect or deficiency. In case of a complaint, the tenant shall grant NOVASOL a reasonable time limit to remedy or repair any defect or damage. Early departure from the holiday home before the end of the rental period without prior Agreement of NOVASOL shall be at the tenant's own expense and risk. The tenant risks not being able to terminate the Agreement and also risks losing the right for compensation or a price reduction if the tenant makes it impossible for NOVASOL to remedy or repair any damage or to offer a relocation to a different holiday home. NOVASOL reserves the right to remedy any complaint by relocating the tenant to a different holiday home of a similar price and quality where

possible. This decision shall be made at NOVASOL's discretion. If, in the tenant's opinion, the complaint reported does not lead to a satisfactory solution during the rental period, the complaint should be forwarded in writing to NOVASOL to review and investigate further no later than 28 days after the end of the rental period.

Written complaints shall be directed to:

NOVASOL AS, att.: Customer Care, Virumgårdsvej 27, DK-2830 Virum, or via email to customerservice(a)novasol.com. NOVASOL will at all times seek to fulfil any specific wishes but it cannot guarantee that special requests will be honoured.

Any liability for damages shall only include direct, financial damage. Neither NOVASOL nor the Homeowner can be made liable for any indirect damage (consequential damage) or any damage of a non-financial character (non-pecuniary loss).

## 12. NOVASOL AS THE INTERMEDIARY

The holiday home is not owned by NOVASOL but by the Homeowner. NOVASOL is the party that makes the holiday home available to you on behalf of the Homeowner for the Homeowner's benefit and risk. If, contrary to NOVASOL's expectations, a booking cannot be completed due to reasons beyond NOVASOL's control, e.g. due to sale by order of the court or due to the Homeowner's breach of contract or similar, NOVASOL shall be entitled to cancel the booking, and the rent which has already been paid by the tenant to NOVASOL shall be refunded by NOVASOL immediately. However, as an alternative and at NOVASOL's discretion, NOVASOL is entitled to offer the tenant another similar holiday home in the same area and at the same price.

## 13. JURISDICTION

In case of disagreement, the case shall be brought in the jurisdiction area, where the holiday home is located and shall be resolved according to Danish law, which is agreed between the parties.

## 14. FORCE MAJEURE AND/OR EXTRAORDINARY EVENTS OR CIRCUMSTANCES

**14.1** If NOVASOL and/or the Homeowner is prevented from or significantly hindered in carrying out their obligations under the Agreement due to force majeure events and/or other extraordinary events or circumstances including but not limited to war, natural disasters, pollution disasters, drought, other extraordinary weather conditions, epidemics, pandemics, quarantine measures, the closing of borders or geographical areas, food shortages and/or rationing, traffic conditions, the interruption of currency trading, strikes or lockouts, and regardless of whether or not those force majeure events and/or other extraordinary events or circumstances were foreseeable at the time the booking was made, NOVASOL and/or the Homeowner shall be entitled to cancel the Agreement and neither NOVASOL nor the Homeowner shall be liable for the non-fulfilment of the Agreement. In the case of force majeure and/or other extraordinary events or circumstances, NOVASOL shall be entitled to be reimbursed by the tenant for all costs incurred, although minimum USD 85, including booking costs, which are associated with the termination of the Agreement.

**14.2** Neither NOVASOL nor the Homeowner can be held liable for changes to circumstances which are not concerned with the holiday home itself, just as neither NOVASOL nor the Homeowner can be held liable for loss of enjoyment during the holiday stay as a result of such circumstances including but not limited to factors such as roadworks or construction work near the holiday home, power outage, the closure of shops, facilities and so on, changed opening times, changes to the opportunities to go swimming including a prohibition on swimming, changes to fishing rights, and weather conditions including, for example but not limited to, floods, forest fires and drought.

**14.3** Neither NOVASOL nor the Homeowner can be held liable for cases of insect infestation in the holiday home or on the property, nor for theft of or damage to or similar circumstances relating to the tenant's property.

## 15. FURTHER INFORMATION

**15.1** These booking conditions are not subject to the rules on the right to cancellation.

**15.2** In the event that the tenant enters into a special written agreement with NOVASOL which in one or more ways deviates from the usual terms of rental, the unaffected terms of NOVASOL's terms of rental shall remain in force.

**15.3** The holiday homes are subject to availability.

**15.4** NOVASOL is not liable for any picture and printing errors.

**15.5** NOVASOL has communicated all information in the brochure and on our website as accurately as possible. As the holiday homes are privately owned, changes might occur in the information given. NOVASOL shall not be responsible for such changes.

**15.6** NOVASOL's booking conditions shall apply to all rental periods with an arrival date in the period 09.01.2021 – 08.01.2022.

**15.7** Bookings of a holiday home based on NOVASOL's current brochure or website conditions for a period which begins after 08.01.2022 shall be on the basis of the next years' conditions which will be available by January 2022. NOVASOL reserves the right to amend its booking conditions from time to time and any amended booking conditions will be published on the website.

**15.8** Any business use, including any reproduction in whole or in part, or copying of marketing in brochures or on the internet is prohibited under applicable legislation.

**15.9** You also confirm having read the "Worth Knowing" section on our website which forms part of the Agreement.

## NOVASOL'S OBLIGATIONS IN CONNECTION WITH DATA PROTECTION

In relation to data protection legislation the data controller is NOVASOL A/S, Virumgårdsvej 27, 2830 Virum, Denmark. All enquiries concerning data protection can be sent to the following email address: [datainformation\(a\)novasol.com](mailto:datainformation(a)novasol.com)

NOVASOL processes the personal data that you have submitted in connection with your booking because it is necessary to do so in order to complete the booking and thereby comply with the Agreement as well as to comply with the legal obligations imposed on NOVASOL.

NOVASOL also processes the personal data that you have submitted in connection with your booking because we would like to contact you with good offers. This processing of your personal data is carried out on the basis of our interest in maintaining contact with you in the hope that you will rent a holiday home through us in the future. You can therefore expect that we will contact you on an ongoing basis with offers. **You are entitled to ask us to stop sending marketing material to you, and you can do this straight away by sending us an email at: [datainformation\(a\)novasol.com](mailto:datainformation(a)novasol.com)**

NOVASOL processes the personal data you submit when you create a guest profile with us, so that we can make your booking information available to you. NOVASOL processes the personal data you submit in connection with participation in our "Welcome Home Survey" and uses it to improve our customer service. We occasionally share your feedback with the Homeowner, so that the Homeowner also has the opportunity to make use of your feedback in relation to their holiday home. These data processing operations are based on our interest in providing the best possible customer service. We occasionally use customer reviews in connection with marketing on our digital platforms and social media. Your first name and country of residence will appear in connection with your reviews. This processing of your personal data is based on our interest in being able to provide information to other guests about the holiday home, the destination and advertising of our services. We use some personal data for statistical purposes in order to optimize our service to you. We sometimes transfer encrypted email addresses to partners such as Facebook and Google so that they can use them on behalf of NOVASOL to generate interest in our products, services and concepts, and to inspire users to visit our website. We also use our

customer data with third party review sites, such as Trustpilot, and it is therefore possible that you will receive an enquiry asking for your comments about your stay in the holiday home and/or the services you have received from us. These processing activities are carried out on the basis of our interest in targeting our marketing and providing the best possible service. **You are entitled at all times to object to the processing of your personal data for these purposes.**

To the extent that it is necessary to do so, NOVASOL transfers relevant personal data from your booking to Homeowners, other companies within the NOVASOL group of companies, business partners such as service offices, cleaning companies, credit card companies, insurance companies and to public authorities, in order to carry out the holiday let, to request correct and secure payment, or to the extent that it may be necessary in relation to applicable legislation.

NOVASOL only transfers personal data to countries outside of the EU/EØS when we have ensured that adequate levels of protection are in place. This may be on the basis that the European Commission has decided that the country in question ensures an adequate level of protection or with an Agreement in a standard form approved by the European Commission. You can obtain more detailed information in this regard by contacting us at the following e-mail address: [datainformation\(a\)novasol.com](mailto:datainformation(a)novasol.com)

We keep your personal data only for as long as it is necessary to do so, either in relation to the purpose for which we obtained it or in relation to applicable legislation. You are entitled to receive information about, and a copy of, the personal data we have registered about you, to correct any inaccuracies, to obtain the deletion of your personal data if it is no longer necessary to achieve the purpose for which the data was collected or if the processing is unlawful, and to ask us to limit the processing of your personal data. You are entitled to make a complaint to a supervisory authority.

## YOUR OBLIGATIONS IN CONNECTION WITH DATA PROTECTION:

In connection with your stay you will receive necessary personal data concerning the Homeowner and the holiday home. You shall cooperate with NOVASOL in relation to compliance with data protection laws. As a part of your obligations you shall ensure that personal data is processed with sufficient security, including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage, and that personal data is only kept for a necessary period of time.

© Copyright June 2020

NOVASOL's brochure is printed on environmentally friendly paper.

NOVASOL Brochure Production

CVR.nr. 17 48 45 75