



## HOUSE RULES

Welcome in our holiday home. We hope you will have a nice stay in the entrancing city of Ghent. We are firm believers in the following principle: “my freedom ends where your freedom begins.” If you can adhere to that principle, then nothing can go wrong.

1. The entire building is non-smoking. You may, of course, use the terrace for smoking. Please leave the cigarette butts in the ashtray and empty it no sooner than 12 hours later in the yellow refuse bag.
2. It is not allowed to make a fire on the terraces.
3. Pets are not allowed.
4. The consumption of electricity, gas and water are included in the rent. Please use rationally, think of Mother Earth. Extreme consumption may be charged.
5. Radio and television are at your disposal. Please make sure not to disturb the neighbours, though. The Pluimstraat is a very tranquil street in close proximity of the historical centre of Ghent. We find this to be an exceptional privilege. Our neighbours are residents here, and we strongly urge you not to disturb their peace and quiet. Please note that between 10 p.m. and 8 a.m. any form of noise pollution is legally forbidden.
6. The tenants shall always take care of the residence with due diligence.
7. The residence is rented for personal use only, and shall therefore only be used by the tenants.
8. Billposting or hanging up pictures or posters on walls and doors is not allowed.
9. The number of persons present must never exceed the number of persons the reservation applies to.
10. It is not allowed to move the furniture.
11. In the event of exceptional misconduct, the landlord reserves the right to oblige the group to leave the residence within two hours without any indemnification.
12. By paying a deposit, the tenant agrees to respect the ChillOut house rules unconditionally and to indemnify the landlord in case of damage resulting from non-compliance with said house rules.



Upon arrival:

1. Access to the residence is electronic. The code you have received, applies to the front door and any inner doors to parts of the building that have been rented by you.
2. Please switch on the refrigerator.
3. If necessary, turn up the thermostat (preferably to 21°). In order to do so, turn the wheel until '21°' appears on the screen, then press OK. You may have to repeat this the following day(s).
4. Please check if everything seems fine. If not, contact us immediately at +32478/24 41 29.
5. Any damage to the residence or any equipment in it should be reported upon arrival. If you fail to do so, the tenant shall be held accountable for any damage upon leaving.
6. There is a portfolio holding the manuals for all appliances, an inventory list and some additional information. Please make sure to put it back in the same spot, so that following tenants may find it.
7. The dustbin contains a yellow refuse bag from the city of Ghent. There is another bag to be found with the cleaning equipment, should you need one. Please place all plastic, metal and beverage containers (PDM) in the appropriate bin. Please do the same with any glass containers, after having rinsed them.
8. The residence has a fire detection system with an indoor siren. There is an evacuation plan in the information portfolio.
9. The technical room cannot be accessed by the tenants.



Upon leaving:

1. Please tidy the residence before leaving. Do not forget the kitchen, the appliances and the dishes.
2. Collect the bed linen (covers, pillow cases, bottom sheets) for the rooms you have rented in the kitchen.
3. Empty the dustbins in the yellow refusal bag and place all plastic, metal and beverage containers (PDM) in the appropriate bin. Do the same with any glass containers, after having rinsed them. Tie up the yellow refusal bag and place it on the terrace.
4. Reset the thermostat by pressing OK.
5. Make sure all the faucets and appliances are turned off.
6. Switch off the refrigerator and leave its door open.
7. Close all windows.
8. In the event you have broken something, please call us before leaving: +32478/24 41 29
9. Remember to close all the doors electronically by typing in your code after shutting them. This is not necessary for the front door.

If you have any suggestions than can make your stay even more pleasant, please let us know. We try to do whatever we can to maximise the experience for all our customers and hope we may see you again.

Many thanks and enjoy your stay !

Veerle and Gino