

General Terms and Conditions (GTC)

for the rental of studio apartments at Carob Garden Eco-House in Makry-Gialos, Lassithi, Crete (GR)

Legal situation

Urs Mühlethaler is both the private owner and administrator of this property.

If the booking is made via Airbnb or Booking, these Terms and Conditions are superseded by the terms of use of those providers.

Offerings

The offers as shown on www.carobgarden.ch apply. The photos may differ in certain details¹. News is described in the blog. If anything is unclear, ask the tenant and obtain additional information. His contacts are urs@carobgarden.ch or +41 78 891 08 88.

Booking

Booking requests are made directly to Urs Mühlethaler by e-mail or by phone. They will be confirmed by e-mail and lead to a provisional reservation for the next 7 days. **The booking is only considered binding upon receipt of the deposit of at least 50%. The remaining amount must be paid at least one month before moving into the apartment.** The bank details will be disclosed in the rental agreement.

Additional costs

Ancillary costs are defined in the contract and usually include:

- Tourist Tax²
- Final cleaning (additional intermediate cleaning by arrangement, extraordinary additional expenses will be invoiced retrospectively).
- Bed linen and towels per person and change
- Use of washing machine: 2x per week free of charge, additional use will be charged.
- Wi-Fi: A limited amount of data is included, unlimited data at an additional cost.

The use of the car (car sharing, ridesharing, transfers) and the bicycles is not the subject of this offer/contract. The special agreements with Urs Mühlethaler apply.

Obligations on site

The tenant undertakes to keep the apartment clean and to leave it in good condition³. Cleaning materials and equipment are available. In particular, the dishes and kitchen appliances must be left clean. Damage caused must be reported and adequately compensated. The 6 house rules in the appendix should be observed.

¹ E.g. tables, chairs, type of duvet cover (seasonally adjusted), environment

² The tourist tax must be collected and delivered on behalf of the state of Greece in accordance with their rules. The rules are redefined at the beginning of the year and may differ from the amount in the contract.

³ Broom-clean floors, dishes and pans are clean and bedding is stripped.

Carob Garden Eco-House

Termination, Cancellation

If the tenant is unable to start the agreed stay, he/she must notify the landlord as early as possible. He/she remains liable for the rent. An exemption or refund is possible if another rental is possible during the intended rental period. In this case, a compensation of EUR 100 will be retained. If the agreed rental period is not fully adhered to, the entire agreed rent must nevertheless be paid. Deviating rules can be defined in the contract.

On-site service

In principle, room service is not provided during the rental period. The on-site service (cleaning, bed linen, etc.) is provided either by the homeowner himself (if he is also present) or by a representative⁴ in Makry-Gialos who speaks at least English.

Governing Law and Jurisdiction

In all other respects, the provisions of the Swiss Code of Obligations apply. The place of jurisdiction is in the canton of Bern, Switzerland.

Brügg and Makry-Gialos, 21.03.2025

Appendix: What is important to me – 6 house rules:



1) Diversity is welcome; Appreciation among all guests please.



2) Be considerate, keep your night's rest from 11 p.m. at the latest (garden, balcony).



3) Waste separation and please dispose of them correctly: Blue containers for mixed recycling (cardboard, plastic and metal), grey containers for household waste.



4) Conserve resources: We have good spring water from the mountains, but we should take care of it.



5) Observe the sewage rules: Do not flush toilet paper etc. down the drain but put it in the bucket.



6) If something is wrong, please report immediately and directly (+41 78 8910 888 / urs@carobgarden.ch); better not afterwards via criticism on the Internet.

But it is just as important to me that you feel completely comfortable in the Carob Garden Eco-House!

⁴ Cleaning staff is a very rare resource here, which is why a lot of flexibility is required on our part.