



# Terms and condition

This is a rental agreement regarding the domestic residence (the "Rental Property"), entered into between the **Tenant** (the "Tenant") and **the Landlord** (the "Landlord"), where the parties have been introduced by the company Great Living i Jönköping AB ("Great Living").

## Payment

In conjunction with the reservation confirmation, Great Living is entitled to charge a booking fee from the Tenant corresponding to 10% of the rental price.

The booking fee is included in the rental price, but is not refundable in case of a cancellation.

If the Tenant fails to pay the booking fee and the rental payment in accordance with the provisions of the reservation confirmation and invoice, the reservation will be deemed to be cancelled and the rules regarding cancellation will be applicable (see below).

## Tenant

For the duration of the period of rental the Tenant is responsible for the Rental Property. The Tenant has a duty to take due care of the Rental Property and is furthermore obliged to comply with any specific rules, regulations or notices indicated by the Landlord or Great Living upon arrival.

The Tenant may only use the Rental Property for the purposes agreed (residential purpose). No one other than the Tenant or associates of the Tenant (up to the total number of overnight guests specified in the booking) is entitled to be present at the Rental Property. In case of violation Great Living has the right to charge a fee equivalent to the average price per guest.

Pets are only permitted at the Rental Property where the Tenant has asked the Landlord's permission and permission in writing has been given by the Landlord. Smoking is not permitted in the rental object.

Between 22:00 to 07:00, the tenant is responsible for a low volume in and around the rental object in consideration to the neighbours.

The Tenant is responsible for making good any loss or damage occurring at the Rental Property during the rental period where this has been caused by the Tenant or associates of the Tenant.

Even though the final cleaning is included in the booking, the tenant has a duty to leave the Rental Property in substantially the unchanged state. This includes, amongst others, empty trash, removal of used items such as bottles, cartons or other things that has been consumed or used during the stay. In case of violation Great Living has the right to charge a fee for the cost of cleaning or a minimum of 1,500 SEK.

It is Tenant's obligation to ensure that it holds the necessary insurance for their property during their stay in the Rental property.

Great Living is entitled to take a security deposit from the Tenant in respect of potential damage that might occur at the Rental Property during the rental period. Provided that the Rental Property is in essentially the same condition at the end of the rental period then the security deposit will be returned to the Tenant following an inspection visit and approval of the Rental Property's condition.

If the Tenant has not taken due care of the Rental Property and complied with such rules, regulations and notices as are applicable to the Rental Property, the Landlord will have the right to retain all or a part of the security deposit.

## Complaints

Any complaints or concerns, which the Tenant may have regarding the Rental Property, shall be communicated to Great Living without unreasonable delay. Any complaints or concerns communicated to Great Living after the first two days of the rental period will not be considered.

In the event of damage or other defect occurring during the rental period, notice of this shall be immediately communicated to Great Living.

If the Tenant makes a complaint, which is not unfounded, the Landlord or Great Living will immediately take steps to find a suitable solution.

## Landlord

The Landlord agrees to ensure that the Rental Property and all equipment, facilities and land at the Rental Property are in good condition at the outset of the rental period.

The Landlord agrees to provide linen and towels (large and small), for at least the number of people for which the Rental Property is designed, or such greater or lower number of people as set out by the Tenant in his/her booking.

The Landlord agrees to ensure that the Rental Property is, as at the time of the Tenant's arrival, properly cleaned, appropriately decorated, and in full working order with all necessary kitchen utensils, furniture and fixtures and fittings, as well as wardrobes (or other device as clothes hanger), suitable for at least the



number of people for which the Rental Property is designed, or such greater or lower number of people as set out by the Tenant in his/her booking.

During the rental period the Rental Property will be entirely at the disposal of the Tenant, unless the parties have agreed otherwise.

The Landlord takes care of all operating expenses relating to Rental property such as heating, electricity / gas, water and sewage charges, refuse collection, telephone, shovelling snow, gardening and the like, unless otherwise stated in the booking confirmation.

Should the Landlord fail to comply with its obligations under this agreement, the Landlord will be fully liable for all costs and expenses incurred by the Tenant or Great Living.

It is the Landlord's responsibility to ensure that he/she/it has the right to rent out the Rental Property.

The Landlord is obliged to ensure that he/she/it has all necessary home insurance cover for the Rental Property and for the renting out of the Rental Property.

All Rental Properties has security insurance via Moderna Försäkringar. The insurance is subsidiary, i.e. is secondary to the landlord's home insurance. The deductible for the insurance is SEK 500. Premiums for insurance is 2% and is automatically deducted from the landlord's rent.

### **Rental company – Great Living**

Great Living's service consists of instituting contact between the Tenant and the Landlord. Great Living is then responsible for dealing with the rental agreement between the Tenant and the Landlord and for all correspondence between the parties.

In the event that the Rental Property that has been booked cannot be used due to circumstances beyond the Landlord's control, Great Living has the right to assign the Tenant to another similar Rental Property.

Great Living will ensure that it can receive payment from the Tenant of the agreed rental amount, and will forward this on to the Landlord.

Great Living cannot be held responsible for loss or damage that can occur at the Rental Property, or for any potential claims that may be directed to the Landlord or Tenant in connection with the rental.

### **Rules regarding cancellation**

The Tenant is entitled to cancel his/her booking of the Rental Property in accordance with the following:

1. Cancellation on the part of the Tenant shall be made in writing (or e-mail) to Great Living. Cancellation will be deemed to have effect at such time as the notice in writing is received by Great Living.
2. If cancellation occurs more than 45 days before the start of the rental period, the full amount of the rental price will be repaid to the Tenant, except for the booking fee (10% of the rental price, excl. Deposit)
3. If cancellation occurs later than 45 days before the start of the rental period, 50% of the rental price will be repaid to the Tenant.
4. If cancellation occurs later than 14 days before the start of the rental period, 20% of the rental price will be repaid to the Tenant.
5. The Tenant's right of cancellation is conditional upon notice of cancellation being received by Great Living no later than 24 hours before the agreed time of arrival.
6. In the case of the events in points 2-4 above, GreatLiving retains the right to rent out the Rental Property to another tenant.
7. Following cancellation on the part of the Tenant, Great Living will confirm the cancellation in writing. Where the Tenant is entitled to any sum in accordance with the above, this will be repaid without delay.

### **Disputes**

In the event of a dispute regarding the interpretation or application of this agreement, the parties will initially seek to solve this by negotiation between them. If the parties are unable to negotiate a solution then the dispute will be first referred to the Swedish National Board for Consumer Complaints (in Swedish: Allmänna Reklamationsnämnden), and following that to the civil courts.