

## Frequently Asked Questions

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Any other questions?

Send them by e-mail to [info@interacco.com](mailto:info@interacco.com)

How can I see the availability of the holiday homes?

Looking for an available holiday home is done in four steps as follows:

Step 1: Click Search on the menu balk.

Step 2: Specify the accommodation you are looking for and add the Check-in date.

Step 3: Click on Search and the search results will appear on your screen on the right.

Step 4: Click on a picture to go to the house description. You can book your holiday home online.

[Back up]

What is the situation of the holiday home precisely?

In the house description is mentioned in which city the holiday home is situated. When you make a reservation, you will receive after full payment a voucher on which the precise address details are mentioned.

[Back up] Can I receive the address of the holiday home in advance?

You will receive a voucher from us as soon as we have received your full payment. On the voucher you will find the address details and the route description to the holiday home. If you want to visit the holiday home in advance, you can contact us.

[Back up] Can I book a holiday home for a modified arrival date or arrival time?

If necessary, it's possible to book a holiday home for a modified arrival date or arrival time. You would have to get in contact with our sales department to arrange this.

[Back up] Is it possible to make a booking through the website?

Nearly all holiday homes are to book directly online. Some of the holiday homes are on demand. These holiday homes

can only be booked after our specific confirmation. We have to contact the home owner before we can confirm the booking to you.

[Back up] How can I make a reservation?

Click on Book this house.

Step 1: Fill in all your personal details and check if the check-in and check-out dates are correct.

Step 2: Don't forget to read the Terms of Rental and to check this box

Step 3: press on the Make reservation button

Step 4: You will receive within 3 days max. our confirmation as well as your reservation number and client number.

[Back up] What happens after I have made a reservation?

After you have made a booking by phone or via our website, you will directly receive an e-mail and by normal mail a rental contract in two versions. One version is for yourself and the other you would have to send back to INTERACCO with your signature. The first term is to be paid within 7 days after booking.

As soon as we have received your full payment, you will receive the voucher by mail.

[Back up] How can I be sure the booking is final when I make a booking through the internet?

When you have made a booking through our website and receive a reservation number afterwards, you can be sure that you have made a final reservation. As soon as you have made a booking, you will receive a booking confirmation by e-mail within 3 days. If you don't receive a confirmation, please contact us.

[Back up] Can I send a change in my booking?

You can change parts of your booking by contacting us by email. For every change 30€; changing costs will be accounted. This is not valid for changes of the number of persons or personal details. You will need to confirm all changes by email. Any last-minute changes (3 days or less), should be done by phone.

[Back up] Can I cancel my booking?

If you want to cancel a confirmed reservation than we are obliged to charge you for some costs. The height of the cancellation costs depends on the date you cancel.

The cancellation fees are follows:

- Until 6 weeks before arrival 40% of total amount
- From 6 to 4 weeks before arrival 60% of total amount
- From 4 to 2 weeks before arrival 80% of total amount
- 2 weeks or less 100%

[Back up] How can I cancel my booking?

When you have to cancel your booking due to circumstances, you should contact us by phone or e-mail. A cancellation fee will always apply. In case you have a cancellation insurance, the costs can be reimbursed entirely or partially through your insurance. You need to confirm a cancellation of a booking by letter.

[Back up] We are not enough people can I cancel the booking?

This is not a valid reason for cancelling a booking. Look at our rental terms on our website.

[Back up] How can I pay?

For residents of the Euro zone: After your booking you will receive via e-mail a confirmation and by mail the contract. Here you will find the method of payment listed, usually by bank transfer. When the holiday takes place more than 6 weeks after reservation, you can pay in 2 periods. The first payment is within 7 days after receipt of the invoice. The second should be done 6 weeks before your arrival in the holiday home. A week before the second term, you will receive a reminder. Residents of non-Euro countries need to pay immediately the first payment by bank transfer in order to be sure their reservation is 100% confirmed. After the receipt of the first payment you will receive the rental agreement by

post.

[Back up] To which bank account can I transfer my payment?

You can transfer your payment to the following account number:

Biznerbank Eindhoven, The Netherlands  
Account no. 3252.18.439  
IBAN NL74 RABO 0325218439  
BIC: RABONL2U

By a bank transfer you need always to mention your reservation number.

[Back up] When is the first payment due?

After you have made a definite reservation, you have 7 days to complete the first payment. Please don't forget to return the signed contract within 3 days. The second payment is to be due 6 weeks before your arrival in the holiday home.

[Back up] Can I pay by credit card?

Sorry, for the moment we can not offer you this service.

[Back up] I live abroad, how can I pay?

For residents of the Euro zone: After your booking you will receive via e-mail a confirmation and by mail the contract. Here you will find the method of payment listed, usually by bank transfer. When the holiday takes place more than 6 weeks after reservation, you can pay in 2 periods. The first payment is within 7 days after receipt of the invoice. The second should be done 6 weeks before your arrival in the holiday home. A week before the second term, you will receive a reminder. Residents of non-Euro countries need to pay immediately the first payment by bank transfer in order to be sure their reservation is 100% confirmed. After the receipt of the first payment you will receive the rental agreement by post.

[Back up] Can I pay the booking on the spot?

All payments need to be done to INTERACCO. On the spot you pay a deposit if applicable and the extra local charges, as mentioned on your rental contract.

[Back up] Why do I have to pay a security deposit?

Because you have to pay some costs at your departure (additional costs and in some cases damage), you need to pay a deposit as a guarantee for the homeowner. In case you should cause a damage to the holiday home over &euro;15, - these damages are mostly covered by your damage insurance if you have one.

[Back up] Will the local charges be settled with the security deposit?

The local charges, which you can find on your rental contract, will be settled with the deposit.

[Back up] When will the security deposit be returned?

On your rental contract and voucher is mentioned how the return of the deposit is arranged. In some cases the deposit will be returned directly at your departure, in other cases the deposit will be transferred to your bank account within two weeks. In that case, please bring your IBAN and BIC (or SWIFT) code. You can find this on your bank statement.

[Back up] I'm too late with paying my booking. Will my booking continue?

When you haven't paid your booking in time, INTERACCO has the right to cancel the booking from our side. You will be notified by e-mail or post.

[Back up] Will there be somebody present when I arrive and leave the holiday home?

On your voucher is mentioned where you can pick up the key. You can pick it up at the holiday home itself, or in some cases at the owner/ caretaker's home. You will receive the address of the holiday home and in some cases the address of the home owner or caretaker. For your departure applies the same.

[Back up] What do I do when the caretaker is not present when I arrive at the holiday home?

In case you arrived at the holiday home and the caretaker is not there yet, you can try to call the caretaker (the number is mentioned on the voucher). By no response after several times trying you can contact us and we will contact the caretaker for you.

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