



Dear Guest!

On occasion, for certain reasons, the agreement between guests and flexLIVING apartments can not meet and unfortunately a cancellation is made. In order to find a suitable and fair compensation for the company, the following guidelines apply. These guidelines apply to both verbal and written orders and are mandatory.

Withdrawal from the agreed contract (cancellation)

(1) The contract can be canceled at least three months before the agreed arrival date of the guest by both affiliates in form of a written and unilateral declaration without payment of a cancellation fee. The cancellation notice must be received by the contracting party no later than three months before the agreed arrival date of the guest.

(Cancellation fee: € 0, -)

(2) Not later than one month before the agreed date of arrival of the guest, the contract can be canceled by the guest in written form, however a cancellation fee consisting of 40% of the amount for the whole duration of the stay must be paid by the guest. The cancellation notice must be received by the contracting party no later than one month before the agreed arrival date of the guest.

(Cancellation fee: 40% of the total amount for the whole duration of stay)

(3) Not later than two weeks before the agreed date of arrival of the guest, the contract can be canceled by the guest in written form, however a cancellation fee consisting of 70% of the amount for the whole duration of the stay must be paid by the guest. The cancellation notice must be received by the contracting party no later than one month before the agreed arrival date of the guest.

(Cancellation fee: 70% of the total amount for the whole duration of stay)

(4) If the difference between the time of the cancellation submitted by the guest and the agreed date of arrival is less than two weeks, the guest can submit a cancellation notice in written form, however a cancellation fee consisting of 90% of the amount for the whole duration of stay must be paid by the guest.

(Cancellation fee: 90% of the total amount for the whole duration of stay)

(5) The company has the right to resign from the contract, in the event that the guest is not arriving until 06:00 pm on the agreed arrival day, unless a later date of arrival has been agreed upon.

(6) If the guest has made an advance payment, the room(s) remain booked until 12:00 of the following day.

Tenants will be held liable for possible occurring damages!

