

[Customer service](#)[Insurance terms](#)[Service warranty](#)[Rental terms](#)[FAQ](#)

General rental terms

These general rental terms apply to all holiday home rentals arranged through Vacasol International A/S (referred to below as Vacasol). Vacasol's activities are to arrange stays in holiday homes between the tenant and the contractually bound landlord renting out the holiday home.

Any agreement between the tenant and Vacasol which wholly or partially alters, modifies or cancels these rental terms must be in writing to take effect. Alterations, if any, do not mean that the other conditions in the rental terms cease to apply, either individually or as a whole.

§ 1. The rental agreement

The rental agreement can be made in writing, by telephone, oral or electronic and will in all cases be subject to the general terms at the time the agreement is made.

Immediately after order, Vacasol will send an e-mail as a confirmation to the agreed rental agreement. The tenant is obliged to control the rental agreement and immediately contact Vacasol if there are deviations in the agreement.

All confirmations, vouchers and other information will be sent to the tenant on e-mail. The tenant can also see the information and print confirmations by logging into "My Vacasol", the access code to "My Vacasol" is sent to the tenant on e-mail after booking. Please note that Vacasol will not send anything on paper to the tenant.

§ 2. The price for the holiday home

The price for the holiday home covers the services out on the website. With some holiday homes there that case be added to the rental price. If there are deviations in the rental agreement, it is not possible to combine the mentioned in a special agreement. It is the tenant's responsibility to mention any discounts or special offers immediately when making the booking. If not mentioned when the booking is made, the right to them will lapse.

§ 3. Payment terms

When confirmation is received, 25% of the total rental sum, tenant's insurance and in some cases administration charges, will fall due for payment. The remaining rental sum must be paid to Vacasol not later than 60 days before the beginning of the rental period.

If the booking is made less than 60 days before the beginning of the rental period, the total sum is due for payment at the same time. If the booking is made less than 30 days before arrival, payment can only be made by credit card or bank card by typing in the card details during the booking procedure or on the telephone to Vacasol.

The rental agreement is confirmed when the customer makes the first payment or pays the full sum. Vacasol must receive the sum immediately after the booking is made. If Vacasol does not receive the amount immediately, then Vacasol cannot guarantee the agreement. The remaining sum must be paid not later than 60 days before arrival. If the remaining sum is not paid in due time, Vacasol reserves the right to cancel the agreement without further notice. Please see our cancellation terms in Section 8.

With a number of holiday homes, extra services are provided, such as electricity, heating, telephone, water, extra equipment etc. The description of each individual holiday home on the Internet or "My Vacasol" states which items are included in the rental price and which must be paid for separately.

We draw attention to the fact that a charge will be made for credit card payments through our website. Please note that if a payment card is used on our website for the payment of the 1. instalment, the 2. instalment will automatically be withdrawn from the same card on the due day. Payments with a Dankort (Danish debit card) or by bank transfer are free of charge. Please note that if a bank transfer is made less than 60 days before arrival, a receipt for the transfer must be sent to Vacasol by e-mail info@vacasol.dk or fax +45 38 41 42 08.

§ 4. Deposit

Vacasol or their local partners are entitled to collect a deposit, either in connection with the second payment or on arrival at the key collection point. The deposit is security for the tenant's obligations and will be returned not later than 14 days after departure (but up to four weeks in the peak season, however) when a satisfactory check of the holiday home has been made. Please note that in many cases there will be a form in the holiday house, which must be filled in giving your account number etc. so that the deposit can be repaid into your account. For our foreign guests we kindly ask you to bring your IBAN number and Swift code for the return of the deposit into your account. The additional costs for consumption of electricity, heating etc. should normally be paid before the departure. In some cases, however, the consumption will be deducted from the deposit. We would like to point out that there can be charged a fee for this form of settlement of the consumption. The fee depends on the local partner and can vary. See further details in Section 12.

§ 5. Number of people

The number of people staying at the holiday home must not exceed the number stated in the description of the holiday home. If there is any doubt about the permitted number of people, please refer to the rental certificate or description on the Internet. Children are also included in the permitted number of people. If there are children under the age of two in addition to the permitted number of people, please enquire with Vacasol when booking.

You may only bring pets if the rental certificate or the description of the holiday home on the Internet states that pets are permitted. If there is more than one pet, you must always enquire with Vacasol.

§ 6. Cleaning

At the end of the rental period, it is the tenant's obligation to leave the rented holiday home in a clean and tidy condition. If insufficient cleaning has been done before departure (in the landlord's opinion), cleaning will be carried out at the tenant's expense. Final cleaning, where it is possible to buy this service, can be ordered from Vacasol or Vacasol's local partners at the key collection point on arrival.

The tenant is responsible for all items in the holiday home during the rental period. If anything is damaged, it is the tenant's obligation to inform the local landlord immediately. Any damage that is not reported before departure will be repaired at the tenant's expense. Damage occurring during the rental period will be repaired as soon as possible, and must be paid for before departure.

§ 7. Rebooking or alteration of the tenancy agreement

Rebooking or alteration of the holiday home or period of stay until 60 days before the start of the tenancy period is only possible if the tenant has acquired Vacasol Flex at the time of booking. See

How can I help you?



Please call now :

+45 70263131

We speak English

[Contact info »](#)

further details in Section 14.

Later alterations will be regarded as cancellations, and therefore subject to section 8, cancellation terms.

§ 8. Cancellation terms

The tenant may cancel the tenancy agreement until the beginning of the tenancy period. The cancellation applies from the date on which it is received by Vacasol. Cancellations must be sent in writing by e-mail info@vacasol.com or fax to +45 38 41 42 08.

The following charges will be made for cancellations:

- Until 60 days before the start of the rental period 25% of the price of the rental agreement (but minimum EUR 65).
- From the 59th day before the start of the rental period or later, if the tenant fails to appear*) 100% of the price of the rental agreement.

*) Failure to appear: If the tenant does not arrive at the rented holiday home before midnight on the date of arrival and has not informed the key collection point of this, it will be considered as failure to appear.

When bookings are cancelled, administration charges and insurance premiums, if any, will not be refunded.

§ 9. Price alterations

Vacasol is entitled to change the rent proportionally if new taxes, duties or charges are introduced, or if currency exchange rates are adjusted. Price rises resulting from the above may not exceed 10% of the rent, and the tenant must receive notification not later than fourteen days before departure.

§ 10. Complaints

If there should be any complaints in connection with the rented holiday home, these must be made in writing to the local landlord at the holiday site immediately after the beginning of the rental period. If, contrary to expectations, a satisfactory solution cannot be found, Vacasol must be contacted in writing or on the telephone not more than 48 hours after the start of the rental period. The tenant must then allow reasonable time for Vacasol to attempt to remedy any defects, damage or deficiencies. If any defect, deficiency or damage cannot be remedied satisfactorily, a written complaint must reach Vacasol not later than ten days after the end of the rental period. Unsatisfactory cleaning is solely an issue between the tenant and the key holder (the owner or his representative) and must be reported to him immediately after the beginning of the rental period. If this is not done, the tenant will be held responsible for any defects or deficiencies see Section 6. If the tenant decides to leave the holiday home without informing Vacasol, and thus fails to allow Vacasol reasonable time to remedy any defects, deficiencies or damage, no claims can be made for compensation, since the tenant has in this way made impossible any adjustment or remedial action in the holiday home or to its equipment, and any chance of transfer to another holiday home.

Vacasol and its partners accept no responsibility for changes or conditions not associated with the holiday home itself (e.g. bathing conditions, local taxes, restaurants being closed or the like). Neither do Vacasol and its partners accept any responsibility for impairment of the customer's holiday due to weather conditions, noise nuisance from building work, unpleasant smells from nearby farms, traffic or the like, insects etc. Please notice that swimming pools are often not open all year – the normal opening period is from middle of May to middle of September. Please contact Vacasol for exact opening period for a specific holiday home.

§ 11. Changes in the rental agreement

Changes in or departures from the rental agreement that arise after the agreement has been entered into are only permitted when they are not made by Vacasol directly, but affect Vacasol's rental agreement with the tenant (for instance if the local partners cannot guarantee the holiday home in the required period). This also applies to changes in or departures from the agreement that were not known to Vacasol at the time when the rental agreement was entered into. Vacasol is obligated to inform the tenant immediately of changes or departures from the rental agreement. If the changes involve an essential disadvantage to the tenant or mean that Vacasol cannot maintain the rental agreement, then Vacasol offers to remedy the situation by offering an equivalent holiday home – with regard to standards – or a cancellation free of charge. If at the time no equivalent holiday homes are available – with regard to standards – then a holiday home will be offered that comes as close as possible. If a higher value holiday home is chosen, it is the customer's obligation to pay the difference in price. Apart from this, no further compensation will be paid.

The rental agreement may be cancelled without notice by Vacasol due to force majeure, strikes, epidemic disease or the like, unless otherwise stipulated in the general provisions of Danish law.

§ 12. The tenant's obligations

It is the tenant's obligation to arrive in the time interval stated on the rental certificate for the key to be handed over, or else to make arrangements himself for later collection of the key with the key office or the person who has the key. This agreement with the key collection office must be made before the latest time for collecting the key on the day of arrival. The tenant is responsible for treating the holiday home and everything associated with it suitably, carefully and responsibly, since the tenant will be liable for all damage caused by the tenant (with those accompanying him, guests and pets). The landlord has the authority to terminate the stay of the tenant with immediate effect if the tenant or other in this group does not respect the holiday home and what is included in this or if they in any way does not behave properly towards other tenants or neighbours. In connection with the rental, keys will be handed over, in some cases on payment of a deposit. The deposit will be refunded at the end of the rental period, provided that the holiday home is handed over in a clean and tidy condition and provided that the tenant does not owe the landlord any other sum. The tenant's liability for costs and damage is retained, even if it amounts to a sum greater than the deposit paid. It is the tenant's duty to leave the holiday home in a tidy condition. Tableware must be washed up and no rubbish left behind, even if final cleaning has been paid for. Enquiries about forgotten items can be made to Vacasol until two weeks after arrival home. Please note that youth groups (where all participants are under 25 years old) is not accepted in some holiday homes. Please contact Vacasol if you have doubts.

§ 13. Venue for settlements

All disputes between Vacasol and the tenant shall be settled in the District Court in Frederiksberg (Retten på Frederiksberg), which has jurisdiction.

§ 14. Cancellation right, Withdrawal or change of booking

Cancellation right

It is possible to purchase a cancellation right which will cover you if you have to cancel the holiday home booking due to illness, injury or death. The cancellation right cover applies until the day before the commencement of the tenancy, if the tenant is unable to move into the holiday home on the arrival date (the first date of rental) because of death, a serious accident, acute illness, fire or burglary suffered by the tenant or his companion(s), or their wives, husbands, children, siblings or parents, which must be reported to Vacasol not later than 12.00 noon on the day before the commencement of the tenancy. The cancellation right does not cover single individuals who drop out as a result of illness etc. if the tenancy takes effect. In cases of illness, documentation in the form of a doctor's certificate must reach Vacasol not later than 48 hours after the start of the rental period for a refund to be possible. In cases of fire or burglary, a police report or similar documentation must be sent. The costs of documentation must be borne by the tenant. Vacasol reserves the right to investigate further

through their own doctor. If the tenancy does not come into effect or is interrupted, then the terms of tenancy apply. A cancellation is considered completed when written notice of it has been received.

EUR - Price
Up to 750 - 35
Up to 1.500 - 60
Up to 2.000 - 85
>2.000 - 4,5 % of rental price

48-hour withdrawal

Vacasol offers a 48-hour withdrawal claim, where it is possible to cancel the entire stay within 48 hours and receive a full refund. If you wish to reserve a holiday home, but is still not sure about plane tickets etc. this claim is good to have. You just make your payment when ordering, but if you use the 48-hour withdrawal claim you will have the full amount refunded (except the payment for the 48-hour withdrawal claim). Please note that 48-hour withdrawal claim must be purchased at the time of booking and cannot be purchased at a later time.

EUR - Price
Up to 750 - 10
Up to 1.500 - 20
Up to 2.000 - 25
>2.000 - 1,2 % of rental price

Vacasol Flex

When purchasing Vacasol Flex it is possible to change the holiday home or period of stay (within the same calendar year) up to 60 days before arrival. If you all of a sudden need to change the period of your stay or would rather have another holiday home, we will change this without charge. Please note if you order a more expensive holiday home or a more expensive period, you must pay the price difference. Vacasol will also refund any payments if a cheaper holiday home or period is chosen. Please note that Vacasol Flex must be purchased at the time of booking and cannot be purchased at a later time.

EUR - Price
Up to 750 - 35
Up to 1.500 - 50
Up to 2.000 - 60
>2.000 - 3 % of rental price

§ 15. Insurance

Vacasol and Europæiske Rejseforsikring offer a tenant's/liability insurance as an extra option when renting a holiday home. Our cancellation right which can be purchased covers cancellation right to the day of arrival. The tenant's/liability insurance covers also during the stay, and gives the possibility of having lost days refunded in case of illness or injury. This insurance also covers damages to the home contents of the holiday home. Please note that insurance must be purchased when booking the holiday home, and cannot be purchased additionally afterwards.

Tenant/liability insurance

If you have rented a holiday home, but have to interrupt your stay because of illness, injury or death affecting yourself or your closest family, rent will be refunded for the days when you do not make use of the holiday home. When the interruption is reported to Vacasol not later than 12 noon, the insurance cover applies to the following day. With regard to documentation, the same rules apply as for cancellation insurance. Tenant/liability insurance also covers any accidental damage caused to the home contents of the holiday home.

EUR - Price
Up to 750 - 15
Up to 1.500 - 30
Up to 2.000 - 40
>2.000 - 2 % of rental price

§ 16. Disclaimer

Vacasol has established liability insurance as an intermediary of holiday homes according to Danish compensation regulations, but does not undertake any responsibility beyond these regulations. Vacasol does not take responsibility for the tenants or their belongings in the rental period.

We reserve the right to adjust prices and special offers and make changes on the website. Vacasol cannot be held responsible for typing errors on the web site, changed local prices for consumptions such as water, electricity, gas heating or for incorrect information from our business partners.

§ 17. Special rules for selected areas in Denmark

Hvide Sande

NB: If the tenancy is for a maximum of two people, a 25% discount can be given on many of the holiday homes in selected periods, provided that the tenancy lasts for at least a week and arrival is on a Saturday. Please note that the number of people includes children over the age of two years. Pets are only allowed if this is stated on the rental certificate or in the booking. If the tenant receives visitors (even for just a single night) or if more than two people arrive, the tenant is obliged to pay the full price for the whole tenancy. Naturally, Vacasol reserves the right to make spot checks. When reserving a holiday home with swimming pool and other selected houses, a deposit of DKK 1,100 is required.

Jammerbugten og Thy

Age limit of 26 years for groups of 4-10 people. This does not apply to young people who take holidays with their parents or when two or three young people want to rent a house jointly. Check-up visits may be made.

Kalundborg og Odsherred

There is a pet charge of DKK 100.- for each animal.

Odder

Any boats or canoes near the holiday home are not included in the rental.



Sign up »

[Vacasol safety](#) | [Holiday inspiration](#) | [Customer Service](#) | [About Vacasol](#) | [House Owner](#) | [Sitemap](#)

Vacasol A/S ® (Vacasol International A/S) | info@vacasol.dk | Tel +45 70 26 31 31 | Fax +45 38 41 42 08

