

The purpose of this document is to promote a good understanding between owners and renters, and to protect their respective interests.

Owners:

:: Prerogatives and duties

1. **Accuracy of information published:**
Information published on www.1001holidayhouses.com must be accurate and truthful.
2. **Accurate description of property offered:**
1001holidayhouses requires that properties displayed on its site are described in detail. The aim is to offer accommodations exactly matching the detailed description published so that renters can enjoy relaxing holidays with no hidden defects to ruin them.
3. **Conditions of property for relaxing holidays:**
The property offered for rent must be tidy, clean and in good condition. Appliances, when included, must be in perfect working condition and the atmosphere calm. It's advisable for the owner to be on hand to offer his guests assistance and to ensure a pleasant stay.
4. **Updating of availability calendar on-line:**
In order to optimize users search, the on-line availability calendar has to be constantly updated. This is very important for the reliability and the quality of the service offered. Also you will avoid unnecessary contacts and your property will be positioned in the topmost positions of the Homepage.
5. **Feedback:**
Your assessment about your client will be very useful for other holiday property owners when dealing with the same renter. As a registered user, fill in the feedback form carefully, using your common sense. Our staff will check each comment before it is published. However, we will not publish feedback comments that are vulgar, blasphemous, with racist or obscene contents or inciting hate and discrimination, containing scripts or links of any type, information that could identify a User, including real names, address, telephone number or email address. In case of a negative feedback comment Users can exercise their Right of Reply not later than 10 days after they have been alerted; after this period the publication of their property on the Website will be temporarily suspended. Negative feedback comments will be published only after the reply has been examined, or if no reply is given, after 30 days. In any case, the Right of Reply cannot be exercised after 30 days.
6. **Credits:**
This is very good tool as it gives renters clear and exhaustive information at a glance.
7. **Prices:**
The Owner declares that the prices displayed on www.1001holidayhouses.com are not higher than those appearing on other similar sites.

RENTER:

:: Prerogatives and duties

1. **Reliability of information published:**
Information published on www.1001holidayhouses.com must be truthful.
2. **Limits:**
The enquiries form can only be used to request information on property availability and for no other purpose.
3. **Take care of the rented holiday home as if it were your own:**
Cleanliness, tidiness, proper use of appliances, good relationships with neighbours, etc.
4. **Feedback:**
Your assessment on the property you rented. Your comment will be very useful for other renters when they contact the same owner. As a registered User, fill in the feedback form carefully, using your common sense. Our staff will check each comment before it is published. In any case we will not publish feedback comments that are vulgar, blasphemous, with racist or obscene contents or inciting hate and discrimination, containing scripts or link of any type, information that could identify a User, including the real name, address, telephone number or email address. In case of a negative feedback comment Users can exercise their Right of Reply not later than 10 days after they have been alerted. Negative feedback comments will be published only after the reply has been examined, or if no reply is given, after 30 days. In any case, the Right of Reply cannot be exercised after 30 days.