

Terms and conditions of the Serviced Apartment tenancy agreement

Documentation

We would like to receive the following details:

If you are **an individual business traveler**:

- a copy of your passport/ID card
- a credit card authorization form
- a copy of both sides of your credit card

If you are **a company, new to Vesteda**:

- a copy of your registration in the Chamber of Commerce's trade register
- a copy of the passport/ID card of the duly signatory

Other terms and conditions

1. The minimum letting period is one week (6 nights).
2. All reservations are subjective to availability.
3. At every stay, we ask for a deposit. The deposit is equal to the rental price for the entire stay, up to one month.
4. Part of your registration is the execution of a credit check by Vesteda. During a credit check, matters such as any negative payment activity in recent years will be looked into. The results will be included in the evaluation of relevant financial risk factors.

Cancellation policy

Your Cancellations

Cancellations should be made 7 days prior to the scheduled arrival date to avoid any cancellation charge. Bookings for a period up to a month will be charged a cancellation fee of one week rent and applicable taxes. Bookings for a period from one month and up will be charged a full month rent and applicable tax fees. We will not apply any cancellation fee if we can resell the booking in time.

No-Show and early Departures

In case of a no show, the above cancellation policy will be applied. Early departures will not be accepted. The full booking period will be applied in case of checking out prior to the scheduled departure date.

Extended Bookings

Requests to extend a booking must be done in writing prior to the scheduled departure date. Extended stays are based on availability only and can therefore not be guaranteed. Payment must be received before extension. Terms and conditions might vary in case of individual corporate contracts..