



Terms & refund policy

Version 2026-09-30

These terms and the refund policy govern the Search & Viewing Service of Amaken Realty and, in section 15, its rental service. You accept them when you complete your booking or, for the rental service, when you send your request. The English text prevails; the Arabic text is a courtesy translation.

1. Who we are

The service is provided by **Bassem El Khansaa**, self-employed, Rue des Chenevières 14, 1800 Vevey, Switzerland, under the name Amaken Realty, which is not entered in the commercial register (the "Provider", "we"). E-mail: hello@amaken.ch. We are an independent property-search consultant based in Switzerland. We are not a licensed real-estate agent, lawyer, notary, tax adviser, bank or mortgage broker, and we are not licensed in any GCC state. We never receive, hold or transfer client funds.

2. The service

The Search & Viewing Service comprises:

1. a private kick-off video call of 60 minutes (Google Meet), in Arabic or English;
2. a written search brief within two working days of the call;
3. the sourcing and presentation of up to 3 properties matching the brief, each with a link and a short note (fit with your legal route, register status, size against the 200 m² cap, price sanity, an indicative holding-cost range);
4. the organisation of viewings with our partner agency, agent present;
5. follow-up on WhatsApp and e-mail until you decide, for 90 days from the kick-off call.

Properties are proposed as they become available on the market or in the partner agency's portfolio. We promise the process described above, not a number of viewings.

3. What is not included

Negotiation of price or terms; drafting or reviewing contracts; the notarial process; the application for the Lex Koller (LFAIE) authorisation; financing or mortgage brokerage; legal, tax, immigration or investment advice; property management. Renting is a separate service, set out in [section 15](#). The Provider does not represent you in negotiations, has no authority to bind you or any seller, and does not act for the seller.

4. How the service is ordered

You can order the service in one of two ways: at the end of the qualification form, when your answers show a route open by law and a budget that fits; or through a personal booking link we send you after studying your request. Either way, the contract is concluded when you complete the booking on the booking page and your payment is confirmed; you receive a confirmation e-mail with the appointment details. What the form shows is an explanation based on your answers, not a legal decision. Orders are placed by you on the web page; no contract is concluded by telephone or video call.

5. Fee and payment

The fee is **CHF 1'999**, all-in, unless a different price was confirmed to you in writing before you booked. It is paid in Swiss francs, by card at booking (processed by Stripe). No Swiss VAT is charged (art. 10 al. 2 let. a LTVA). Your card issuer may convert the amount into your currency and apply its own fees.

6. Rescheduling, cancellation and refunds

1. You may move the kick-off call free of charge up to 24 hours before it, within 30 days of payment.
2. If you cancel **2 days or more** before the call, the fee is refunded in full, automatically, to the card used.
3. If we find before the call that we cannot provide the service — for example because the purchase is not open to you by law — we cancel the call and refund the fee in full.
4. If you cancel less than 2 days before the call or do not attend, we offer one replacement slot. A second missed call forfeits the fee as compensation for the reserved time.
5. Once the kick-off call has taken place the search starts. Once the first property proposal has been sent, the fee is earned and is not refunded, with one exception: **refund on success**. If

you, a member of your household, or someone acting on your behalf buys a property we proposed to you during the service, we refund the fee in full within 10 days of the signature of the deed of sale, whenever the deed is signed, unless a separate written mandate under section 7, point 2 provides otherwise.

6. **Guarantee:** if we do not send you at least one property matching your brief within 30 days of the call, we refund the fee in full on request.
7. You may end the service at any time (art. 404 of the Swiss Code of Obligations); the amounts due for work already performed are as set out above.

7. How we are paid, and by whom

You pay Amaken Realty the fee in section 5 for the service described above. Beyond that fee, exactly one of the following applies to any one purchase, and **we tell you which before you commit to a property:**

1. **The agency pays us.** If you buy through our partner agency (named in your confirmation e-mail), that agency may pay Amaken Realty a share of the commission it actually receives. That share is **never more than 50%** of the agency's commission — so, where that commission is 3% of the price, never more than about 1.5% of the price. It is often less, and **we tell you the actual figure for your property before you commit to it.** By accepting these terms you agree that Amaken Realty keeps that share (art. 400 of the Swiss Code of Obligations). In this case Amaken Realty does not negotiate for you: you negotiate with the agency or the seller, or through a lawyer of your choice.
2. **You mandate us.** If you ask Amaken Realty to act for you and negotiate on your behalf, that is agreed with you separately and in writing, in advance, and Amaken Realty then takes nothing from the agency or the seller for that purchase.

We are never paid by both sides of the same purchase. Swiss law is strict about it — a broker who serves the other party's interest in breach of his own duties loses his fee and his expenses altogether (art. 415 of the Swiss Code of Obligations) — and so are we: one side, told to you in advance, or nothing. Amaken Realty never represents the seller. The agency contracts with you separately for the transaction itself.

8. Your undertakings

1. The information you give us is accurate and complete, and you tell us when it changes.
2. You inform us of any public function held by you, your spouse, parents, children or close associates (politically exposed persons), because Swiss banks and notaries apply enhanced

checks to them.

3. Funds used for a purchase are of lawful origin. All payments to the notary are made from accounts in your own name at banks subject to the Swiss Anti-Money-Laundering Act; no cash, no third-party payers, no crypto-assets.
4. You agree that we may screen you and the persons in point 2 against Swiss, UN, EU and US sanctions lists at any time. On a match, on a refusal by a bank or a notary, or if source-of-funds documents requested by a bank are missing after 30 days, we may end the service immediately; amounts due for work performed remain payable.
5. Transactions of CHF 5 million or more, and purchases financed from banks outside Switzerland, are outside the scope of this service.

9. Statutory duties

From 1 October 2026, Swiss anti-money-laundering law may require us to identify you and the beneficial owner, to document the purpose of a transaction and to report a founded suspicion to the Swiss Money Laundering Reporting Office without informing you. We comply with these duties where they apply.

10. No advice, no guarantees, liability

Everything we say or write is general information based on the facts you give us and on public sources. The cantonal authority alone decides whether a purchase is authorised; banks alone decide on financing; sellers alone decide on price. Information about a property comes from sellers and agencies and is to be verified by the agency and the notary before you commit. Timelines (bank onboarding, authorisation, notarial process) are outside our control. We give no guarantee of authorisation, financing, price, availability or completion.

Our liability is limited to the fee you paid, except in case of intent or gross negligence. We are not liable for decisions of banks, authorities, notaries, sellers or the partner agency.

11. Recording of calls

Calls are recorded only with your explicit consent (a checkbox at booking and a spoken confirmation at the start of the call). You may always choose not to be recorded. Recordings are deleted after 180 days.

12. Data protection

How we handle your data is described in our privacy notice, which forms part of these terms.

13. Language, law and forum

The English version of these terms prevails; the Arabic version is a courtesy translation. These terms are governed by Swiss law. The courts of Vevey, Switzerland, have jurisdiction, subject to mandatory consumer forums.

14. Changes

The version in force is the one you accepted at booking or, for the rental service, when you sent your request. Version of 2026-09-30.

Previous versions, as published on this site: version of 2026-09-28 ([English, PDF](#) · [Arabic, PDF](#)).

15. The rental service

This section alone applies to the rental service; sections 2 to 8 do not. It applies alike to a rental request sent from our rental page and to an application made from the private page of a residence.

1. **The service.** We search for a furnished residence to rent in Geneva, Lausanne or the Riviera (Vevey, Montreux), propose residences that match your request, arrange private viewings and accompany you to them. The service is for leases of 12 months or more and for rents from CHF 10'000 a month.
2. **The fee.** The fee is **CHF 999**, once, in Swiss francs, paid by card through Stripe. It is due only after we have accepted your request and sent you the payment link. No Swiss VAT is charged (art. 10 al. 2 let. a LTVA).
3. **What counts as proposed.** A residence is proposed when we send it to you after your payment. For an application made from the private page of a residence, arranging the viewing of that residence counts as proposing it; if that residence is let or withdrawn before the viewing, it does not count, and another residence has to be proposed within the time set in point 5.
4. **Refund when you rent.** If the lease for a residence we proposed is signed by you, by a member of your household, or on your behalf (for example by your employer or an organisation), the fee is refunded in full, within 10 days of the signature.
5. **Refund when nothing is proposed.** If we propose no residence within 30 days of your payment, the fee is refunded in full.

6. **Viewings.** You may move a viewing free of charge up to 24 hours before it. If you miss a viewing without telling us, we may end the service, and the fee is then kept for the work performed.
7. **Ending the service.** You may end the service at any time (art. 404 of the Swiss Code of Obligations). If you end it before any residence has been proposed, the fee is refunded in full; once one has been proposed, the fee is earned for the work performed, and point 4 still applies.
8. **What is not included.** Negotiating the rent or the terms of the lease; drafting or reviewing the lease; the rental deposit; and your right to stay in Switzerland, which is your own matter.
9. **Who pays us.** When you rent a residence we proposed, the owner or the agency pays us, and your fee is refunded in full. We are never paid by both sides of the same lease.



AMAKEN REALTY

Independent consultant based in Switzerland, not licensed in any GCC state. Nothing on this site is legal, tax, immigration or investment advice. We never hold client funds.

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