

## House rule

***!We kindly ask you to read this policy so that you have a pleasant time and avoid misunderstandings!!***

### Dear guests!

**We warmly welcome you and hope that you will have a wonderful holiday with us!**

Please take care of this property as you would your own home!

### **During your stay here, the following regulations and rules must be observed:**

1. The primary condition for taking over the apartment is **the** immediate payment of 100% of the total accommodation fee for the given period, in cash or by card. If **the Guest** paid in advance by bank transfer, please show **the Owner** the proof of the bank transfer. Without advance payment, we do not maintain the obligation to keep the apartment, regardless of the season.
2. **The guest can take over the apartment from 14:00 on the day of arrival, and must hand it over to the Owner** by 10:00 on the day of departure , unless otherwise agreed with the **Owner** . Handover time approx.: 10-15 minutes, when **the Owner** hands over and shows everything to the **Guest** in the apartment and outside the apartment (equipment, condition of equipment, use of equipment, etc.). Return time approx.: 10 minutes when **the Guest** checks and verifies the condition of the apartment at the time of handover together with the **Owner** before leaving the accommodation .
3. All **Guests** are required to hand over their identity card or passport upon arrival so that we can make a photocopy of it for registration. **We handle your personal data in accordance with the relevant regulations (GDPR).**
4. **Guests** are responsible for their own property, as well as for the entire apartment taken over during their stay, as well as for all movables, equipment, and tools in it! Each apartment has its own safe, please use it for your own benefit. **The owner** is not responsible for any possible thefts, damages or carelessness!
5. When leaving the apartment, we ask Dear **Guest** to close the doors and windows, turn off the lights and electrical devices (TV, air conditioner, stove, etc.), close the water faucets, and close the outdoor umbrellas to avoid a possible unexpected weather changes cause damage to them (e.g.: wind storm). When using the air conditioner, please close the doors and windows!
6. **It is FORBIDDEN** to use all devices in the apartment at the same time, such as air conditioning, water heater, oven, ( Infrared panels and electric radiators in the cold season, etc.) because this can lead to overload, which can cause power outages.
7. **Owner** cleans every seven (7) days and provides clean bed linen and towels every five (5) days. Upon **guest** request, cleaning and clean bed linen and towels can be requested for a fee:  

<i>Cleaning:</i>	<i>apartment for 2 people: 30 Euro/Occasion;</i>
	<i>Apartment for 4 people: 40 Euro/Occasion.</i>
<i>Clean bed linen:</i>	<i>apartment for 2 people: 10 Euro/Occasion;</i>
	<i>Apartment for 4 people: 20 Euro/Occasion.</i>
<i>Clean towels:</i>	<i>apartment for 2 people: 10 Euro/Occasion;</i>
	<i>Apartment for 4 people: 20 Euro/Occasion.</i>
8. When leaving, we ask Dear **Guest** to leave the accommodation in the condition in which you would like to arrive, as clean and tidy as possible. Only use the furniture, equipment, tools, etc. for what they are intended for and put any objects that may have been moved back to their original place when you leave.
9. Make sure that you can use electrical devices that you may not use on a daily basis and do not change the original settings. If necessary, ask the **Owner** for help!
10. **Smoking is strictly prohibited inside the building, and pets are not allowed!** When smoking outside the building, please use the ashtrays provided, and after use, please empty it into the outdoor bin after making sure that it does not cause a fire. Throwing cigarette butts in and around the property is strictly prohibited and dangerous. Follow the general rules and standards.
11. Be considerate of the neighbors and fellow **Guests** , avoid loud music and noise, especially between 22:00 and 9:00 and during rest periods between 14:00 and 18:00.

12. Use the trash cans and don't litter! Please empty the trash cans inside the apartment daily into the trash can located outside , as ants and insects may appear. We ask our valued **guests** to throw only water-soluble toilet paper provided by us into the toilet. Place everything else (e.g. wet wipes, paper handkerchiefs, etc. ) in the garbage bins in the bathroom and kitchen. Do not put lumpy, solid waste into the bathroom sink and the kitchen sink, which could clog the drain lines. If you have run out of toilet paper, liquid soap, or liquid dishwashing liquid in the bathroom, please let the **Owner know** and we will refill it free of charge.
13. Do not allow more people than allowed (max. 2-4 people) to stay at the accommodation. If you wish to receive a guest, please inform the **Owner** . It is forbidden to receive sleeping or overnight guests in our apartment who are not registered as guests of the Nikola Apartment.
14. In the event of damage of any kind /due to carelessness, vandalism, etc./, please contact the **Owner** ! All unreported damage will be claimed from the **Guest later through the courts** . We expect responsible behavior from all our Dear **Guests** .
15. All **Guests** who intentionally or unintentionally cause damage are personally responsible for all kinds of vandalism and damage that they caused or did during their stay here. The total amount of any damage caused will be deducted from the deposit. If the amount of the damage is greater than the deposit, the remaining amount must be paid to the **Guest** . In case of non-payment, the **Owner** has the right to enforce his claim through the court.
16. Deposit: Upon arrival, the **Guest** is obliged to hand over a deposit of 250 Euros in cash **to the Owner** , which will be paid on the day of departure (provided that there has been no damage, vandalism or damage to the property and its assets, tools, equipment, etc.) after taking back the apartment. **Owner** returns. For the loss of the code card belonging to the apartment, the **Owner** charges 30 Euros per piece!
17. In the event of a personal accident or injury, be sure to notify your own insurance company! If you need help, feel free to contact the **Owner** !
18. You can find a medical box on the middle floor in the top drawer of the cupboard with the green international symbol in the corridor, or contact the **Owner for help** !
19. In the event of a fire, manual fire extinguishers have been placed in accordance with the regulations in the entire property area, the position of which is shown by signs with international red markings! A board with an international red marking also shows the location of the device in the lower kitchen cabinet of each apartment. Apart from the apartments, you will also find a fire extinguisher in the central corridor of the property next to the front door, at the outside grill , and in the garages.
20. The use of an external grill for **Guests is** only permitted with the prior consent of the **Owner** ! **(It cannot be used in windy weather!)** The fuel necessary for its operation (charcoal, coal, wood, etc.) must be provided to the **Guest** . It is forbidden to split wood on the rocks of the yard, and it is also forbidden to pour water into the grill !
21. Electric car chargers in garages can be used for a separate fee (5 Euros/hour) with the **Owner's permission**.
22. With the permission of the **owner, our Guests** can use the washing machine and dryer in the laundry room at the main entrance for a fee (5 Euros/wash). Of course, we provide a clothes dryer, iron, and ironing board free of charge.
23. The use of equipment, tools, devices and other objects that are not an integral part of the apartment is only permitted with the consent of the **Owner** !
24. When the **Guest** is not in the room , **the Owner** has the right to enter the apartment in the following cases:
  - to prevent any accidents or damage (fire, water leakage, rain, strong wind, etc.),
  - to prevent unforeseen risks,
  - check the condition of the apartment.**The owner** is obliged to notify **the guest** about entering the premises.
25. Bringing weapons, drugs, explosives and flammable materials into the entire property **is PROHIBITED** !
26. **IT IS FORBIDDEN** to take or take out of the property, equipment, appliances, equipment, other movables belonging to the property, furniture, umbrellas, sunbeds, tables, chairs, towels, bed linen, pillows, kitchen and bathroom equipment, other accessories belonging to the property and from the apartments. ...etc. Take care of the hotel's outdoor and indoor facilities!

27. Guests, or in the event of potential damage to their movable property, the maximum amount of the **Owner's liability is the amount specified in the applicable liability insurance.**
28. In case of violation of the rules, the **Owner** has the right to terminate the accommodation service. In such a situation, the **Owner** is entitled to charge the full amount of the reserved period, regardless of the possibly shorter stay!
29. Hungarian law and the exclusive jurisdiction of Budapest courts govern legal disputes between Guests and the **Owner** .
30. We are happy to receive recommendations, comments, observations and possible compliments, which you can do for us from 8:00 a.m. to 10:00 p.m.!

**Emergency numbers:**

<b>General emergency number:</b>	<b>+385-112</b>
<b>Police:</b>	<b>+385-192</b>
<b>Firefighters:</b>	<b>+385-193</b>
<b>Ambulance:</b>	<b>+385-194</b>
<b>Maritime rescue:</b>	<b>+385-195</b>
Car assistance:	+385-1987
Car club:	+385-166-11999
Contact:	+385-18981
Travel information :	+385-62-777-777
Tourist information:	+385-62-999-999
Croatia calling code:	+385

***Thank you for choosing us for your vacation, for which we wish you a pleasant stay!***

**NIKOLA'S APARTMENT TEAM**

**Our contact details:**

<b>Phone:</b>	+385-99-7925-610
<b>Address:</b>	21320 Baška Voda , Naputica 34.
<b>Email address:</b>	biokovo2020@gmail.com
<b>Web:</b>	www.baskavodanaputica34.com
<b>WIFI code ( Suncokret_Guest ):</b>	Naputica34

**This policy is valid from 01.06.2023 until withdrawn!**