

### **The House Rules**

**/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 for 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 presentation of a valid reservation by the Guest, as well as completed payments for accommodation in accordance with the General Terms and Conditions, along with proof of payment.
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. Upon arrival, all Guests are required to show their personal identification documents to our staff in order to register in E-VISITOR, in accordance with the Laws of the Republic of Croatia. We handle your personal data in accordance with the relevant regulations (GDPR) and other regulations of the Republic of Croatia and the EU.
4. The 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 Guests 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. The owner cleans the apartment and provides clean bed linen every seven (7) days, i.e. provides towels every five (5) days. If you have any further requests, please contact us.

8. When leaving, we ask our esteemed guests to leave the accommodation in the same condition as they found it, clean and tidy. Please use furniture, equipment, property etc. only for what they are intended for and upon departure please return any items that may have been moved to their original location.

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. The 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 the cigarette butts in and around the property is strictly prohibited and dangerous. Please, 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 to stay in the apartment than allowed (maximum 2-4 people). If you want to receive guests, please inform the Owner. Guests who are not registered as guests of Apartment Nikola are not allowed to sleep or spend the night in our 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. The deposit: Upon arrival, the Guest is obliged to give the Owner a deposit of 250 Euros in cash, which the Owner will return after taking over the apartment on the day of departure (provided that there has been no damage, destruction or damage to the property and equipment, property, etc.). For the loss of a card with a code belonging to the apartment, the Owner charges from the deposit the cost of creating a new card (approximately 30 EUR 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 are installed throughout the property in accordance with regulations, the location of which is marked with international red marks! The plate with the international red mark also shows the location of the device in the lower kitchen element of each apartment. In addition to the apartments, you will also find a fire extinguisher in the central corridor of the property next to the front door, next to the outdoor grill and in the garages. In the event of a fire, emergency evacuation exit plans have been set up in the building, so please familiarize yourself with them.

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. The chargers for electric cars in garages can be used in our facility - please contact the Property Owner at the Reception.

22. With the Owner's permission, our Guests can use the washing machine and tumble dryer in the laundry room next to the main entrance, and for the same, contact the Property Owner at the Reception. 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. Take care of the hotel's outdoor and indoor facilities!

27. In the event of any damage to the Guest's belongings, the maximum extent of the Owner's liability shall be up to the amount of the valid 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. Regarding disputes between the Guests and the Owner, the law of the Republic of Croatia is applicable and the competent court in Zagreb, Republic of Croatia, is competent, with proceedings conducted in the Croatian language.

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:

General emergency number: +385-112

Police: +385-192

Firefighters: +385-193

Ambulance: +385-194

Maritime rescue: +385-195

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:

Phone: +385-99-7925-61

The present House Rules of NIKOLA APARTMAN are effective from 1 April 2024 and shall remain in force until amended or withdrawn.

Publication date:

Placed on top of the safe deposit boxes in Nikola APARTMAN and NIKOLA APARTMAN website: [www.baskavodanaputica34.com](http://www.baskavodanaputica34.com)

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Managing Director  
Vészits Miklós