



HOUSE RULES

Welcome !

In order to ensure a pleasant stay and eliminate possible misunderstandings, please familiarize yourself with the house rules. When confirming the reservation, it is understood that you are familiar with it and agree with it, and that you will fully comply with it. Failure to comply with the house rules may result in the cancellation of the reservation and the charging of the full price of the stay, regardless of the earlier forced departure. Observance of the House Rules is something that is expected from every guest.

PERSONAL DOCUMENTS

When arriving at the accommodation facility, guests hand over to the owner of the facility personal documents (identity cards or passports) of all persons who use the accommodation services in order to register guests in the Evisitor application. Personal documents will be immediately returned to the owner.

RESIDENCE REGISTRATION

The owner is obliged to register your stay as regulated by his obligations according to the competent state bodies of the Republic of Croatia, the Residence Tax Act and the Act on the Residence of Foreigners.

RESIDENCE APPLICATION COSTS

You pay the accommodation rental costs personally to the owner by payment to the bank account when booking or to other advertisers if the apartment is booked through them (Booking.com, Airbnb, Kupi me). Payment is made in euros according to the valid and certified price list of services for the current year, which is displayed in the accommodation unit, i.e. reduced by the promotional price if it exists. The invoice will be issued to the guest upon arrival at the facility.

MAINTENANCE OF CLEANLINESS AND HOUSE HYGIENE

The price includes towels, bed linen, kitchen towels, toilet paper, hygiene items (hotel cosmetics), cleaning and dishwashing products.

Bed linen is changed every time the guests change, and guests who stay more than 10 days are given clean bed linen every 7 days, which the guests themselves change. Each guest has at his disposal one large and one medium towel and an additional towel located in the bathroom. A sufficient amount of towels is in the guest's room within the accommodation unit. Used towels are left in the accommodation facility so that the host can wash them.

When using the holiday home, you are obliged to maintain hygiene and cleanliness yourself, and dispose of household waste in a designated place in the house (in the bathroom and in the kitchen). A large collection bin for waste disposal is located behind the house itself. The owner is not obliged to clean and tidy up. When entering the house, be sure to take off your outdoor shoes and put on house slippers in order to maintain the cleanliness of the facility where you are staying.

We ask guests to take care of the environment, to take care of the rented accommodation unit and to be considerate of the furniture and equipment in the interior and exterior of the house. It is forbidden to throw garbage and cigarette butts on the property and the environment.

ENTRANCE OF THE OWNER TO THE HOUSE

The owner has no right to enter the rented holiday home without notice and permission or in the guest's absence, nor to touch and use the guest's personal property. The owner can enter the facility without the presence of the guest only in cases where he has a reasonable suspicion that the facility or the guest's property is threatened and when he has a reasonable suspicion of a gross violation of the rules of the house. The owner is obliged to inform the guests about his entry in the first contact. In the case of the host's justified suspicion that damage has been done and when he justifiably suspects a violation of the rules of the house, the guests are obliged to allow him to enter the accommodation unit for verification.

INFORMATION AND HELP

The owner will help you and give you the desired information during your stay. The owner is not obligated or responsible for organizing free time and entertainment for the guest.

PROPERTY OF THE GUEST

Guests are asked to take care of their belongings and valuables left in the accommodation unit, as the host is not responsible for their eventual disappearance. The owner will do everything in his power to protect it and warn the guest about possible dangers. Also, please do not leave valuables in the cars.

PETS

Bringing pets (dogs, cats, birds, etc.) is NOT allowed.

HOME SECURITY

It is not allowed to bring weapons, easily flammable and explosive substances and substances with a strong or unpleasant smell into the house. Furthermore, it is not allowed to bring electrical appliances into the house for which you have not received the consent of the host. Electricity consumption that does not provide for unusual additional electricity devices in the price of accommodation, and for each consumer found in a state of charging additional electricity costs will be proportional to the consumption, regardless of whether they are used or not. This rule does not apply to electrical appliances for personal care (shavers, hair dryers). In particular, do not leave the air conditioner on unnecessarily when you are not in the house, nor use it with open windows and doors. When going out, we ask guests to turn off electrical appliances (except possibly one light fixture), turn off taps, close windows and lock all doors.

NIGHT PEACE

Noise is not desirable in the house, especially during night rest both in the building and in the immediate surroundings (due to disturbing the neighbors): on the terrace, in the yard, in the garden between 11:00 p.m. and 07:00 a.m. Violation of order and peace (uproar, disorder, noise) allows the owner to deny you a stay at your expense, as if you made that decision yourself. The owner cannot influence the noise from the environment (neighbors, vehicles, etc.).

In addition to appealing to the appropriate behavior of adults, please also pay attention to the behavior of children during play, especially the creation of drafts and door slamming. Do not leave small children without adult supervision, and be especially careful when children are in the room upstairs in the gallery and in the spa center.

ADDITIONAL FACILITIES- SPA CENTER

When using the jacuzzi, please follow the host's instructions on safe use to avoid flooding or damage to the jacuzzi. When using the sauna, please make sure that you do not endanger your health (especially people with heart diseases and health problems) and your safety. We do not recommend the entry of children into the sauna, therefore the entry of children into the sauna and jacuzzi is at your own risk. Never leave children alone or unsupervised in the Spa center. The consumption of food and drinks inside the sauna and jacuzzi is prohibited. Entry to the spa center is possible in flip flops or bare feet, never with outdoor shoes in order to protect you and future guests as well as your health and the cleanliness of the facility. Do not enter the jacuzzi and sauna smeared with cream or oil, as this may result in clogged jacuzzi nozzles and damage to the wood inside the sauna. In the jacuzzi, the use of shampoo and the creation of soapy water/foam is strictly prohibited. After stopping the use of the sauna and jacuzzi, it is necessary to turn them off (turn off the stove and lighting, and stop the jacuzzi).

MOVING AND REMOVING FURNITURE

It is not allowed to move furniture inside the accommodation unit or take out any inventory and equipment (towels, sheets, blankets intended for the house, etc.), tables and chairs from the living room to the terrace or garden and not to expose them to the sun and rain.

BRINGING IN UNREGISTERED PERSONS

Persons who are not guests of the rented accommodation are not allowed to arrive, spend the night or stay all day, as well as use the inventory without the host's permission. If unregistered or unannounced persons are found, the owner has the full right to cancel accommodation for all guests.

COMPENSATION FOR DAMAGE TO THE OWNER

A guest who intentionally or unintentionally damages or damages the property will have to compensate the host for the full amount of the resulting damage. It is not allowed to remove furniture and appliances without a special permit. We ask for responsible behavior and handling. On the day of departure, the guest is obliged to personally invite the owner to inspect the used object and household appliances in his presence in order to prove that he did not commit any damage. You are obliged to compensate any damage on the spot. Only then does the guest have the right to leave the accommodation. All damages that were not reported upon departure will be claimed from the guest later through the courts.

EQUIPMENT OR DEVICE FAILURE

In the event of a malfunction of the equipment or devices within the accommodation unit, please inform the owner immediately, and they will try to remove it as soon as possible.

ARRIVAL AND DEPARTURE

The accommodation unit is available from 3:00 p.m. on the day of arrival and until 10:00 a.m. on the day of departure. We kindly ask you to leave the accommodation by 10:00 a.m. on the day of your departure so that it can be cleaned and prepared for other guests who arrive after you and have the right to enter from 3:00 p.m. Staying in the apartment after 10:00 a.m. unconditionally entails the payment of another 50% of the daily price without the possibility of further stay in the accommodation unit. The keys must be returned at the end of the stay.

As far as possible, the owner can also allow earlier entry or longer stay in the facility, but all exclusively at his discretion.

You are obliged to leave the object you rented in the same condition as you found it upon arrival - clean, tidy and undamaged. Thorough arrangement and cleaning of the house is done by the owner at each change of guests.

DISRESPECT OF HOUSE RULES

A guest who does not comply with the house rules and basic rules of behavior and disturbs the peace will be unconditionally canceled without refund, all for the purpose of protecting his property and preventing actions that could result in physical injury to the guests, all because of non-compliance with the house rules and basic rules of conduct in the house. In case of cancellation of accommodation by the host due to violation of house rules, the guest will be charged the entire amount of the reserved period, regardless of the shorter stay.

SMOKING

Smoking is NOT allowed in the house. We suggest all smokers to use the space on the terrace for smoking with the use of ashtrays. Be sure to consider possible fire hazards. Please do not throw cigarette butts in the garden and yard.

LIGHTING THE FIRE

It is not allowed to light fires outside designated areas. The fire can be made in the fireplace in the living room, in the outdoor grill and in the outdoor fire pit.

Please be especially careful when using the fireplace in the living room, and when using the outdoor grill and Fire pit, so that there is no fire in the house or outside on the surrounding trees in the yard and surroundings. Make sure the fire is out when you leave the house and don't leave fireplaces unattended. The outdoor grill and fire pit must be turned off after use. Please do not put the ashes in the trash can, but leave them in the fireplace.

CANCELLATION OF STAY BY THE OWNER

In case of cancellation of accommodation by the owner due to violation of house rules, the guest will be charged the entire amount of the reserved period, regardless of the shorter stay.

TERMINATION OF THE STAY BY THE GUEST

If you end your contracted stay earlier than the contracted or reserved date, you are obliged to pay for the stay as it was agreed and reserved.

In case of cancellation up to 30 days before arrival: the right to a 100% refund of the advance payment is realized.

In case of cancellation from 29 to 15 days before arrival: the right to a refund of 50% of the advance payment is realized.

In case of cancellation 14 days or less before arrival, as well as non-arrival of the guest: no refund of paid funds.

Refunds are made in the same way as the payment was made.

PAYMENT TIME AND ACCOMMODATION PRICES

The reservation is considered valid and confirmed only after the recorded advance payment.

Payment: Advance payment: 30% of the total amount of the stay is paid to the bank account immediately upon confirmation of the reservation.

The remaining amount: is paid to the bank account no later than 14 days before the date of arrival. In the event that the advance payment is not paid without delay, we consider the reservation not confirmed and reserve the right to offer the date to other guests.

The price of staying in the holiday home for the entire contracted period is charged before the start of use (14 days before arrival) according to the publicly displayed and valid price list, which includes: accommodation, supply of cold and hot water, electricity, maintaining the temperature inside the room at a comfortable level, energy for cooking, change of linen and small inventory, parking space, space for additional equipment according to the category.

An invoice for the accommodation service is issued to the guest upon arrival at the facility, in accordance with applicable regulations.

FAMILIARITY WITH HOUSEHOLD RULES AND POSSIBLE DISPUTES

By starting to use the accommodation, it is understood that the guest is familiar with the house rules and agrees to the obligations and conditions outlined here. All disputes that cannot be resolved internally with the host will be resolved by the intervention of the police or the court in Varaždin. All complaints are taken into account only if they are reported during the stay. We do not accept subsequent complaints. If the guest does not accept these provisions, he is obliged to leave the accommodation. These house rules have been compiled in accordance with general conditions in tourism and according to general standards in tourism.

PRAISES AND COMPLAINTS

Please write your impressions in the book of praise and the book of complaints located in the facility. Complaints and appeals that are not in the book of impressions will not be accepted. Your suggestions will help us to be even better in the future.

Pursuant to Art. 10th St. 3 of the Act on Consumer Protection ("Official Gazette", no. 41/14, 110/15), we inform consumers that they can submit a complaint expressing their dissatisfaction with the service provided in writing to the e-mail address: wooden.house.altus10@gmail.com

Thank you for choosing us for your vacation.

We wish you a pleasant holiday!