



## 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 of every guest.

### **PERSONAL DOCUMENT'S**

When making a reservation and arriving at the accommodation facility, guests agree to provide proof of identity (passport or identity card) or personal data (name and surname, type and number of identification document, gender, country and address of residence and birth, citizenship and date of birth) in the purpose of registering tourists in the information system of tourist boards of the Republic of Croatia for registration and de-registration of tourists - eVisitor (Act on residence tax NN 152/08). Any complaint or objection related to the processing of your personal data can be sent to the e-mail address of the office of the regional tourist board.

### **REGISTRATION OF GUEST'S STAY**

The host 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 host through a bank account or through agencies if the holiday home is booked through them. Payment is made in euros according to the valid price list of services for the current year, which is displayed in the accommodation unit. When the guest arrives at the accommodation facility, the host takes a security deposit in the

amount of €200, which is fully returned to the guest upon departure if there is no damage. The price includes: bed linen, towels, bathrobes, disposable slippers, hygiene items, cleaning products, basic groceries, unlimited use of the hydromassage pool and IR sauna, wood for the fireplace and grill, WiFi, tourist tax and final cleaning.

#### RESERVATION CANCELLATION

In case of cancellation of a confirmed house reservation, the following costs are charged:

If the reservation is canceled within 21 days before the start of using the service, the advance payment is fully refunded. If the reservation is canceled within 14 days before the start of using the accommodation service, the guest will be charged 50% of the total amount of the stay. If the reservation is canceled within 7 days before the start of using the accommodation service, the guest will be charged the entire amount of the stay.

#### MAINTAINING THE CLEAN AND HYGIENE OF THE HOUSE

Bed linen is changed with each change of guests, and guests who stay more than 7 days are given clean bed linen that the guests change themselves. The guest has one large and one small towel at his disposal. A sufficient amount of towels is in the guest's room within the accommodation unit. Used towels are left in a basket for the host to wash. While using the vacation home, you are responsible for maintaining hygiene and cleanliness yourself, and for disposing of household waste in a designated place. The host is not obliged to clean and tidy up.

We ask guests to take care of the environment, to take care of the rented accommodation facility and to be considerate of the furniture and equipment in the interior and exterior of the house.

#### HOST'S ENTRY INTO THE HOUSE

The host 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 host 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 facility for verification.

#### INFORMATION AND ASSISTANCE TO THE GUEST

The host is at your service during your stay for all the information and help you need. The host is not obligated or responsible for organizing free time and entertainment for the guest.

#### RESPONSIBILITY FOR CHILDREN

The sole responsibility for children playing on our property is assumed by their parents, guardians or chaperones.

#### PROPERTY OF THE GUEST

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

#### PETS

Bringing pets (dogs, cats, birds, etc.) into the house is not allowed without the owner's permission. Only the host can allow pets to stay in the house.

#### 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. energy included in the price of the accommodation does not provide for unusual additional electrical devices, and additional electricity costs will be charged for each consumable found in the apartment. energy commensurate with consumption, regardless of whether they are used or not. This rule does not apply to electrical appliances for personal care. When going outside, we ask guests to turn off electrical appliances, turn off taps, close windows and lock doors. This object is under video surveillance, specifically only the outer yard of the house from all sides, and according to Article 26 of the Act on the Implementation of the General Decree on Data Protection, video surveillance can be carried out for purposes that are necessary and justified for the protection of persons and property. Saved recordings are stored on the SD card and are deleted after 7 days. Upon arrival, guests are offered the option of turning off the cameras on the switch in the house, and they are obliged to turn them on during the night and when they leave the property. Failure to comply with it is considered a violation of the house rules and cancellation of accommodation without refund.

#### 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 host has the right to cancel accommodation for all guests.

#### COMPENSATION FOR DAMAGE TO THE HOST

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 host 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 damage that was 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 facility, please inform the host immediately, and they will try to remove it as soon as possible.

#### MOVING AND REMOVING FURNITURE

It is not allowed to move furniture inside the accommodation facility 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.

#### ARRIVAL AND DEPARTURE

The accommodation facility is available after 3:00 p.m. on the day of arrival and 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. Staying in the house 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 facility. The keys must be returned at the end of the stay. 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 host at each change of guests.

#### FAILURE TO OBSERVE 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 and lighting candles are not allowed in the building. We suggest all smokers to use the open terrace for smoking with the use of ashtrays AND extreme CAUTION. Be sure to consider possible fire hazards.

#### BUILDING A FIRE

It is not allowed to light fires outside designated areas. Fire can be made in the living room fireplace, outdoor grill and fire pit. Please be especially careful when using the fire pit outdoors, the fireplace in the living room and when using the outdoor grill. Make sure the fire is out when you leave the house and don't leave fireplaces unattended.

#### CANCELLATION OF STAY BY THE HOST

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.

#### 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.

#### TIME OF PAYMENT OF ACCOMMODATION PRICE

The price of staying in a holiday home for the entire contracted period is charged before the start of use 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 to a comfortable level, energy for cooking, change of bed linen and towels and a parking space.

#### FAMILIARITY WITH HOUSEHOLD RULES AND POSSIBLE DISPUTES

At the beginning of using the accommodation, it is understood that the guest is familiar with the house rules and that he agrees to the obligations and conditions highlighted here. All disputes that cannot be resolved internally with the host will be resolved through the intervention of the police or the court. 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.

**AT THE BEGINNING OF THE STAY IN THE HOUSE, THE GUEST ACCEPTS ALL THE CONDITIONS FROM THE HOUSE RULES AND THE RULES OF BEHAVIOR IN THE HOUSE**

**We wish you a pleasant holiday!**

**Cabin Winterfell**