



Internal Operating Policy

Dear Guests,

We work hard to make sure that you have a good time during your holiday.

We always do our best to ensure that no circumstances disturb your peace of mind.

If, despite our best efforts, you notice any disturbance that you are not happy with, please contact the host.

In order to maintain the condition, tidiness and cleanliness of the guest house and its furnishings, **please refrain from any activity that you would not do in your own home either.**

Booking:

- Reservations can be made by e-mail, letter or telephone.
- **Reservations become valid upon payment of a 20% deposit.**
- **In case of no-show, the deposit will not be refunded.**

Terms and conditions of cancellation:

- Reservations can be cancelled free of charge up to 30 days before the planned date of arrival.
- If cancelled within 30 days, 50% of the deposit will be refunded.
- In the event of cancellation from the 14th day before the date of arrival, the deposit paid will not be refunded.

Check-in / Check-out

- As the guest house does not have a reception with permanent opening hours, the accommodation can be occupied from 2.30 p.m. on the day of arrival. If you arrive at a different time, please contact us by phone in advance.
- The apartment is available until 10.00 a.m. on the day of departure.

Payment:

- Cash, bank transfer, credit card.
- The balance of the accommodation fee and the tourist tax are payable at the same time as the check-in form is completed upon arrival.
- If, for any reason, you leave the accommodation site before the end of the period you have booked, we will not be able to reduce or refund the accommodation fee.

Closing the yard and the building:

- Please lock the gate and the building entrances when leaving and at night!
- Please be very careful with the keys.

Smoking:

- NO SMOKING in the apartment and in the staircase!
- Smoking is allowed only in designated areas (terrace, barbecue).
- We kindly ask our guests who smoke to keep the yard and the whole area of the guesthouse clean by not littering the cigarette butts but to collect them and put them in the bins.

Use of equipment:

- Please use all the furnishings and equipment as intended!
- The equipment and furnishings of the rooms, including towels, blankets, bed linen, must not be taken out of the house!
- Furniture may be rearranged only with the consent of the owner.
- If the apartment requires more cleaning than usual at the end of your stay, an extra fee will be charged.
- The Guest is liable for the 100% refund of any potential damage.
- We respectfully ask you not to smear insects on the wall surface.

GRILLING AND BARBECUE:

- After the barbecue, guests are asked to remove all rubbish, pour off the embers and place the ashes in the rubbish bin.
- Important: If you want to use candles to create a romantic atmosphere, it is possible but strictly forbidden to leave the flame alone.
- Candles are FORBIDDEN in the apartment!
- Guests are personally liable for any damage caused by fire.

Miscellaneous:

- The apartment can be used without disturbing other residents.
- In order to ensure the peace of mind of guests and neighbours, no noise, music or listening to loud music is allowed in the apartments between 10.00 p.m. and 8.00 a.m.
- **Only the stay of registered Guests is allowed in the apartments.**
- **Guests are not allowed to receive visitors. Please comply with the above to avoid any inconvenience.**
- Please note that the owner cannot be held liable and will not pay compensation for any damage caused by events beyond his / her control (e.g. accident, natural disaster, hail, fire, power failure, etc.).
- The owner reserves the right not to accept guests, who behave scandalously and do not respect the internal operating policy, or to expel them from the guesthouse and terminate the tenancy with immediate effect!
- By paying for the accommodation, the Guest agrees to the terms and conditions of the internal operating policy.

Other rules – Things to know

To make a reservation, you will be required to provide certain personal information, and upon arrival, you will be asked to provide additional personal information, which will be recorded based on your personal identity card and address card.

These data are necessary for issuing invoices (obligation towards the National Tax and Customs Office (NAV)), for reporting cash payment invoices (to NAV), for recording in the guest book (municipal decree) and for providing tourism data (to NTDSC).

By making an online reservation through the website, you as a user accept the provisions of this Privacy Policy.