

TERMS – CONDITIONS – HOUSE RULES

We would like to get you familiar with these terms, conditions and house rules so that your stay can be pleasant without anything that can ruin your holiday and enjoying at our place. The Property (house / backyard / apartments) is privately owned and we hope that you will look after it during your stay, just as if it was your own home. **Please feel free to ask any questions or if you need any additional information.**

Please ...

– we have some **rules / processes / etc ... which we follow** but world is not black and white and that's why **we are flexible** and will **try to tailor our offering to your exact needs and expectations**, so you just need to tell us what they are

– **MANDATORY !!!** read our **“Personal Data Privacy Policy”**



– behave **like it is your own house** / apartment (*be careful, take care, enjoy, relax, be happy*)

– **look after** ours indoor and outdoor facilities

– **use the furniture for its intended purpose** and replace in its original position (eg. beds) at the end of your stay

– **do not remove appliances and equipment** (towels, covers, etc...) from the apartment

– use the designated trash bins containers and **keep the grounds clear of litter/trash**

– **do not smoke inside the house**. Smoking is allowed only on terraces and in the backyard. 150 € apartment recovery fee will be charged for smoking inside the house

– **consumption of alcoholic beverages, other beverages and / or drinks containing alcohol** on the premises **for persons under 18 years of age is strictly prohibited** (by Croatian law, not by us)

– **do not walk naked** around the house / backyard / apartment / terrace

– lock the doors, close the windows (*sunshades*), switch off the lights and all appliances (*TV, air conditioner, ...*) and turn off the water taps **when leaving apartment**

– be aware that **contents of the apartments and the apartment itself can be used only by you** (*registered guests*)

– **do not bring** weapons, explosive and easily flammable material

– during you stay **you get 1 big bottle (18,9 l) of water Aquaviva**. If you need more, you can buy it on your own or we can buy it for you (10 € / bottle). Tap water in Croatia is drinkable and very good quality and taste.

– **do not exceed the number of people** for which the apartment has capacity

– keep **apartment keys on safe place and don't lose them** (😊) because new keys, lock and everything else costs 50 – 100 € for which you will be charged

– **do not try to copy apartment keys** because every copy of them will be recorded (special keys), we will be notified, you will lose your apartment, be taken to police and your holiday will be ruined 😞

– take care on your **personal property and valuables** (*use apartment's safe*) as we are not responsible for any loss or even theft (*even from safe*)

Apartments Kosalec - Bibinje



- **use everything** in house and backyard **on your own responsibility** (*in case of any accident or damage you will bear the consequences*)
- make sure **you understand how to use any electrical equipment** that you are not familiar with and don't change any existing settings without our knowledge
- **use** equipment and appliances which are not integral part of our apartments (**your own stuff**) **with extra caution** because in case of any accident or damage you will bear the consequences
- do not disturb other guests (**13.00 – 16.00 and 21.00 – 9.00 please do not make loud noises**)
- leave apartment **as tidy as you found it** when you came (*in the same condition that you would like to find it in yourself*); if you do not do it, you will need to pay cleaning fee according to our price list
- **if you leave something don't worry** because we will put it in the safe place, keep it, notice you and then we will agree what to do next (*wait until your next trip or send it to you, ...*)
- during high season (*last two weeks in June, whole July/August and first two weeks in September*) **you can't book less than 7 nights + check-in AND check-out day should be Saturday**
- outside high season **minimum of 3 nights** is required
- **check in** after 16.00 and do **check out** latest at 10.00
- **pay deposit** (*bank money transfer or PayPal*) after you make reservation (*without deposit reservation can't be accepted*)
- we offer you the **possibility of flexible cancellations** as we are aware that the COVID-19 pandemic has made travel and vacation planning challenging. You have the right to **cancel your reservation free of charge, up to 5 days before your scheduled arrival**, and the full deposit payment will be refunded to your bank account (*if you did booking / reservation using some portal (AirBnB, Booking, etc...) or agency their deposit rules are applied*)
- **pay the rest** (*total – deposit*) **during check-in day in cash (€) or via bank transfer** (*note that if you are late 1 or 2 days or you are leaving earlier you still have to pay amount stated in your booking confirmation*)
- **if you pay in HRK** the amount in € will be converted to HRK (Croatian kuna) according to buy rate for € on the payment day and rounded up
- **if you want to use PayPal** to transfer money to our account it is okay, but you have to pay 5% extra for fees which PayPal will charge us (*when you pay deposit using PayPal we will cover these extra fees, ie. you don't need to pay 5% extra*)
- in exceptional circumstances and in your absence, **we have the right to enter apartments** to prevent possible danger or damage (*we are obliged to notify you about the entry*)
- **inform us immediately if something is not OK with the apartment or something is missing** because at the end you are responsible to leave the apartment in condition as it was before you
- be aware that **in the event of disregard of these rules we have the right to refuse further providing of our services** (*you will not have place to stay anymore*)
- check **guest arrival process** (*can be found in this map where these house rules are*)
- **MANDATORY !!!** watch **safety instructions** before using the pool

