

## HOUSE RULES

### TO MAKE YOUR STAY AS PLEASANT AS POSSIBLE, PLEASE OBSERVE AND FOLLOW THE FOLLOWING HOUSE RULES:

- Every guest shall check in with his/her ID card or passport at the reception desk of Istarski dvori 2 d.o.o. (Address: Sv. Antona 22, Sv. Lovreč Pazenatički). The document shall be returned to the guest after registration in the guestbook.
  - The check-in at the villa is from 16.00 to 20.00 hrs.
  - Please vacate the villa on the day of departure by 10.00 hrs. Any presence in the villa after 10.00 hrs entails additional payment for accommodation according to the price list applicable on that day.
  - You are kindly asked to personally sign all receipts for any kind of services.
  - The accommodation at the villas of Istarski dvori 2 d.o.o. can be used only by a person duly registered.
  - Short visits at the villa are allowed. However, longer visits and overnight stays of persons not registered are not allowed.
  - The accommodation costs and any other additional services that will be used during the stay at the villa must be paid before arrival. Payment is possible via internet banking or bank card, unless otherwise agreed.
  - If you wish to prolong your stay at the villa, please inform the reception desk not later than the day before departure. If you wish to shorten your stay at the villa, please inform the reception desk at least three days before departure.
- 
- You kindly ask You to be careful with the inventory and other furniture and equipment in the villa. In the case of intentional damage of the inventory and other equipment you shall be charged with the damage costs.
  - In the case of adverse weather conditions, outdoor furniture (sunshades, loungers, table, chairs, lounge and chair pads) as well as the portable grill shall be placed in a sheltered or closed space.
  - Room inventory (pillows, blankets, towels etc.) is intended for your use during your stay at the villa and you are kindly requested not to take them out of the villa/yard.
  - The guest is not allowed to bring easily inflammable and explosive materials or unpleasantly smelling items into the villa.
  - According to the law on the restriction of the consumption of tobacco products, smoking is not allowed inside of the villa.
  - When leaving the villa, please lock the doors and enable the alarm system.
  - Istarski dvori 2 d.o.o. shall not be responsible for valuables left in the safe, in the room and in your car.
  - When checking out, please return one set of villa keys and the remote control for the alarm system into the key box, and leave the other set of keys on the dining table in the villa.

- In the case of loss of the key and/or alarm system remote control unit, please notify the reception desk in order to resolve the problem as soon as possible.
  - The loss of the key and alarm system remote control unit shall be charged.
  - It is not allowed to disturb the peace by listening to loud music or causing unpleasant noise during the rest period.
  - The rest period is from 15.00 to 17.00 and from 23.00 to 08.00 hrs. The guests are asked to observe peace and quiet in this period for a more pleasant stay of themselves and of the other guests at the surrounding villas.
  - Waste collection from the waste container is carried out accordance with the schedule in the Info Book
  - Gardening maintenance is performed once in a week. You will be notified about the date and time later.
  - Pool cleaning is done at least once a week, or as needed. You will be notified about the date and time later.
  - Pets are allowed in the villa and in the yard if this is allowed by Istarski dvori 2 d.o.o. Istarski dvori 2 d.o.o. shall not be held liable for possible injuries of your pets during your stay at the villa.
- 

- In the case of fire, please observe the evacuation plan which is kept at the Info Map of the villa. Please notify the reception desk immediately in the case of fire.
  - You are kindly asked to report at the reception desk any fault or defect in the villa and any dissatisfaction with the service.
  - Information on how to submit written consumer complaints can be found in this Info Map and at the reception.
- 

- Please be sure that your children are safe, if possible under the supervision of an adult person and also make sure they do not stay near the pool/Jacuzzi alone, in order to avoid possible risks and injuries. Istarski dvori d.o.o. shall not be liable for possible injuries inside and outside the villa during your stay at the villa.
- 

- The children's playground may be used by children aged between 2 and 12.
- Children under the age of 7 must be accompanied by an adult person when using the children's playground.
- Istarski dvori 2 d.o.o. shall not be liable for any injuries at the children's playground.
- For safety reasons, the children's playground should not be used in the time between 12.00 and 16.00 hrs.