

## HOUSE RULES

Your host guarantees a pleasant stay on their property with their experience and care. During your stay, they will provide you with all the necessary assistance regarding the accommodation and will respect the accepted customs and usual standards in rental accommodations: rooms in households, apartments in households, studio apartments in households, holiday homes in households, and campsites in households. The host will ensure that the atmosphere in the rented property aligns with the provisions of the law of the Republic of Croatia and the established categorization parameters for the property.

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The price of services in this property is publicly displayed and determined (by contract or reservation).

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Payment of your bill, upon presentation of the voucher, if not otherwise stated in the reservation, is made at the travel agency on the day of your arrival. Accommodation services and other agreed services are charged in advance according to the valid and certified price list.

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

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Before your departure, you are required to present the payment receipt for services to your host.

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To ensure a pleasant stay for you, your friends, and future guests, we kindly ask you to handle the inventory and equipment with care.

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A guest who intentionally or accidentally causes damage to the property must compensate the host for the full amount of the damage. The property owner may request a deposit from the guest for each reserved accommodation unit. The guest pays the deposit upon arrival. The deposit is fully refunded on the day of departure if the accommodation unit is left in the same condition it was found upon arrival. If the owner requests a deposit, the guest will be informed of this when the proforma invoice for the reservation is sent.

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Guests are asked to take care of the rented accommodation and treat the furniture and equipment in the interior and exterior of the house with respect. It is not allowed to move furniture from one room to another or to take equipment from the interior to another accommodation unit, outside the house, or the beach (e.g., kitchen chairs to the terrace, kitchen utensils to another accommodation unit, towels or blankets from the apartment to the beach, pool loungers to the beach, etc.).

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During your stay in the room, apartment, studio apartment, holiday house, or campsite, you are required to maintain cleanliness and hygiene and dispose of household waste in the designated places according to local waste disposal regulations. The host is not obliged to clean or tidy the accommodation during the guests' stay or take out the trash from the accommodation units. If you are staying in a room, the host will clean and maintain the room as usual.

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The accommodation units are equipped with bed linens, towels, kitchen towels, and cleaning supplies. Toilet paper and hygiene products are provided only upon arrival. The host is obliged to change towels twice a week and bed linens once a week.

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Guests are responsible for their personal belongings and valuables left in the accommodation units, and the owner is not liable for any possible loss. When leaving the accommodation unit, guests must lock the doors and close the windows.

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In the absence of the guest, the host has no right to enter the rented accommodation unit. The only exception is special circumstances where it is necessary to enter the unit to prevent damage. The host must inform the guest of the entry during their first subsequent contact. If the host reasonably suspects that damage has occurred, guests are obliged to allow the host to enter the accommodation unit to inspect the situation.

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On the day of arrival, please enter the property after 2:00 PM.

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If the guest arrives after 8:00 PM, they are required to call the property owner or the travel agency in advance to announce their late arrival to avoid the

situation where the host, assuming the guests will not come, accepts other guests into the accommodation unit.

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On the day of departure, please leave the property by 10:00 AM to allow cleaning and preparation for other guests who have the right to enter after 2:00 PM. The property must be left in the same condition it was found on the day of arrival – neat and undamaged.

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Order and peace must be maintained in the property and its immediate surroundings (corridors, terrace, yard, garden) from 10:00 PM to 8:00 AM. Do not disturb the host, neighbors, or other guests in the house. Please observe the nighttime silence to avoid inconveniences with the host, neighbors, and other guests.

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Pets are not allowed on the property without the host's permission. The stay of pets (dogs, cats, birds, etc.) can be allowed by the host and the travel agency for an additional charge, according to the previously offered price list. Bringing pets without prior announcement during the reservation is not allowed, and in such cases, the property owner and the travel agency have the right to cancel the accommodation. Guests are required to ensure that their pets do not walk on the furniture or cause damage and must immediately clean up any mess in the apartment, yard, house, and its immediate vicinity, including the beach. If it was previously agreed that the pet will stay outside the property, it is forbidden to keep it in the accommodation unit.

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It is not allowed to bring persons who are not registered users of the accommodation unit into the unit without the host's permission. If unauthorized persons are found in the accommodation unit, the host and the travel agency have the right to cancel the accommodation for all guests. Guests from other apartments in the house or other houses not owned by the host have no right to stay in the accommodation unit without the explicit consent of the host.

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Weapons, flammable and explosive substances, and strong or unpleasant-smelling substances are not allowed in the accommodation unit without the owner's permission.

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For your safety, please do not bring refrigerators, fans, cookers, heaters, or similar devices into the accommodation, as they may not be compatible with our installations and may lead to inappropriate energy consumption.

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Equipment and devices not included in the accommodation unit's offer (e.g., grills, garage, etc.) may only be used with the host's consent.

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When leaving the accommodation unit, guests must close the umbrellas, turn off the lights, electrical devices, and gas installations, and close the faucets. Special care should be taken not to leave the air conditioning on unnecessarily when the guest is not in the unit and not to use it with open windows and doors. It is prohibited to cool food and drinks with running water. It is also prohibited to throw waste into toilets, sinks, and other places not designated for that purpose, including the yard and immediate vicinity of the house.

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The host is required to register your stay as required by their obligations to the relevant state authorities of the Republic of Croatia.

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When you leave, please call the host to inspect the property. Any damage must be compensated on-site.

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By starting the use of the accommodation, it is understood that the guest is familiar with the house rules and agrees to the obligations and conditions stated here. Any disputes that cannot be resolved internally with the host or the travel agency will be settled by the police or local court. Complaints will only be considered if reported during the stay. We do not consider complaints made after the stay.

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A guest who does not comply with the house rules and disrupts the peace may have their accommodation canceled. If the host or the travel agency cancels the accommodation due to a violation of the house rules, the paid amount will not be refunded, regardless of the shortened stay.

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Please write your feedback in the guestbook, which is available on the property. Complaints or suggestions not included in the guestbook will not be considered. Your suggestions will help us improve our service in the future.

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Thank you for choosing our property! We hope we met your expectations and that you had a pleasant stay.

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These house rules have been drafted by general tourism practices.

Your Host