

House rules

Dear guests,

We wish you a warm welcome to our accommodation facility - rooms *** and apartment Jela****. In order to make your stay as pleasant as possible, we kindly ask you to get acquainted with the house rules and adhere to them:

- **Check in is from 14:00 h.** Upon arrival, the guest is required to present the identity card or passport to the employee of the facility for registration at the Tourist office.
- **Check out is until 10:00 h.** If you want to extend your stay, please contact the staff a day before departure for availability and reservations. When leaving, do not forget to leave the keys in the front door of the room.
- Be sure to store money and other valuables in a safe in your room. The key to the safe is on the key fob along with the room key. The facility is not responsible for the possible disappearance of valuables that were not stored in the safe
- **From 22:00 to 8:00 is the time of night peace**, so please do not disturb other guests in the rooms and common areas of the facility.
- **Breakfast is served from 07:00 to 09:00.**
- If you later want to register for breakfast, you can do so by sending an email to info@gorskiparkkupjak.hr or by calling 091/3033-029 no later than 16:00.
- Room visits are not allowed. Please use the common space of our facility to socialize or talk to your guests.
- During your stay, please use the premises, devices and equipment carefully.
- **Deposit in case of damage in the amount of 750,00 HRK should be paid upon arrival.** This fee will be charged in cash. The full amount of your deposit will be refunded in cash after the room is inspected.
- Please note that you are responsible for the damage caused by your fault or the fault of the person for whom you are responsible and you are obliged to compensate it.
- Please do not walk in public areas of the building in inappropriate clothing, such as underwear, etc., and without shoes.
- It is not allowed to bring electrical appliances (cookers, refrigerators, irons, etc.) into the room for which you have not received the consent of the host. Personal hygiene appliances (hair dryer, razor, brush) are allowed.
- Please be sure to lock the door, close the windows, turn off the lights and all electrical appliances when leaving the room. Please handle the room key responsibly. In case of loss of the key during your stay, a 200,00 HRK fee charge is applicable.
- The employee of the facility has neither right to enter the rented room without the announcement and permission of the guest, nor to touch and use the personal property of the guest. An employee of the facility may enter the room without the presence of the guest only in cases where it is necessary to clean and bring clean bedding, when he has reasonable suspicion that the facility or property of the guest is in danger and when the guest grossly violates house rules.
- Pets are not allowed.
- It is not allowed to bring weapons, explosives and flammable materials into the accommodation.
- The facility staff is at your disposal for any information. All possible technical defects, room failures, damage or possible dissatisfaction with the service, please report immediately to 091/3033-218 (technical inquiries) and 091/3033-029 (sales and customer service).
- Smoking is not allowed.
- In the event of a fire, study the evacuation plan located in the hallway in front of your room. We also ask you to inform the facility staff immediately about the fire.
- The facility accepts cash or cards to charge for its services. Payment is made upon departure of the guest.
- We are committed to protecting the personal data of our guests by collecting only basic information about users who are needed by employees to do their job. If you have any questions or comments, feel free to contact the e-mail address: info@gorskiparkkupjak.hr.
- For security reasons, the outdoor areas of facilities are under video surveillance.

In case of non-compliance with these house rules, the manager of the facility or the employee of the facility by order of the manager has the right to cancel the guest further provision of services.

You can send your remarks, wishes and compliments to our e-mail info@gorskiparkkupjak.hr.

We wish you a pleasant stay in our facility!