



HIŠNI RED



Dobrodošli v nastanitvi Apartmaji in sobe Saša
Welcome to accommodation Apartments and rooms Saša

Wi-Fi: sasa1234



CHECK-IN / CHECK-OUT

“ We have prepared some house rules for the guests of accommodation Apartments and rooms Saša. We want you to feel as at home and comfortable as possible, but we wish this would not affect the mood of other ” guests in the accommodation.



- Arrival is after 12.00, except by prior appointment at another time agreed with the owner.
- The owner registers the guest on the basis of an identity document.
- Only registered guests can stay in the apartment. Visits must be notified to the owner.
- When taking look of a room or apartment with the owner, check the equipment and inventory listed in the list of equipment and inventory.

Always have your keys with you!

- Departure by 10.00, unless otherwise agreed with the owner.
- For shorter stays than originally agreed with the reservation, daily prices are charged according to the valid price list.
- Upon departure, the guest checks with the owner if the installation, equipment and accessories correspond to the taken inventory.
- The guest is obliged to compensate the damage caused during his stay on the furniture, floor, windows, doors, equipment or on the building and its surroundings (eg garden, hallway...) in the amount of money before his departure, or after leaving on the basis of photo evidence.
- Guest-related services and compensation for damage are paid by the guest to the owner.
- In case of early departure, you must announce your departure at least one day before departure by 10.00 am, otherwise another day of stay is charged according to the price list.
- When leaving, check all the rooms in case of forgotten things.
- Do not leave any food, rubbish and waste in the apartments and rooms. The refrigerator should be turned off. The dishes must be washed, dried and stored in cupboards. Also in common kitchen areas.



CANCELLATIONS AND CHANGES

Any change, cancellation and request for a refund of accommodation must be submitted in writing by e-mail.

CANCELLATION PERIOD

cancellation 30 days before arrival - the guest does not suffer the costs of cancellation

30 days to 15 days before arrival - the guest pays 20 EUR for administrative costs

14 days to 8 days before arrival - the guest pays 50% of the reservation price

from 7 days to 1 day before arrival - the advance payment is non-refundable

In case of early departure, the remaining days of the reservation are paid in full.

In some cases of cancellation of the reservation, different conditions for the refund of the advance payment apply (eg illness,,,...).

Loss of accommodation keys is charged € 50.

Upon confirmation of the reservation in writing, 30% of the total amount of the planned stay must be paid. The method of payment is possible in cash or by bank transfer.

The reservation is provided after receiving the advance payment and a written confirmation from the landlord.

For some cases of rental or reservation, different conditions of stay may be agreed and applied than stated in these general notices and conditions of stay.

Guests who are not registered in the room or apartment and have not paid for the stay are not allowed to stay overnight.

COMPLAINTS

The guest must complain about irregularities or deficiencies on the spot to the owner of the accommodation on the same day when he finds out about the irregularity.

In the event that, according to the content, the complaint could be resolved on the spot (eg lack of cleanliness, equipment,...), and the guest did not inform the persons listed below about the irregularities, it is considered that the guest agreed with the service. .

The guest can file a written complaint no later than eight days after the end of the stay. Complaints must be substantiated, with appropriate evidence or a certificate sent to the address of the owner of the accommodation.

“ Travel is the only thing you can buy, which makes you richer.

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In case of non-compliance with house rules, we reserve the right to terminate the contract immediately.

You are invited to write your impressions in the guest book located at the reception.

GENERAL

ROOMS

- During your absence, the door of the apartment should be locked, windows closed, lighting and all electrical appliances (TV, stove) turn off and turn off the water.
- Contact the owner to switch on heating and cooling
- Please do not waste hot water unnecessarily and do not throw away the towels after the first use. Guests' bath towels are changed every 3 days (2 nights) (the guest must set dirty laundry in front of the room. Early change of towels is charged according to the price list.
- The owner of the facility has the right to enter the apartment in the absence of the guest, in special circumstances, to prevent possible damage or danger.
- Smoking is not allowed in the apartments and rooms.
- Please separate waste.
- The landlord does not assume any responsibility for money, jewelry, securities and other items that guests keep in the apartment and cars.

COMMON AREAS

- Free parking is available for guests. The owner takes no responsibility for the safety of vehicles, any damage to vehicles or objects stored in vehicles.
- Common kitchen areas must be cleaned after each use. Leftover food and dirty dishes are prohibited! Clean after yourself like at home.
- Do not disturb the order, peace in accommodation, especially at night (from 22.00 to 06.00) and during the afternoon rest (from 15.00 to 17.00). Be considerate of your neighbors.
- In case of non-compliance with the rules of the house rules, the owner has the right to cancel the guest's further stay in the apartment, without repay.

WE CARE!

We are pleased to announce that in 2020 we have decided that we want to be energy and environment efficient as possible. We want to reduce our negative impact on the environment and become responsible for our beautiful nature. We have also joined the Green Key program, with which we want to emphasize that the accommodation meets strict environmental criteria and actively, efficiently and organizedly improves its sustainable business.

The Green Key program places great emphasis on informing and involving visitors in the sustainable and more environmentally friendly measures we implement in our facilities. The staff is well informed and properly trained in the field of environmentally friendly and sustainable practices.

We also want you as our guests to participate in environmental protection and contribute to a more environmentally friendly accommodation policy Apartments and rooms Saša.

HEAT PUMP

In the accommodation, a heat pump is used for heating, cooling and air circulation, which has reduced our energy consumption in the accommodation.

WASTE SEPARATION

Waste is separated!
You can find several different waste bins in common areas, which we want you to stick to so you don't make it difficult for the staff. We separate packaging, mixed waste, glass and bio waste.

CHANGE OF BED LINEN

Guests' bath towels are changed every 3 days (2 nights) The guest must put dirty laundry in front of the room. Early change of towels is charged according to the price list. Bed linen is changed on the 7th day of the night or at the request of a guest.

WATER COLLECTION

At the accommodation we have a underground cistern that collects rainwater. In case of dry periods, we water the lawn with this water and use it to water the indoor flowers.

ENERGY SAVING

All light bulbs and appliances in the accommodation are marked with the label very economical. We also ask all guests of the accommodation to turn them off when electrical appliances are not used.

(Refrigerators in rooms, TV, lights ...)

FLAWLESS WATER

We are pleased to announce that the water from our taps is impeccable and suitable for drinking. Guests are asked not to let water run unnecessarily and if there is any leakage of water, they must inform the management!

USE OF CLEANERS

Clean and disinfected rooms are our priority. The cleaners and hygiene products we use in our accommodation are marked with the ECO Label, which means that these cleaners do not pose a threat to the environment, but the rooms are still effectively cleaned.

USE OF PAPER

Because we are committed to the lowest possible consumption of paper and waste materials, the guest is sent an invoice in e-form. You will also find a QR code in all rooms at the door with all the important information for you (Wi-Fi password, house rules, instructions for check-in and check-out, ...)

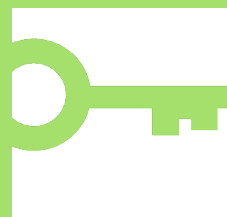
All printed materials in the company are printed in a company with an established environmental management system

PUBLIC TRANSPORT

We recommend guests to use public transport to reduce the impact on the environment. Before the accommodation you have 1 minute to bus stop and 2 minutes to the train station located behind the accommodation (for the timetable ask at the reception) Also in our city you can use public bicycles. Check out about the bicycle rental at reception. Take advantage of the bike path that awaits you right before the accommodation!

BE RESPONSIBLE

We ask our guests to follow our instructions, as this is the only way we will be able to act responsibly towards the environment.



Green Key

We are aware that the corporate responsibility program is never over - there are always areas that need to be improved. A balance of responsibility between people and the planet is needed.

Saša Žgajner - head of accommodation