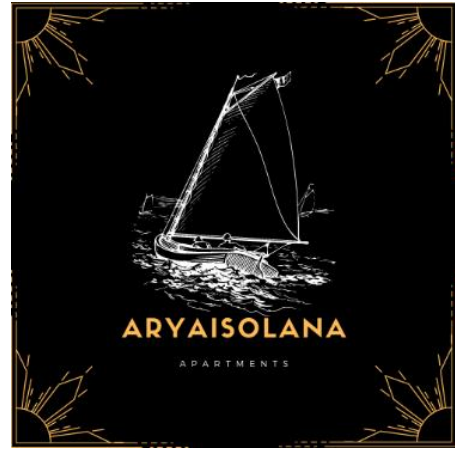


House Rules

Apartment Isola



Dear guests!

We would like to welcome you to the Apartment Isola.

We want every guest who stays with us to feel nice and carefree. To avoid any inconvenience, we kindly ask you to take a few minutes to familiarize yourself with the house rules. Please respect it and take care of cleanliness, order and peace.

We consider that the guest is acquainted with it and accepts it when they submits a reservation or application for the use of the apartment in oral, written or electronic form.

ARRIVAL

Arrivals are possible between 15:00 and 22:00.

Arrivals outside this time are possible upon prior arrangement at an additional cost.

Taking over the apartment is possible only by paying the rent and tourist tax according to the price list.

Upon arrival, personal documents or other official documents must be presented for all guests, showing: first name, surname, address, date of birth, place of birth and guest document number.

We hand over the keys to unlock the apartment upon arrival.

Parking is possible in the yard in front of the apartment under the canopy in the place allocated to you on arrival.

Upon arrival, inspect the apartment and familiarize yourself with the inventory list in the Apartment Book.

DEPARTURE

Departures are possible between 06.00 and 10.00.

Departures outside this time are possible by prior arrangement at an additional cost.

Upon departure, please check that the dishes are washed and stacked in cupboards. Clean up and take the rubbish out of the apartment and leave the apartment in the condition you received.

Close all shutters and windows behind you and lock the apartment door and the main front door. Hand over the keys and remote control of the courtyard door to the person who will accompany you from the apartment, if you have received it for use.

In the event of damage caused by negligence or obscenity, we will charge you the amount of the damage. In case of loss of the key or remote control of the courtyard door or non-return of the same, damage in the amount of € 100.00 will be charged.

INTERNET

Wireless internet is available in the entire apartment free of charge. The password can be found in the Apartment Book.

NIGHT PEACE

Night peace is valid between 23:00 and 6:00.

The apartment is intended for rest and relaxation, so it is necessary to maintain order and peace and be considerate of other guests and neighbors.

If the neighbors are noisy and do not consider that peace is needed at night, please let us know.

TERMS AND CONDITIONS

The general conditions for renting and using the apartment apply to the house rules.

- Smoking is strictly prohibited in the apartment. Smoking is possible in front of the building, the embers are extinguished in the ashtray you bring with you. In case of smoking in the apartment, the guest will be charged a fine of 100.00 €.
- Only apartment guests can be inside the apartment. Visits are allowed only by prior arrangement with the owner. Failure to comply with the provisions regarding visits and intentional damage to things or objects is considered a general violation of house rules.
- Overnight stays of guests who are not registered and have not paid for the stay are prohibited. In the event of a violation, we reserve the right to charge an additional night and is considered a general violation of house rules.
- Pets are not allowed, except in cases where we specifically allow you to do so by prior arrangement at an additional cost.
- Parking is at your own risk in the yard in front of the apartment.
- Please close and lock the front door of the building and the apartment in the evening, and handle with keys carefully and do not hand them over to other persons who are not guests of the apartment. Any reproduction of the received keys of the apartment is prohibited. This constitutes a general violation of house rules.

- Windows and doors must be closed each time you leave the apartment.
- Handle objects in the apartment with care. For each damaged or stolen item, compensation is charged in the value of the item.
- The apartment was completely cleaned before your arrival, so please use the slippers located at the entrance to the apartment for better well-being.
- The apartment is fully equipped and air conditioned: bed linen, towels (large and small towels for personal hygiene), kitchen utensils, utensils and basic necessities for food preparation (salt, pepper, sugar).
- The apartment is equipped with toilet paper, liquid soap, shower shampoo and garbage bags.
- During your stay in the apartments you are obliged to take care of the order and cleanliness of the apartment. A cleaning cloth, sponge, detergent and wipes are provided for cleaning. For greater cleaning, there is a battery vacuum cleaner, broom and dustbin in the apartment.
- When renting an apartment, only the final cleaning and disinfection of the apartment is paid. In case you would like the apartment to be cleaned more often during your stay, please let us know when you check into the apartment or let us know later. The service is charged according to the valid price list.
- Air conditioners are used to heat or cool the apartment. Select the air conditioning mode on the supplied remote control. When using the air conditioner, please keep the windows and doors closed.
- Please do not waste hot water unnecessarily and use towels wisely because we want to be environmentally friendly.
- Tap water is drinkable.
- The apartment has a dishwasher and washing machine with detergent - dishwashing tablets and for washing the laundry. There is a tumble dryer in the apartment for drying laundry.
- The apartment is equipped with an iron and ironing board.
- Laundry and ironing are also possible by arrangement and against payment. The dry cleaner's is located in the center of Izola.
- The apartment is equipped with a TV and radio. The theft of a TV card or remote control is charged in the amount of € 100.00.
- Please separate waste to make it as environmentally friendly as possible. Garbage cans are located near the apartment on the street.
- The guest uses all appliances in the apartment according to the instructions for safe use and takes care of the equipment with care. In the event of intentional damage or damage caused by negligence, you are obliged to pay it.

- If there is a fault in the plumbing or electrical system or other damage to the equipment, let us know immediately.
- The owner is not responsible for valuables and money located in the apartment and vehicles on the street. Valuables and money can be stored by the guest in the safe located in the apartment.
- We kindly ask you to:
 - do not disturb other guests with radios, televisions and other devices.
 - in the event of a storm, switch off all electrical appliances, and
 - to use energy safely and efficiently.
- Possession and use of drugs or bringing weapons into the apartment is strictly prohibited! In case of non-compliance with this rule, we will inform the police.
- The guest undertakes to compensate the damage that would be caused to the owner. 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 reimbursement of rental costs. In case of a general violation of the house rules, the owner can also demand from the guests the payment of a fine in the amount of € 100.00.

FIRE SAFETY

- The fire regulations together with the evacuation plan is hung in the apartment.
- Upon arrival at the apartment, get acquainted with the fire regulations and evacuation plan and the location of fire extinguishers in the apartment.
- If you notice a fire, call the fire brigade immediately on 112 and follow the fire regulations.
- Use fire extinguishers according to the instructions. Misuse of the appliance is charged.
- Please be careful when cooking. Always make sure you turn off the electric hob before leaving the apartment.
- The introduction of flammable and explosive substances or substances with an unpleasant odor into the premises of the apartment is strictly prohibited.
- In the event of intentional triggering of a fire alarm without a cause or triggering due to smoking, cooking, etc., in rooms where this is prohibited, the perpetrator covers the costs of firefighting intervention.

CONTACTS

Emergency medical care: tel. no. 112 or +386 5 66 35 000 (Zdravstveni dom Izola, Ulica Oktobrske revolucije 11, Izola).

Firefighters: tel. no. 112

Police: tel. no. 113 or +386 5 616 13 00 (Izola Police Station, Drevored 1. maja 11, Izola).

Maintenance, additional needs or reporting a violation of public order and peace: +386 (0) 40 701-099 (Mr. Aleš) or email: info@aryaisolana.si

GUEST COMPLAINT HANDLING SYSTEM

A book of compliments and complaints is available on request in the apartment. You can also submit a complaint or compliment by email: info@aryaisolana.si or by phone. 00 386 40 701-099 (Mr. Aleš).

We will be happy if you tell us the complaint first and give us the opportunity to respond appropriately. We also look forward to your compliment.

OTHER INFORMATION AND LINKS:

[https:// www: aryaisolana.si](https://www.aryaisolana.si)

Thank you for being our guests.

We look forward to your next visit.

Greetings,

Aleš Pesko - sobodajalec