

## GENERAL RULES (OF BUSINESS)

The exclusive purpose of the apartment is to accommodate guests who apply by means of their personal documents – maximum of 4 persons, exceptionally 6.

1. **THE PRICES** are given per person per night. Prices are final and include the tourist fee.

The minimum number of people is two persons.

To confirm the reservation, it is necessary to pay an amount of 20% of the total rent price in advance.

The stay of up to 3 years of age in the bed available is free of charge.

The stay of children up to 3 years of age in an additional child's bed is charged 5€ per child per night.

There is a maximum of one extra child's bed per room.

The fee for child's beds is not included in the total rent price and is to be paid extra during the stay.

2. **SPECIAL PRICES** are negotiated directly with Prestige Apartment Zagreb. Prestige Apartment Zagreb has the right to create a special price depending on the conditions on the market.

3. **CANCELLATION:** if the apartment is canceled up to 30 days before the date of arrival the advance payment is returned in total. If the cancellation is made less than 30 days before arrival, the advance payment is not returned.

4. **SHORTENING OF THE STAY:** Guests can shorten their stay if announced at least a day earlier, Prestige Apartment Zagreb returns the overpaid amount, but in such a case the guests has no right to the special price even if earlier negotiated.

5. **DAMAGES:** Upon arrival the guest is obliged to report to Prestige Apartment Zagreb any existing damages. The guests is also bound to pay for any damage that he/she causes either on purpose or out of inattentiveness that is out of disregard for the environment during his or her stay in the apartment.

6. **PETS:** Pets are extra charged 5 € per day and pet.

In case of **EMERGENCY**, phone number is:

- fire alarm: **112**
- ambulance: **112**
- police: **112**