

HOUSE RULES

The following rules and information apply to all the guests staying in our apartment:

- Your stay in our apartment commences at 2 pm of the first day of your stay and it ends at 11 am of the last day. The last day of your sojourn (i.e. the day you leave the suite) is not included in the total number of days of your stay in the suite.
- The time of night rest in the Prestige Apartman Zagreb commences at 23 p.m. and lasts until 8 in the morning. The guests are obligated to maintain peace and quiet out of the respect towards other guests.
- During your stay in the room, you can use all of the appliances within the suite. The guests will be informed of the utilization of all of the objects, inventory and appliances in the room and the guests are obligated to use all of the above with care. In case of damage or disappearance of certain objects or appliances from the room, the guest must, immediately, inform the owner of the rooms and pay the value of damaged or missing goods.
- The apartment are being thoroughly cleaned before and after your arrival. Sheets are being changed before your arrival and every 7 days during your stay in the room. Fresh towels and cloths are distributed every seven days.
- The owner of the **apartments** reserves the right, in case of special circumstances, to enter into the apartment when necessary, although the guests are not in the apartment in that moment, in order to prevent predictable and inevitable damage and/or danger (e.g. in case of flood, fire, bad weather i.e. when the shutters are not shut and secured etc.). In case of such an entrance in the absence of the guests, the owner will duly inform the guests about the time and the reason of the intervention.
- Persons, who are not checked-in or registered as guests of the Prestige Apartman Zagreb are not allowed: to stay in the apartments for a longer period of time, to sleep, or to stay overnight.
- It is forbidden to bring weapons, illegal substances, or any other type of dangerous objects and substances into the apartment.
- You pets are welcome in our apartments, however you should, prior to your arrival, inform the owner of the apartments that you would like to bring your pet with you.
- It is not allowed to smoke in the apartments. The smokers are kindly asked not to leave any cigarette buds in the suite, the house, in the yard, or outside of it; and to take all necessary precautions and safety measures in the prevention of fire for their own personal safety.
- The guest is responsible for taking care of his/hers personal belongings and valuables. The owner of the Prestige Apartman Zagreb cannot be held responsible for the disappearance of the guest's belongings and/or valuables.
- We ask you to abide by these rules and regulations in order to make your and the stay of other guests in our apartments more pleasurable.

We wish you a pleasant stay in our apartment!