

# HOUSE RULES

We would like to acquaint you with house rules so that your stay in our home will be pleasant, while for all other additional information please speak to your host.

1. Accommodation is available from 3 p.m. on the day of arrival, until 10 a.m. on the day of departure.
2. At the day of arrival, guest must pay whole amount of payment in cash to the host.
3. Handover passports of all guests to the host immediately upon arrival for registration at the Tourist office.
4. At the day of arrival, guest must pay 1000 Eur deposit for potential damage at the villa or for products from minibar. If nothing will be damaged or used from minibar, deposit will be give back to the guest on the day of departure.
5. Booking and cancellation rules: The guest has to pay whole amount of the Rent of the villa before check in date. Advance payment is in amount of 30%, and the rest up to check in date, optimal 14 days before check in date. The booked dates are valid on the date of advance payment is done. In the case of cancellation of the stay from the reason of the guest, advance payment is the cancellation fee. The cancellation of the stay is not allowed 14 days or less before check-in date, otherwise there is no any refund of the stay.
6. Swimming pool in heated. It's heating capacity is +6 degrees compared to the standard water temperature. Heating is charged separately, and the price is 200 Eur up to 7 days, and 200 Eur for every 7 days that have started.
7. Guests themselves are responsible for personal property and valuables left in the room/ villa and the owner is not responsible for the subsequent loss thereof.
8. Guests are responsible for their behaviour in the house and surrounding area, and in the case of an accident they shall bear the consequences themselves.
9. **Smoking is not allowed in the premises of the villa.** Allowed only outside and terrace.
10. Lock the doors to the room/ villa from the inside and when going out be sure to lock the doors and windows, close sunshades, switch off the lights and all electrical appliances (TV, air- conditioning, stove...) and turn off the taps. Please close the sunshades also during the night.
11. In the absence of a guest, the owner of the facility has the right to enter the room/ villa to prevent the occurrence of possible damage or danger. The owner is obliged to notify the guest about the entry into the room/ villa at the first subsequent contact.
12. Destruction of equipment and furniture, causing disorder and disturbing other guests is prohibited, and it is expressly forbidden to make loud noises in the time from 10 p.m. to 8 a.m.
13. The contents of the room/ villa may only be used by persons who are registered as quests, however the host may, upon the request of a guest, permit visits at certain times.
14. Bringing in weapons, explosive and easily flammable material is not permitted.
15. Use of equipment and appliances which are not an integral part of the offer of the room/ villa may be used only upon the consent of the host.
16. Bringing in of animals is permitted only upon the consent of the host.
17. In the event of the disappearance or damage to installations, furniture, appliances, equipment of the room/ villa the quest is obliged to notify the host. Insofar as the disappearance or damage occurred due to the fault of the quest, the guest is obliged to compensate the corresponding equivalent value.
18. It is forbidden to remove appliances and equipment (towels, covers, etc. ) from the room/ villa.
19. The guest is with special attention required to take care of the key and lock the apartment because the owners are not responsible for theft or negligence. Compensation for loss of keys is 100 euros.
20. Putting candles around the pool is forbidden.
21. In the event of disregard of the house rules, the host has the right to refuse further providing of services.
22. All guests confirm with their signature that they agree with those rules.
23. You may offer your comments, suggestions and compliments to your host who is at your disposal from 8 a.m. to 11 p.m. on phone number +385 916 030 462, or e-mail [info@moonlightvillas.eu](mailto:info@moonlightvillas.eu).

We wish you a pleasant stay!