



ALPE-ADRIA APARTMENTS

# HOUSE RULES

## Dear Guests, welcome to Alpe-Adria Apartments!

Please read the house rules carefully and observe them during your stay so that everybody can enjoy the services of the apartment house and will be satisfied while spending their holidays.

### ARRIVAL

- After occupying the apartment **take a look at the rooms, the equipments and the furniture**. You are requested to **use all equipments and furnitures properly** and keep them intact, assuring their functionality and cleanliness so that future guests can use them as well!

### SMOKING

- **Smoking is NOT allowed** in the apartment house! It is permitted only in assigned smoking places, so please pay attention to the prohibitive/permissive signs. Please do not smoke or use open fire on the balconies of the apartments! In case of smoking the deputy is authorized to charge **200,- EUR** on your account or in cash for the extra cleaning.

### PETS

- **Pets are allowed only in the apartments with the owners' approval.**
- Please consider eventual guests may be allergic to pets' fur, so it is not only a question of hygiene. **Pets are definitely not allowed in the following apartments: TOP 3; TOP 10; TOP 16; TOP 17A.**

### ORDER AND CLEANLINESS

- **Please keep the apartment clean** and use the cleaning equipments available in all of them.
- **Please avoid any engorgement of toilets and drains** while using the apartment. Do not throw nappies, wet wipes, tampons, sanitary pads and similar things into the toilets, please collect these in the bags which are available for this purpose.
- **By departure**, guests are requested not to leave any food in the fridge or anywhere in the apartment, neither their own belongings and waste. **Please empty the apartment** before leaving apart from the equipments and furniture belonging there!
- **It is FORBIDDEN to take the objects belonging to the apartments out of the apartments!** The registry can be found and read in every apartment.
- It is forbidden to stay inside the apartment **in dirty clothes** (shoes), to sit or lie on the beds and furniture!
- **Bedclothes, towels, bathmats are changed weekly.** The owners and operators of the apartment house consider the conservation of nature and cleanliness of natural waters a very important issue, you most definitely agree with that. In case guests spend at least 6 nights in the apartment, it is possible to ask for a change of towels after 3 nights ( can be requested at the reception).
- Please take into consideration that the apartment house is situated in a **holiday zone**, where all permanent and temporary residents take care of keeping the stillness. So please **do not make noise** in the halls, corridors, wellness areas, balconies of the apartments, in the yards because it might disturb the relaxation of other guests.
- **During the summer the lawn** needs to be mowed at least once a week for the maintenance of the garden. Excuse us in advance if the noise of the **lawn mower** eventually disturbs you.
- **During the winter snow removal** starts in the morning (in case of excessive snow in the afternoon as well) earliest at 07.00 (or at 15.00 if needed). Thank you in advance for your patience if due to the snowplough you have to wait as your arrival is problematic, and excuse us if the noise of the **snowplough** eventually disturbs you.

## SECURITY

- It is forbidden and dangerous to bend over the balconies or throw anything from there!
- Please do not leave children alone in the apartment or on the balcony!
- It is strictly FORBIDDEN to touch or damage any of the electric or mechanical equipment in the common areas!
- It is FORBIDDEN to stay, walk under the gutters of the apartment house in winter (because of the danger of falling icicles)!
- In case of fire please follow the path tables on the walls!
- In case you notice any breakdowns or accidents please immediately inform the personnel!
- **ATTENTION!** Some areas of the apartment house are observed by safety cameras 24 hours a day on each day of the year! The safety camera system has been constructed in a way that it is not harmful to the privacy of the guests. Upon occupying the apartment that is acknowledged and accepted from Your side. Furthermore You agree to the eventual use of the recordings!

## WASTE COLLECTION

- Please select the waste as follows: **mixed waste** (from the kitchen), **bio waste** (foodwaste, vegetables, etc), **plastic, paper, metal coloured and white glass**. Different containers (except for metal and glass) are available next to the covered parking places. **There are special containers for metal and glass waste** as well right next to the main entrance. Each container has a different colour and has the type of waste indicated on it. Please throw the waste into the proper container.  
**In case of not proper waste collecting the local government charges extra costs!**

## SERVICES

- The **WELLNESS** area is open between **10.00 - 21.00 (it is a free service)**. Sauna can be used by children **under 16** only with adult supervision. Please take a shower **before entering the sauna** (you are welcome to use the shower next to the sauna), and **by leaving** please turn it off.
- **Laundry** usage has costs, please enquire at the reception!
- Please clean the grill after you use it, cleaning supplies are provided.
- The **ski deposit** is in the boiler house. The deposit is a common space, **not closed, we do not take any responsibility** for the objects left there! **It is FORBIDDEN to touch or damage the boiler and other mechanical equipments!**

## DEPARTURE

- **Upon departure the apartment is to be handed over in a clean, complete and tidy state.** The deputy of the operators of the apartment house is authorized to check the apartment and its equipments right before guests' departure. Should the case of dirt, injury or missing objects, equipment arise before or after the departure, the deputy of the operators is authorized to issue a written record, estimate the value of the damage and **consequently the cost must be reimbursed on the premises or afterwards and the guest has to take the responsibility for eventual legal consequences!**
- **In case of payment afterwards the guest's credit card could be charged after departure with the amount to be reimbursed!**
- **Please leave the accomodation between 8.00 and 10.00 a.m.** on the day of your departure, otherwise a previous arrangement is needed!
- You are requested to return the keys before leaving the apartment house. If the **keys** are missing, the deputy of the apartment house is authorized to charge **50,- EUR / key** on your account or in cash for the loss!
- **We do not take responsibility for any objects left or disappeared in the apartment house or in its area!**
- **The guest is obliged to reimburse on site any damage or loss caused in the apartment house or on its territory and to take the responsibility for eventual legal consequences!**

## ATTENTION!

**The occupation of the apartment means the acceptance of the house rules.  
Neither not reading it, nor not having a command of the language exonerates You of observing it!**

Thank you for your co-operation!

We are sure that you agree with the house rules as they are to ensure your best relax, comfortable stay and pleasant holiday.

We wish you the best experiences during your holiday and we hope we can welcome you again as returning guests.

*the owners and operators of the apartment house*