

NEREZINKA

APARTMENTS

Terms and Conditions – Kuća Nerezinka

1. Reservation and Contract Formation

Accommodation can be booked via e-mail or through the online reservation system on the provider's website. The reservation becomes binding upon receipt of the deposit to the provider's bank account. Valid contact details must be provided when making a reservation.

2. Deposit and Payment Terms

The deposit amounts to 50% of the total stay price. The remaining balance is payable one week before arrival to the provider's bank account or in cash upon arrival. Prices include tourist tax.

3. Cancellation Policy

- cancellation more than 60 days before arrival: deposit is refunded in full,
- cancellation 60 days or less before arrival: deposit is forfeited as a cancellation fee,
- in case of no-show: cancellation fee is 100% of the total stay price.

The accommodation provider reserves the right to assess exceptional and proven circumstances individually.

4. Check-in and Check-out

Check-in: from 15:00 on the day of arrival.

Check-out: until 10:00 on the day of departure.

Different times are possible only upon prior agreement with the accommodation provider.

5. Number of Guests and Occupancy

Only the number of guests corresponding to the apartment's capacity is allowed. Additional guests are not permitted without prior approval. Extra beds, mattresses or sleeping on the floor are not allowed unless agreed in advance.

6. Pets

Pets are not allowed in the property.

7. Swimming Pool

The swimming pool is available to guests free of charge. Use of the pool is at your own risk. Parents are fully responsible for the safety of their children at all times, including at the pool area. The accommodation provider is not liable for injuries caused by improper or careless use of the pool.

8. Terraces, Barbecue and Outdoor Areas

Some terraces are shared, others belong to specific apartments – guests are required to respect their designated use. Barbecues are available; guests must provide their own charcoal, briquettes and tools. When using the barbecue, guests must:

- never leave fire unattended,
- keep a safe distance from furniture and plants,
- properly extinguish the fire and clean the grill after use.

Barbecue use is at your own responsibility.

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9. Stairs and Movement in the Property

The property includes stairs and different floor levels. Guests are required to be especially careful, particularly with children. The accommodation provider is not responsible for injuries caused by inattention or inappropriate behavior.

10. Parking

Free parking is available directly at the property; however, capacity is limited. Parking is unguarded. The accommodation provider is not responsible for damage to parked vehicles. Additional public parking is available in nearby streets.

11. Guest Behavior and Quiet Hours

Guests are required to behave respectfully, observe quiet hours (23:00–7:00) and respect other guests and neighbors. In case of serious violation, the accommodation provider reserves the right to terminate the stay without compensation.

12. Liability for Damages

Guests are responsible for any damage caused to the apartment (including loss of keys), terraces, barbecues, pool and common areas and must compensate for it. The accommodation provider is not responsible for loss or damage of personal belongings.

13. Smoking Policy

Smoking (including electronic cigarettes and vaporizers) is strictly prohibited inside the apartments. Smoking is allowed only in outdoor areas.

14. Use of Equipment

Guests must use all equipment and facilities only for their intended purpose. Any damage or malfunction must be reported immediately to the accommodation provider.

15. Termination of Stay by the Provider

The provider reserves the right to terminate the stay in case of serious violations, including:

- exceeding the permitted number of guests,
- violation of the no-pets policy,
- serious disturbance of night peace, dangerous behavior at the pool or while barbecuing,
- damage to property.

In such cases, no refund is provided.

16. Acceptance of Terms

By making a reservation and paying the deposit, the guest confirms acceptance of these terms and conditions.