

## **Hiša24 Rentals**

### **TERMS AND CONDITIONS:**

#### **OUR RESPONSIBILITIES:**

The apartment will be clean and suitably equipped (as specified in our advertisements and on our website) for holiday rental.

The apartments will be cleaned and disinfected according to the Slovenian Government Public Health recommendations regarding protection from Covid-19 infection.

We offer online check-in and contactless key-safe access to the apartment.

There will be sleeping accommodation for the number of persons agreed on the booking form.

We will provide clean bedding and towels and suitable kitchen appliances, crockery and cutlery to enable you to self-cater during your stay.

We will provide stocks of washing up liquid and dishwasher tablets in the kitchen as well as liquid soap, shower gel and toilet paper for normal usage in all bathrooms.

We will be responsible for providing the water supply, electricity, central heating fuel, logs and kindling for the fires (Terrace & Gazebo Apartments only), television and Internet services.

We will not be liable to you for any loss, damage or injury caused by defect or stoppage in the supply of public services, or for any temporary defect in the property including heating, water and drainage services, telephone, television, radio and internet services.

We will not be liable to you for any loss, damage or injury caused by circumstances beyond the control of the owner including adverse weather conditions and the action of any third parties.

Electrical items will be in safe working order.

The central heating system will be serviced according to manufacturer's guidelines.

The property will be available for occupation from 4pm on the start date of the booking until 10.00am on the final date, unless agreed otherwise in writing.

At any time prior to the commencement of the rental, we will respond to any queries you may have in a timely and professional manner.

We will not pass on your contact details to any third party.

We will not pay any of your money transfer fees.

We will pay fees for transferring the security deposit back to you.

#### **YOUR RESPONSIBILITIES:**

You will pay us the agreed rental fee: the deposit upon booking, followed by the balance, including tourist tax and a refundable security deposit of €150.00, 40 days before the start date of the rental period.

If you book directly from Holiday Lettings/Tripadvisor or Holiday Rentals/HomeAway, the payment details provided by those rental companies will apply.

If the booking is agreed within 40 days of the start date, you will pay the full rental fee to confirm the booking.

Default in any payment will constitute cancellation by you of the booking.

You will not arrive at the apartment earlier than the stated check-in time.

During the rental period, you will take all reasonable and proper care of the property and its furniture, fittings and effects both internal and external and leave them in the same state of repair and in the same **clean and tidy condition** at the end of the rental period as at the beginning.

- All flat surfaces will be free from dirt.
- All refuse/garbage will be cleared away and placed in the appropriate recycling bins outside.
- All left-over foods will be removed from surfaces, cupboards, refrigerator and ovens.
- The interior of the oven(s) will be clean
- All items used for cooking and eating will be washed and put in the appropriate cupboards or drawers.

You will occupy the premises peacefully and quietly and will conduct yourselves in a manner inoffensive to the neighbours.

You will not permit activities on the premises that are contrary to any law, local ordinance and/or applicable health or fire provisions. Violation of these conditions will result in immediate termination of occupancy and forfeiture of all payments.

You will use the premises for residential purposes only. Parties, meetings, etc. in the property are expressly forbidden.

You will without delay report to us any spillages or stains, leaking pipes, or any infestation of ants, cockroaches, wasps etc., so that we can take action as soon as reasonably possible.

You will without delay report to us any defects in the property or breakdown in the equipment, plant, machinery or appliances in or on the property, and arrangements will be made for repair or replacement as soon as reasonably possible.

You will not allow more people to stay in the Property than expressly authorized, nor will you change the makeup of the party during your stay in the Property.

You will allow maintenance personnel, cleaning staff, the Owners and the Owner's representative reasonable access to the property for the purposes of repair and maintenance.

You will not smoke inside the Property, and you will ensure that no one else in your party does either.

You acknowledge that The Property and its facilities (including those provided externally) are to be used solely by you and the persons listed on the booking form and no-one else.

You will not enter the property if you are displaying any symptoms of, or if you have been in recent close contact with anyone displaying Covid-19 infection.

## **SECURITY DEPOSIT**

If you book your holiday directly with us, we will bank the security deposit and hold it against any undue damage or serious loss or breakage incurred during your stay. If there are no problems, then we will refund 100% of this deposit to you within 10 days of the end of the Rental Period.

If you make your reservation through Holiday Lettings/TripAdvisor, Vrba, etc., they will manage your security deposit.

If we need to retain any of your security deposit, we will notify you in advance of returning the balance and you will have the opportunity to consider the matter.

We will charge an additional cleaning fee if the apartment is not left in a "clean and tidy condition" (see above).

The sum reserved shall not limit your liability to us in the event of major damage. Any costs in excess of the security deposit will be billed to the lead guest named on your booking form.

## **PERSONAL PROPERTY**

You agree to take all necessary steps to safeguard your personal property. We accept no liability to you in respect of damage to or loss of such property, except where the damage or loss is caused by our negligence.

## **PETS:**

You will not take your pet into the Property unless it has been arranged in advance and it is shown on your confirmation. If you do so, we can refuse to hand over the Property to you, or can require you to leave it. We will treat any of these circumstances as a cancellation of the booking by you.

Pets must not be left unattended in the apartment.

Pets must not use the beds and seats that are provided for guest use.

We reserve the right to make an extra cleaning charge if necessary to clean up after pets.

## **CHILDREN**

You must be responsible for the safety of your children at all times.

## **CANCELLATION**

**Bookings received through VRBA/ HomeAway Companies, TripAdvisor/Holiday Lettings, Booking.com etc., are subject to the Cancellation policies stated on those websites.**

Bookings arranged **directly with hiša24rentals** are subject to the following policies:

### **Covid-19 Cancellations.**

We refund in full all rent and deposits if a booking is cancelled before the start of the holiday due to travel restrictions or illness related to Coronavirus.

The booking deposit covers our loss of rentals and administrative costs in the event of cancellation and is **not refundable**.

Cancellations received **up to 60 days** before the start of the holiday will receive a refund of 100 per cent of the balance payment.

Cancellations received **less than 30 days** before the start of the Rental Period, all monies (except the security deposit) will normally be forfeited. However, we will make best efforts to re-let the Rental Period and any monies received by us for rentals for this period will be used to make repayment to you. Repayments may be reduced by any out-of-pocket expenses incurred by us in finding alternative guests, and will include any additional advertising costs, any late booking discount and any reduction in rentals paid for a shorter booking during this period.

**If for any reason the booking is cancelled by us**, all money paid by you to us including the deposit will be refunded to you immediately.

Cancellations must be made in writing, by email.

## **INSURANCE**

We recommend that you ensure that each member of your party is covered by comprehensive travel insurance (including cancellation, flight delays, loss and damage to baggage and other property) and health insurance (including evacuation and repatriation coverage).