



ACCOMMODATION RULES „HORVÁT FAMILY RESIDENCE“

Guests are obliged to comply with the accommodation rules from the very moment of arrival. In case of breaking these rules, the Horvat Family Residence (hereinafter HFR) shall have the right to terminate the contract of the accommodation even before the agreed time.

I. Basic responsibilities of HFR accommodation provider

- The provider may rent the HFR to guests who have booked their stay in advance by telephone or e-mail, and are able to prove their reservation at the residence.
- The provider must ensure thorough maintenance of the interior and exterior of HFR prior arrival of guests.
- The provider will ensure complex wellness readiness, including sauna, hot tub, outdoor gazebo and playroom prior the arrival of guests.
- HFR will perform cleaning activities prior arrival of guests and will provide clean bed linen, towels, bath towels and bathrobes for each booked bed.
- The provider performs cleaning activities of common areas of HFR from 7:00 to 9:00 am on a daily basis: staircase, children's corner, entrance hall, kitchen, main living room, wellness area.
- The provider will hand over the chip card from booked apartment and explain HFR operations and its equipment while accommodating guests.
- The provider rents HFR exclusively for the purpose of accommodation and spending leisure time in the facility without providing catering services.
- Complaints and reclamations are kept by the Provider. Each complaint is answered in writing or electronically. A book of complaints and reclamations is available at the HFR premises.
- The provider is not responsible for money, valuable items and documents or items brought by guests to HFR. This also applies to forgotten and lost things in HFR premises. To store valuable documents and items, the guest can use a safe, which is placed in the wardrobe closet in the hall of each apartment.

II. Responsibilities of HFR guests:

- Accommodated guests are obliged to allow HFR employees and its provider to enter HFR for the purpose of: providing cleaning services in accordance with the Operating Instructions, maintenance of greenery and external surfaces (pavements and grassy areas, gazebo)
- The client has the right to use all facilities of the rented apartment and common areas. Guests are responsible for any damage caused to the residence under the applicable laws.
- Guests are obliged to comply with the Accommodation Rules. In the event of breaking these rules, the provider may terminate the contract of the accommodation even before the agreed time of stay and request a full refund.
- Guests have the right to park in front of the residence in the parking lot which is monitored by the camera system.
- Guests are required to accommodate on agreed arrival date and time.
- Guests are obliged to hand over chip cards from booked apartments to the provider or authorized person during check-out review of HFR premises.
- Guests are obliged to report any defects or damage on HFR property and its equipment



- Guests are prohibited from carrying out any residential equipment outside the main building in which accommodation is provided with the exception of a small kitchen inventory to consume meals and drinks at the premises of the residence
- Guest should keep kitchen clean and in order
- Guests are allowed to host visits in HFR residence only with the consent of the provider.
- Guests have a duty to refrain from any action that may lead to damage of the property located in HFR premises.
- Guests must not willfully move equipment, perform repairs or do any interventions to electrical equipment, television sets, the electrical network or other installation in HFR premises.
- Guests are not allowed to use their own electrical appliances in HFR premises, especially in the apartments. This regulation does not apply to electrical appliances used for personal hygiene (shaver, massager, children's monitors, etc.).
- Guests are not permitted to take sports equipment and items (ski boots, skis, bicycles, scooters ...) to HFR interior as specific area is reserved for their safekeeping in the premises of the residence.
- Smoking is forbidden in HFR residence. The balconies of individual apartments or the terrace can be used for this purpose.
- Due to safety reasons, it is not allowed to leave children under the age of ten unattended by adults in HFR premises. A person who is registered with a child at the residence is responsible for the child's safety in the event of any accident or other unforeseeable circumstances.
- Usage of the ladders in apartments no. 1 and 2 are only permitted for persons with weigh up to 120 kg and under guest own responsibility!
- Presence in the children's corner area and playroom is only allowed for children that are accompanied by an adult. A person who is registered with a child at the residence is responsible for the child safety in the event of any accident or other unforeseeable circumstances.
- Guests are required to keep quiet hours policy from 10pm to 6am.
- Guests are responsible for a chip card from the residence during their stay which should be returned to the provider prior leaving the premises. In the event of a loss, a fine of EUR 20 will be charged
- Guests are not allowed to bring any live pets to their residence.

Finnish sauna - Max. temperature 90 ° C

Especially healthy people are suggested to use the Finnish sauna. Using sauna is not recommended to people suffering from vascular and heart disease, inflammatory diseases of the internal organs and respiratory diseases. The same applies to people suffering from psychosis, claustrophobia.

Entry is not allowed to people having symptoms of acute illness, especially air passages inflammation, increased body temperatures, coughing, flu, diarrhea, headaches, fatigue; skin rashes, open wounds with pus or blood, etc. Entry is not permitted for people with transmissible diseases, germ carriers, as well as for persons who were in contact with a catching disease in their close area. Entry is not allowed to people who are intoxicated, dirty and with parasitic infections. Using sauna is forbidden for children under 3 years of age! Person under the age of 18 is only allowed to use Finnish sauna in the presence of an adult.



Code of Conduct in Finnish sauna:

1. Undresses in the dressing room and take a clean towel and a sheet.
2. You are required to thoroughly wash with soap and shower before entering the sauna.
3. It is forbidden to enter the Finnish sauna in swimsuits. Enter sauna naked with a sheet. Among other benefits of doing this, you will increase the effect of sweating.
4. Breathe through your mouth because the high temperature and dry air drain the mucous and can cause headaches.
5. Use your sheet when sitting and it is allowed to be lying as well if there is enough room.
6. Do not speak loudly and behave yourself
7. The perfect blood circulation is achieved within 10-15 minutes in the Finnish sauna. Then, take a cold shower and stop after start feeling cold. Dry your body and take a short stay outside the sauna on relaxing chairs. Repeat this procedure according to your physical condition, but it is recommended to do it at least three times.
8. Do your final warm up in the Finnish sauna, rinse your entire body thoroughly with lukewarm water, do not use soap and dry your body.
9. Lie on the relaxing chairs for about half an hour. Proper physiological effect of the sauna will be increased if you stay still and relax.
10. It is forbidden to consume food, alcoholic beverages and to smoke in the wellness area.
11. In case of nausea while using wellness, immediately leave the wellness area and find a cooler room.

Hot tub – max. water temperature is 38 °C

Only healthy people should use a hot tub. It is not recommended for people suffering from vascular and heart diseases, inflammatory diseases of the internal organs and diseases of the respiratory system. You should consult usage of a hot tub with your doctor if you are suffering from heart disease, diabetes, circulatory disorders or blood pressure, serious illness, and pregnant women should consult their doctor beforehand. A hot tub is also not recommended to people suffering from psychoses, claustrophobia.

Due to infection spreading, entry is not allowed to people having symptoms of acute illness, especially air passages inflammation, with the infection of skin, ear, genital and other parts of the body, open wounds with raised body temperatures, coughing, flu, diarrhea, headaches, fatigue; skin rashes, open wounds with pus or blood, etc. Entry is not permitted for people with transmissible diseases, germ carriers, as well as for persons who were in contact with a catching disease in their close area. Entry is not allowed for people who are intoxicated, with parasitic infections and dirty. Children under 10 years of age can use a hot tub only in accompanied by an adult. Furthermore, it is strictly forbidden to enter a hot tub with glass, sharp objects or objects under electrical voltage. Do not use a massage pool immediately after heavy workout. Extended immersion in the massage pool can be a health hazard. As it is a relaxation pool, guests are forbidden to jump into the hot tub.

Entry is not allowed to people having symptoms of acute illness, especially air passages inflammation, increased body temperatures, coughing, flu, diarrhea, headaches, fatigue; skin rashes, open wounds with pus or blood, etc.

1. Take a shower prior using the hot tub
2. The maximum capacity is 5 people
3. You are forbidden to jump to the hot tub as it serves mainly for relaxation
4. Adjust water temperature and length of stay based on your health condition and do not exceed recommended stay in the hot tub, which is 25 minutes.



5. It is strictly forbidden to drink alcoholic beverages and eat while using the hot tub.
6. It is forbidden to enter the hot tub for people under the influence of alcohol and addictive substances.
7. Drink fluids in the form of clean water after finishing your bathe in the hot tub.

Instructions for using sauna

Infra sauna - will be put into operation by pressing marked switch on the wall between the sauna and the shower. The maximum temperature is 60 ° C. At the end of your stay in the sauna, the appliance is switched off again by pressing the marked switch on the wall between the sauna and the shower.

Finnish sauna - is put into operation by pressing the switch marked on the wall between the sauna and the shower. The maximum temperature is 90 ° C. At the end of your stay in the sauna, the appliance is switched off again by pressing the marked switch on the wall between the sauna and the shower.

Bluetooth speaker - press the switch on the wall between the sauna and the shower. On your mobile device, activate the bluetooth and then select the device under the name "Lithe Audio BT". After pairing, you can use this device to launch any music and enjoy wellness area even more.