

RENTAL TERMS AND CONDITIONS

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By having published these Rental Terms and Conditions at the Apartments Fleger official web-site it is assumed that the Guest has acknowledged and accepted these Terms and Conditions, and has assumed the obligation to comply with them throughout their stay.

GENERAL CONDITIONS:

1. The rental cost includes the following:

- Cleaning of the apartment before and after your stay; for longer stays the apartment will be cleaned once a week
- Free use of all house appliances, including air-conditioning and unlimited internet access.
- Unlimited emergency phone calls. Other calls are blocked
- All communal fees
- Tourist tax
- For stays of 10 days and longer bed linen is changed once a week
- A set of towels (1 large and 1 small towel per person)

2. Not included in the rental cost

- Additional cleaning
- Insurance in the case of damage or injuries

3. Check - in and check – out

- Check-in time at the apartment is **5 PM**
- The latest check-out time is **2 PM**

If possible, we will make every effort to accommodate your wishes regarding the check-in/out times.

Please let us know the exact time of your arrival per e-mail or phone 24 hours in advance, so we can arrange a host to meet you at the check-in. The host will then give you the keys to the apartment, and you will together check the apartment. At check-out you will both check the apartment again and you will return the keys to the host.

4. Terms of use

- Smoking is allowed on the balcony
- Pets are not permitted in the apartment
- Please note that this is a private apartment, and we would appreciate your care when using the apartment's equipment and kindly ask you to respect the house rules
- Should you notice any faults during the apartment check, please point it out to the host in order to avoid any misunderstandings later on

- The Guest must return the apartment in the same general state it was received – clean, tidy and free of damage

5. Privacy

We shall respect your privacy during your stay, and we shall not disclose information about your stay to any third party. It is only our legal obligation to submit your personal information and details about your stay to the local police department and to the Zagreb Tourist Board for calculating the tourist tax. Should you like us to share information about your stay with somebody, please do let us know.

6. Obligations and liabilities

Apart from the person who originally booked the apartment, these Terms and Conditions apply to all other persons using the apartment. Companies making reservations on behalf of their employees shall be held responsible for the accuracy of the data.

By confirming the rental of the apartment, the Guest acknowledges and accepts these Terms of Use and obligations stipulated therein.

The Guest is solely responsible for their personal things and valuables left in the apartment during their stay, and the Apartments Fleger cannot be held responsible in case of their disappearance. When not in the apartment, the Guest is obliged to close all windows and lock the door, turn off any lights, appliances and water taps.

Damaging of the equipment and furniture, causing annoyance or nuisance to neighbours, and particularly making noise in the periods from 2 to 4 PM and from 9 PM to 7 AM is strictly forbidden. In case of damages caused to the furniture or equipment, the Guest is obliged to notify the host. If the damage was caused by the Guest, the Guest is obliged to compensate for the damage before check-out.

In case of breaching the house rules, the host reserves the right to cancel further accommodation services without refund for the total booking period, regardless of thereby shortened stay. The Guests are responsible for their behaviour both in the house and its surroundings, and in case of an accident it will be their sole responsibility. The Apartments Fleger shall deny any association with or liability for being involved in any illicit activities undertaken by the Guests or persons in their company during their stay in the apartment.

The rented apartment has to be left in the same general state as it was received – clean, tidy and free of damage.

If the apartment is not left in the same clean, tidy condition, the host will charge an additional cleaning fee of 120 Kuna.

The replacement of a lost key is charged 200 Kuna.

The waste is to be disposed of in the appropriate waste bin in the vicinity of the apartment.

TECHNICAL AND FINANCIAL CONDITIONS

7. Booking process

- Send us your query by filling out and submitting our online contact form
- Once we check the availability of your preferred dates, we will send you our Offer in the reply The apartment is booked for the requested period for 24 hours from the time of the reply
- To secure your booking please pay the deposit as specified in the Offer

In the reference number field enter the Offer ID

- Please submit the remittance advice within 24 hours

Print out the received booking confirmation and have it on you at the time of check-in

8. Payment

- For payments by bank transfers, the Apartments Fleger accept only bank fees from our bank. Other banks' fees are to be paid by the Customer.

- The deposit is 20% of the total cost of the apartment, is to be paid to our bank account.

- The rest of the payment is to be made **at the time of check-in**.

Except for the deposit, all other payments are made in **cash**; credit cards and other payment methods **are not accepted**

- Please note that SWIFT payments may take up to 7 days or more, and that the payments have to be visible on our bank account statement prior to your visit.

- If the deposit is not visible on our bank account statement within 10 days from the time of sending the Offer, the booking shall be deemed invalid.

9. Cancellation made by you

- 70% of the deposit shall be refunded if you cancel your booking 30 days prior to your arrival

- 50% of the deposit shall be refunded if you cancel your booking 30 days prior to your arrival

- 30% of the deposit shall be refunded if you cancel your booking 30 days prior to your arrival

- No refunds will be made if you cancel your booking 9 days or less prior to your arrival

10. Changes in stay dates

- Extension of the stay period is possible depending on availability. We will make every effort to accommodate your wishes whenever it is possible.

- If you wish to shorten your stay, we will refund you 90% of the rest of the booking amount

11. Cancellation made by us

In the event of unforeseeable circumstances resulting in our inability to fulfil a confirmed booking, and upon which we have no influence (force majeure), the already paid amount will be fully refunded to you.

12. Insurance

It is recommended by the Apartments Fleger for the Guests to have travel insurance during their stay in Zagreb.