

HIŠNI RED

Spoštovani,
v apartmajih Blue Pearl je za dobro počutje vseh gostov določen hišni red. Prosim, da ga upoštevate in da skrbite za čistočo in mir.

PRIHOD GOSTOV

- Prihod (check-in) je med 15:00 in 20:00 uro, razen ob predhodni pisni najavi v drugem dogovorjenem času z osebjem. Osebje na podlagi osebnega dokumenta izvede prijavo gosta.
- V apartmaju lahko bivajo le prijavljeni gostje. Za obiske je potrebno obvestiti osebje.
- Pri prevzemu apartmaja gost z osebjem preveri opremo in inventar, navedeno na seznamu opreme in inventarja. V kolikor se opazi kakršnekoli pomankljivosti ali poškodbe se to tudi zapiše in podpiše s strani obeh strank.

ODHOD GOSTOV

- Odhod (check-out) je do 11:00 ure, razen če ni z osebjem drugače pisno dogovorjeno.
- Ob odhodu gost z osebjem preveri, če namestitev, oprema in inventar ustrezajo prevzetemu inventarju. Gost je dolžan škodo, ki je nastala v času njegovega bivanja na pohištvo, tleh, oknih, vratih, opremi ali na samem objektu in njegovi okolici (npr. dvorišču, hodniku...) povrniti v denarnem znesku pred svojim odhodom v skladu s cenikom.
- V primeru predčasnega odhoda se preostali dnevi rezervacije plačajo v celoti.
- Pred odhodom preverite, da niste kaj pozabili. Najdene predmete vam pošljemo na dom le na vašo zahtevo in z doplačilom. Predmete hranimo 3 mesece.
- Način plačila je možen v gotovini ali s kartico.

SPLOŠNO

- Med vašo odsotnostjo morajo biti vrata apartmaja zaklenjena, okna zaprta, razsvetljava in vse električne naprave (TV, indukcijska plošča, pomivalni stroj, kava aparat, mikrovalovna pečica, grelnik vode...) izključene in voda zaprta.
- Prosim, da po nepotrebnem ne trošite vode in da brisač ne zavržete že po prvi uporabi, saj želimo biti prijazni okolju. V primeru, da bi želeli menjavo brisač, to sporočite recepciji ali pokličite na +386 41 423 328. Storitev se zaračuna po veljavnem ceniku.
- V apartmajih je prepovedano kajenje, prav tako so prepovedani hišni ljubljenci. V primeru kršitve vam bomo zaračunali kršitev v skladu z veljavnim cenikom.
- Prosim, da ločujete odpadke v za to namenjenih zabojnikih.
- Lastnik ne prevzema nikakršne odgovornosti za denar, nakit, vrednostne papirje in ostale predmete, ki jih gosti hranijo v apartmaju in avtomobilih.
- Gostom je na voljo plačljivo parkirišče - 25 €/dan. Lastnik ne prevzema odgovornosti za varnost vozil, kakršnokoli škodo na vozilih ali predmetih, shranjenih v vozilih.
- Osebje ima pravico v odsotnosti gosta, v posebnih okoliščinah (požar, poplava...), vstopiti v apartma zaradi preprečevanja nastanka morebitne škode ali nevarnosti.
- S svojim ravnanjem ne motite po nepotrebnem osebja ali drugih gostov, še zlasti v nočnih urah (22.00 - 07.00).
- V primeru neupoštevanja pravil hišnega reda ima lastnik pravico gostu odpovedati nadaljnje bivanje v apartmaju, brez povrnitve stroškov najema.
- V primeru prinesene neustrezne opreme, ki ne sodi v apartma ima lastnik pravico odpovedati bivanje.
- Med časom vašega bivanja v apartmajih ste dolžni skrbeti za red in čistočo apartmaja.

- V ceno vašega bivanja je vključeno čiščenje apartmaja 2 x tedensko. V primeru, da bi želeli, da se vaš apartma čisti bolj pogosto, to sporočite na +386 41 423 328 ali na recepciji. Storitve se zaračuna po veljavnem ceniku.
- Z radijskimi sprejemniki, televizorji in drugimi napravami ne motite ostalih stanovalcev. V primeru neviht izključite vse električne naprave.
- Posedovanje in uživanje drog ali posedovanje orožja je strogo prepovedano! V primeru neupoštevanja tega pravila imamo pravico tovrstno blago zaseči in obvestiti policijo.
- Prenočevanje gostov v apartmaju, ki niso prijavljeni in za bivanje niso plačali, je strogo prepovedano. V kolikor pride do kršitve, si pridržujemo pravico zaračunati dodatno nočitev.
- Gost odgovarja za škodo, ki je nastala po njegovi krivdi ali po krivdi tistih za katere odgovarja in tistih, ki ga obiščejo. Prav tako je strogo prepovedano spreminjanje postavitve notranje opreme. Gost je odgovoren, da pusti apartma v takšnem stanju, kot ga je prevzel. V primeru, da v vašem apartmaju nastane kakršnakoli škoda, vas prosimo, da to nemudoma sporočite na recepciji in po elektronskem naslovu nastanitve info@bluepearl-apartments.si. Lastnik apartmajev si pridržuje pravico, da vso ugotovljeno škodo zaračuna gostu, ne glede na to kdaj je bila škoda ugotovljena.
- Gostje, ki bodo kljub opozorilom kršili določila hišnega reda, bomo prosili, da nemudoma zapustijo apartma. Pri tem bodo morali plačati 100 % ceno rezervacije in vse nastale stroške, ki so jih povzročili z neupoštevanjem hišnega reda.

REKLAMACIJE IN PRITOŽBE

- Gost mora nepravilnosti, oziroma pomanjkljivosti grajati na kraju samem pri osebju v istem dnevu, ko ugotovi nepravilnost in hkrati poslati na elektronski naslov nastanitve info@bluepearl-apartments.si, z vsemi ustreznimi slikovnimi dokazi.
- V primeru, da bi bila po vsebini sodeč reklamacija lahko rešena na kraju samem (npr. pomanjkanje čistoče, opreme...), mora gost o nepravilnostih pisno obvestiti osebje isti dan, ko je nepravilnost opazil, in sicer ustno in hkrati tudi pisno na elektronski naslov nastanitve info@bluepearl-apartments.si, v nasprotnem primeru se šteje, da se je gost s tako opravljeno storitvijo strinjal.
- Pisno reklamacijo, ki je ni mogoče rešiti na kraju samem, lahko gost vloži najkasneje v roku 7 dni po končanem bivanju. Reklamacija mora biti utemeljena, z ustreznimi slikovnimi dokazi ali potrdilom, poslana na elektronski naslov nastanitve info@bluepearl-apartments.si.

POŽARNA VARNOST

- Ob prihodu v objekt se seznanite z evakuacijskim načrtom ter z razporeditvijo gasilnih aparatov.
- V kolikor opazite požar, nemudoma pokličete gasilce na številko 112. V primeru požara čim prej zapustite objekt. Če je pot zaradi požara zaprta, ostanite v sobi, morebitne reže na vratih zatesnite z mokrimi brisačami in pri odprtem oknu opozorite nase.
- Gasilne aparate uporabljajte v skladu z navodili. Zloraba aparata se zaračuna po veljavnem ceniku.
- Prosimo vas za previdnost pri kuhanju. Preden zapustite apartma se vedno prepričajte, da ste izključili vse elektronske naprave. Vnos vnetljivih in eksplozivnih snovi ali snovi z neprijetnim vonjem v prostore apartmajskega objekta je strogo prepovedano.
- V primeru namernega sproženja dimnega alarma brez vzroka ali sproženja zaradi kajenja, kuhanja ipd., v prostorih kjer je to prepovedano, povzročitelj krije stroške gasilske intervencije ter se plača kazen po veljavnem ceniku.

Hvala za upoštevanje pravil hišnega reda! Za vsa vprašanja in dodatne informacije se prosim obrnite na recepcijo. Z veseljem vam bomo pomagali.

Želimo vam prijetno bivanje!

HOUSE RULES

Dear Guests,

at the Blue Pearl Apartments, house rules have been established for the well-being of all guests. We kindly ask you to adhere to them and to maintain cleanliness and peace.

GUEST ARRIVAL

- Check-in is between 3:00 PM and 8:00 PM, unless prior written notification has been given for a different agreed time with the staff. Upon arrival, the staff will register the guest based on a personal identification document.
- Only registered guests are allowed to stay in the apartment. For visits, the staff must be notified.
- Upon taking possession of the apartment, the guest and staff will check the equipment and inventory listed on the equipment and inventory list. If any deficiencies or damages are observed, these should be noted and signed by both parties.

GUEST DEPARTURE

- Check-out is by 11:00 AM, unless otherwise agreed in writing with the staff.
- Upon departure, guests are required to verify with the staff that the accommodation, equipment, and inventory match the inventory initially provided. Guests are obligated to compensate for any damages incurred during their stay to furniture, flooring, windows, doors, equipment, or the property and its surroundings (e.g., courtyard, hallway) in monetary terms before their departure, according to the price list.
- In the event of an early departure, the remaining days of the reservation must be paid in full.
- Before leaving, please ensure that you have not forgotten anything. We will send any found items to your home only upon your request and with an additional charge. Items are kept for three months.
- Payment can be made either in cash or by card.

GENERAL INFORMATION

- During your absence, apartment doors must be locked, windows closed, lights and all electrical devices (TV, induction cooker, dishwasher, coffee maker, microwave, kettle, etc.) turned off, and water valves shut. Please sort your waste into the designated bins.
- Please do not waste water unnecessarily and avoid discarding towels after a single use as we aim to be environmentally friendly. If you require a towel change, please notify the reception or call +386 41 423 328. This service will be charged according to the current price list.
- Smoking and pets are prohibited in the apartments. Any violation will result in a charge according to the price list.
- The owner assumes no responsibility for money, jewelry, securities, or other valuables kept in the apartment or in cars by guests.
- Paid parking is available for guests – €25 per day. The owner is not responsible for the security of vehicles, any damage to vehicles, or items stored within them.
- In special circumstances (such as fire or flooding), the staff has the right to enter the apartment in the guest's absence to prevent potential damage or danger.
- Please do not unnecessarily disturb the staff or other guests, especially during night hours (10:00 PM to 7:00 AM).
- If house rules are not followed, the owner has the right to cancel the guest's stay without refunding any rental costs.
- If the equipment of the guests in the apartment is found inappropriate, the owner has the right to terminate the stay.

- During your time at the apartments, you are responsible for maintaining order and cleanliness in the apartment.
- The cost of your stay includes apartment cleaning twice a week. If you would like your apartment cleaned more frequently, please inform us at +386 41 423 328 or at the reception. This service will be charged according to the current price list.
- Please do not disturb other residents with radios, televisions, or other devices. In case of storms, disconnect all electrical devices.
- Possession and use of drugs or weapons is strictly prohibited! If this rule is violated, we reserve the right to confiscate such items and notify the police.
- Overnight stays by guests who are not registered and have not paid for their stay are strictly prohibited. If a violation occurs, we reserve the right to charge for an additional night.
- Guests are liable for any damage caused by themselves, those for whom they are responsible, and their visitors. It is also strictly forbidden to alter the arrangement of the interior furnishings. Guests are responsible for leaving the apartment in the condition it was in when they took possession. If any damage occurs in your apartment, please report it immediately to the reception or by email to info@bluepearl-apartments.si. The apartment owner reserves the right to charge the guest for any damage found, regardless of when it was discovered.
- Guests who continue to violate the house rules despite warnings will be asked to leave the apartment immediately. They will be required to pay 100% of the reservation price and any costs incurred due to non-compliance with the house rules.

COMPLAINTS AND GRIEVANCES

- Guests must report any irregularities or deficiencies to the staff on-site on the same day the issue is discovered and also send an email to the accommodation's address info@bluepearl-apartments.si with all relevant photographic evidence.
- If the complaint can be resolved on-site (e.g., lack of cleanliness, missing equipment), the guest must inform the staff of the irregularities in writing on the same day the issue is noticed, both verbally and via email to info@bluepearl-apartments.si. Failure to do so will be taken as the guest's agreement with the service as provided.
- A written complaint that cannot be resolved on-site must be submitted by the guest within 7 days after the end of their stay. The complaint must be justified, accompanied by appropriate photographic evidence or documentation, and sent to the accommodation's email address at info@bluepearl-apartments.si.

FIRE SAFETY

- Upon arrival at the facility, familiarize yourself with the evacuation plan and the location of fire extinguishers.
- If you notice a fire, immediately call the firefighters at 112. In the event of a fire, exit the building as soon as possible. If the path is blocked by fire, stay in your room, seal any gaps around the door with wet towels, and attract attention from an open window.
- Use fire extinguishers in accordance with the instructions. Misuse of the extinguisher will be charged according to the current price list.
- Please exercise caution while cooking. Always make sure that all electronic devices are turned off before leaving the apartment. Bringing flammable, explosive substances, or substances with an unpleasant odor into the apartment building is strictly prohibited.
- In the event of intentionally triggering a smoke alarm without cause, or triggering due to prohibited activities such as smoking or cooking, the responsible party will cover the costs of the fire brigade intervention and will be fined according to the current price list.

Thank you for adhering to the house rules! For any questions or additional information, please contact the reception. We are more than happy to assist you.

We wish you a pleasant stay!