



KUĆNI RED / HOUSE RULES

Dragi gosti, kako bismo osigurali vašu bezbednost i komfor tokom boravka u hotelu, pružamo vam više informacija.

Sobe su na raspolaganju gostima i mogu se koristiti od 14⁰⁰ h na dan dolaska do 12⁰⁰ h na dan odlaska.

Gosti dobijaju magnetnu karticu po registraciji na recepciji. Ljubazno Vas molimo da se sobe zaključavaju a kartica preda na recepciji pri odlasku iz vile. Ukoliko gost izgubi magnetnu karticu ili je ne preda na recepciji u obavezi je da za gubitak magnetne kartice plati 7 EURA (u dinarskoj protivvrednosti).

Sobe mogu koristiti samo gosti koji su propisno prijavljeni na recepciji vile, za šta je potreban važeći lični dokumet.

Od 22⁰⁰ h do 7⁰⁰ h je vreme noćnog mira. Molimo svakog gosta da u tom periodu bude pažljiv te da ne izaziva buku koja može smetati ostalim gostima.

Uznemiravanje drugih gostiju vile nije dozvoljeno. Vila zadržava pravo otkaza daljeg boravka gostu koji je uznemiravao druge goste ili na drugi način povredio propisani Kućni red.

Početkom korišćenja smeštaja podrazumeva se da je gost upoznat sa kućnim redom vile.

Za Vaš komfor obezbedili smo sef u ormanu sobe. Vila ne snosi odgovornost za bilo koje oštećenje i gubitak vaših ličnih stvari, ali Vas molimo da sve izgubljene i pronađene stvari odmah prijavite recepciji. Molimo Vas da pre napuštanja vile proverite da li ste ispraznili sef i poneli dokumenta i sve dragocenosti sa sobom.

Sve sobe su klimatizovane. Ukoliko želite da postignete optimalnu temperaturu u sobi, sugerišemo da uključite klimu i proverite da li su prozori adekvatno zatvoreni.

Dear guests, to make sure that your stay will be safe and comfortable, we will provide some information.

The rooms are available to guests and can be used from 2pm on arrival day to 12pm on the day of the departure.

Guests receive a magnetic card upon registration at the front desk. We kindly ask that the rooms be locked and the card handed over at the reception when leaving the villa. If the guest loses the magnetic card or does not hand it over to the reception desk, he is obliged to pay 7 EUROS (in RSD equivalent) for the loss of the magnetic card.

The rooms can only be used by guests who are properly registered at the villa reception, which requires a valid ID.

From 10pm to 7am is a time of night rest. We ask every guest to be careful during this period and not to cause any noise that may disturb other guests.

Disturbing other guests of the villa is not allowed. The villa reserves the right to cancel a further stay for a guest who has disturbed other guests or otherwise violated the House Rules.

When the guest start using the accommodation it means that the guest is familiar with the house rules of the villa.

For your comfort, we have provided a safe in the closet of the room. The villa is not responsible for any damage and loss of your personal belongings, but please report all lost and found things to the reception immediately. Before leaving the villa, please check that you have emptied the safe and brought your documents and all valuables with you.

All rooms are air-conditioned. If you want to reach the optimum room temperature, we suggest turning on the air conditioning and making sure the windows are properly closed.

U svim sobama pušenje nije dozvoljeno. Vila zadržava pravo da u slučaju pušenja u sobi i ostalim prostorijama hotela u kojima je zabranjeno pušenje, naplati iznos od 70 EURA, s obzirom na to da je hotel u slučaju kršenja ove zabrane odgovoran pred zakonom.

U celom hotelu je dostupan besplatan Wi-Fi internet. Lozinku možete dobiti na recepciji hotela, i napisana je nakartonu kartice koji se daje gostu.

Posteljina se menja svaki treći dan. Korišćeni peškiri se menjaju svakodnevno.

Gosti imaju mogućnost da na vrata sobe stave oznaku NE UZNEMIRAVAJ. Pravilo vile je da ova oznaka može stajati najduže 24^h, nakon čega Vila zadržava pravo da iz bezbednosnih razloga i sigurnosti gosta, uđe u sobu i proverí opšte stanje.

Gosti vile moraju biti prikladno obučeni i obučeni kada se kreću kroz javne prostore vile.

Nije dopušteno u vilu unositi eksploziv, oružje, zapaljive materijale i ostale hemikalije opasne po okolinu.

Nije dozvoljeno unošenje hrane i pića u vilu.

U slučaju bukiranja sobe sa doručkom, doručak se servira do 10⁰⁰h, restoran a la carte radi od 13⁰⁰ h do 22⁰⁰h.

Korišćenje pegli, rešoa, električnih grejalica i drugih grejnih tela nije dozvoljeno.

Dnevni boravak podrazumeva dnevno korišćenje sobe do 18⁰⁰h.

Za Vaš komoditet omogućili smo parking ispred vile. U slučaju da se gost odluči za parking, vila ne snosi odgovornost za sigurnost vozila.

Gosti su obavezni da nadoknade štetu koju su prouzrokovali ili načinili po cenovniku vile.

Posete koje gosti primaju u svojim sobama moraju da se prijave i evidentiraju na recepciji hotela, za šta je potreban važeći lični dokument. Posete su dozvoljene do 21⁰⁰ h a ukoliko se poseta nastavi nakon 21⁰⁰ h, naplaćuje se dodatni iznos od 15 EURA sa PDV-om po osobi i po noći, kao doplata za novog gosta.

Vila zadržava pravo da pri pravljenju rezervacije ili po prijemu gosta, zahteva garanciju plaćanja za ekstra troškove. Pravilo kuće je da se po sobi po noći za potrebe garancije plaćanja ekstra troškova, deponuje iznos od 3.000 RSD.

Smoking in rooms is not allowed. The villa reserves the right to charge a sum of EUR 70 in case of smoking in the room and other rooms of the hotel where smoking is prohibited, since the hotel is liable before the law in case of violation of this ban.

Free Wi-Fi is available throughout the hotel. The password can be obtained at the hotel reception, and it is written on the card given to the guest.

Bed linen is changed every third day. Used towels are changed daily.

Guests have the option to put the DO NOT DISTURB sign to the room door. The rule of the villa is that this mark can last up to 24 hours, after which the villa reserves the right to enter the room and check the general condition for security and safety reasons.

Villa guests must be appropriately dressed as they move through the villa's public spaces.

It is not allowed to bring explosives, weapons, combustible materials and other hazardous chemicals into the villa.

It is not allowed to bring food and drinks into the villa.

In case of booking bed and breakfast accommodation, breakfast is served up to 10am, and a la carte restaurant is open from 1pm to 10pm.

The use of irons, ranges, electric heaters and other heaters is not permitted.

Daily accommodation means use of the room up to 6pm.

For your comfort we have provided parking in front of the villa. If the guest chooses to park, the villa is not responsible for the safety of the vehicle.

Guests are obliged to compensate for the damage they have caused or made according to the price list of the villa.

Visits that guests receive in their rooms must be registered and recorded at the hotel reception, which requires a valid ID. Visits are allowed up to 9pm, and if the visit continues after 9pm, an additional amount of 15 EUR with VAT per person and per night will be charged as an extra charge for the new guest.

The villa reserves the right to make a payment guarantee for extra costs when making a reservation or upon arrival of a guest. It is a rule of the house that an amount of RSD 3,000 is deposited per room per night for the purpose of guaranteeing payment of extra costs.

Obavezna je garancija plaćanja. U slučaju da gost boravi u vili duži vremenski period, plaćanje je nedeljno.

Plaćanje se vrši u dinarima po zvaničnom srednjem kursu Narodne Banke Srbije na dan plaćanja. U cenu je uračunat PDV.

Za odjavu posle 12⁰⁰ h na dan odlaska naplaćuje se dodatni iznos (20 EURA po započetom satu), a ako se soba ne napusti do 18⁰⁰ h, naplaćuje se još jedno noćenje sa doručkom. Molimo Vas konsultujte se sa recepcijom po ovom pitanju.

Akoutoku Vašeg boravaka, iz bilokog razloga, morate da se odjavite iz vile ranije, potrebno je da recepciju obavestite 12⁰⁰ h ranije ili će u protivnom biti naplaćeno.

U slučaju otkaza smeštaja od strane vile, a prouzrokovano povredama pravila kućnog reda, gostu se naplaćuje celokupan iznos za rezervisan period bez obzira na kraći boravak.

Mini bar se puni svakodnevno. Molimo goste da u slučaju ranog check out-a prijave korišćenje mini bara na recepciji vile.

U slučaju požara, molimo Vas da pratite instrukcije evakuacionog plana koji se nalazi u svakom hodniku.

Sobni inventar (jastuke, deke, peškire i sl.) nije dozvoljeno iznositi izvan vile. Molimo Vas da eventualne nepravilnosti, kvarove ili prigovor na uslugu odmah prijavite recepciji.

Naknadne i neblagovremene žalbe, na koje nismo imali mogućnosti da reagujemo, nećemo uzimati u razmatranje kao osnov za umanjenje cene smeštaja.

VILA JUGOVO 

Želimo Vam prijatan boravak!

Payment guarantee is obligatory. In case the guest stays in the villa for a long period of time, payment is weekly.

Payment is made in dinars at the official middle exchange rate of the National Bank of Serbia on the day of payment. The price includes VAT.

There is an extra charge for check-out after 12pm on the day of departure (EUR 20 per hour), and if the room is not left by 6pm, an additional bed and breakfast is charged. Please consult the front desk regarding this matter.

If during your stay, for any reason, you have to check out of the villa earlier, you need to inform the reception 12 hours earlier or else you will be charged.

In case of cancellation of the accommodation by the villa, caused by the violation of house rules, the guest will be charged the full amount for the reserved period, regardless of the shorter stay.

The mini bar is refilled daily. In case of early check-out, please report the use of the mini bar at the reception.

In the event of a fire, please follow the instructions of the evacuation plan located in each corridor.

Room inventory (pillows, blankets, towels, etc.) is not allowed to be taken out of the villa. Please report any irregularities, malfunctions or objection to the service immediately to the front desk.

Subsequent and untimely complaints, to which we have not been able to respond, will not be considered as a basis for reducing the price of accommodation.

VILA JUGOVO 

We wish you a pleasant stay!