



HOUSE RULES

Welcome to our
holiday home!



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We have compiled this guide to facilitate your stay here. Listed below are our house rules which we kindly ask you to respect. At the end of the document you can find a variety of useful information, including phone numbers for the police, fire brigade, doctor and your holiday home manager.

We hope you have a great holiday!

HOUSE RULES

1. We kindly ask our guests to treat the key holder and/or house owner with respect, and to abide by his/her rules.
2. The maximum occupancy is stated in the travel documents, and this cannot be exceeded. The key holder has the right to refuse extra guests access to the rented accommodation or to charge additional costs.
3. Any supplementary costs - such as tourist tax, cleaning costs, bed linen or deposit - are stated on the accommodation ticket and must be paid to the key holder/manager on arrival.
4. We kindly ask you not to rearrange the furniture. This can cause unnecessary damage and can also result in wear and tear to the furniture and floors. The house manager may charge you if any furniture has to be repositioned or for any damage caused by moving it.
5. Please do not open any rooms or cabinets which are under lock and key; these are for private use only.
6. Please do not dispose of any items in the toilet, bath, washbasin or any other drain (i.e. no tampons, sanitary towels, nappies or panty liners). Also please do not pour environmentally harmful cleaning products, such as bleach, or fat and food residues down the drains or down the toilet as this can cause the drains to become blocked.
7. Any and every type of overflow in the bathroom causes damage to the floor and the fixtures and fittings. Guests are responsible for any and all damage caused. You will be charged for any repair costs, even if you have already vacated the property.
8. Please ensure that you always use bed linen on the beds. If you do not, you could be charged for the cleaning costs of the pillows, covers and mattresses.
9. If there is an open fire or a wood stove in the house, please be very careful not to stoke the fire too high, and please do not use wood that is wet. Both of these can cause chimney fires. If you are unsure about how to use the open fire, please ask the manager or owner who will be happy to help you. You need to buy your own wood for the fire; please do not take wood from the garden. The manager can tell you where you can buy wood.
10. Please do not place hot pans directly on the counter top or table; you should always use a table mat.
11. Unless otherwise stated, you are not allowed to smoke in this house. You are allowed to smoke outside (on the balcony or in the garden). There is a fine for non-compliance.
12. If you have brought your pet with you, please ensure that they do not sit on the sofas or the beds, and please keep your pet on a lead outside.
13. Please respect the garden; do not pick flowers, do not touch trees and plants and do not start fires! Please do not drive on the grass or through the garden. Setting up tents is strictly forbidden.

14. Please do not create any disturbance and please abide by the rule of no noise after 10 p.m. in the evening.
15. We are environmentally conscious and therefore we insist on the separation of household waste. Non-recyclable waste can only be disposed of in sealed refuse sacks in the appropriate waste containers. It is strictly forbidden to collect full rubbish sacks on the balcony or terrace. Glass, plastics, metal and paper must be separated from other waste where possible and they should be placed in the appropriate waste containers (if present). Rubbish is collected on _____ at _____. Please ensure that any rubbish is at the appropriate location before this time.
16. All guests are required to use water, electricity, heating oil and gas economically. It is compulsory to turn off appliances such as the cooker, oven, TV and lights every time you leave the property. At the end of your stay you will be charged for any excessive energy use.
17. Please report any problems/defects to the manager upon arrival, or within 24 hours, to avoid being held responsible for the defect/s at the end of your stay. Please report any existing damage while you are here, or before you leave, so that the manager can repair the property before the next guests arrive.
18. Any complaints must be reported immediately (within 24 hours) to **the manager**. If the complaint is not satisfactorily resolved by the manager within 24 hours of reporting it, you need to contact us within 48 hours. We will then assist you further. Our telephone number can be found on your accommodation ticket.
19. If a complaint is not satisfactorily resolved after consultation with the owner/manager, the tenant can lodge a complaint with us - in writing only - within 30 days of return. We will review the complaint and if we consider it justified, we will seek an appropriate solution.

Before vacating this property, please ensure that:

- You leave the property in good condition (swept clean) and by the stated check-out time;
- The oven and microwave are clean and switched off;
- The fridge is empty and has no leftover food or drink in it;
- The dishwasher is empty and clean, and the dishes are clean and tidied away in the cupboards;
- All rubbish sacks have been placed in the appropriate waste containers;
- All lamps are switched off and all windows are closed;
- All taps are fully turned off.

We hope you enjoy your stay!

USEFUL INFORMATION

Your house manager is:

Mr. / Mrs. :

Tel:

In the event of an emergency, please contact the telephone number shown on your accommodation ticket.

The nearest doctor is:

Mr. / Mrs.: _____

Address: _____

Tel: _____

Other phone numbers:

Fire brigade: _____

Police: _____

Pharmacy: _____

Nearby shops/supermarkets:

- _____

- _____

Closed on:

- _____

Nearest town centre

- _____

Nearby restaurants:

SUITABLE/NOT SUITABLE for children

- _____

- _____

- _____