



VIP CASA CLUB
— ZLATIBOR —

Vip Casa Club apartments

-House Rules-

We expect from our guests to act responsible and follow these house rules:

1. Check-in is from 2:00 p.m. until 9:30 p.m. on the day of arrival. Check-out is until 11:00 a.m. on the day of departure.
2. On the check-in guests need to show personal documents (I.D. cards or passports).
3. We charge for accommodation sometimes in advance or directly on reception desk. We accept only local currency – dinars (guests pay according to exchange rate of National Bank of Serbia for that day).
4. Every guest should check inventory in apartment (every apartment has its own inventory list). If You notice something broken or missing, please inform reception.
5. We politely ask guests to follow house rules; do not make noise either in Your apartment, nor in hallways, staircases, in the building, especially from 2:00 p.m. until 5:00 p.m. and from 10:00 p.m. until 9:00 a.m.
6. Loud music, parties and gatherings are strictly forbidden.
7. We change towels in apartments every third day and bed sheets after five nights. If You have special demands and needs, please inform reception.
8. Pets are allowed in apartments but only with notice in advance and if You get written approval from reception.
9. External guests can come to visit only if reception is informed in advance. Every guest is obliged to show some identification document.
10. Flammable and explosive materials, weapon, etc. are strictly forbidden inside complex.
11. Guests can use inventory only during their stay in apartment. It is not allowed taking out any of objects from inventory list.
12. If fire alarm sounds, please follow the instructions of evacuation plan that every apartment has.
13. We charge every damage in apartment caused by guests' negligence according to current pricelist.
14. Smoking is forbidden in apartments. Guests take full responsibility if they break this rule.
15. Please inform reception if You notice any malfunction in Your apartment or if You have any remark on our service.

- Vip Casa Club Does not take responsibility for:

- Loss of personal belongings;
- Any injuries that are consequence of reckless behavior and disregard of house rules;
- Safety of vehicles parked inside of complex.

Manager Vip Casa Club
Dragana Bogićević