

HOUSE RULES  
AND  
IMPORTANT INFORMATION REGARDING YOUR VISIT

VILLA  
& JARDIN

Staro selo 11, 51500 Vrh

Island Krk, Croatia

CONTENT:

1.	BORDER REGISTRATION - BEFORE YOU ARRIVE	4
2.	HOUSE MANAGEMENT	5
3.	CHECK IN	6
3.1.	IF YOU ARE ARRIVING EARLIER THAN 4PM	6
3.2.	IF YOU ARE ARRIVING BETWEEN 4PM AND 6PM	6
3.3.	IF YOU ARE ARRIVING AFTER 6PM	6
4.	THE ESSENTIALS	6
4.1.	WI-FI	6
4.2.	AIR CONDITIONING	7
4.3.	FLOOR HEATING	7
5.	WHAT YOU WILL FIND AT THE VILLA	7
5.1.	STARTER PACK	7
5.2.	BED LINEN	8
5.3.	TOWELS	8
5.4.	GRILL / BBQ	9
6.	HOUSE CLEANING	9
7.	TRASH DISPOSAL / RECYCLING	10
8.	SWIMMING POOL	11
8.1.	SWIMMING POOL SAFETY RULES	11
9.	GENERAL RULES AND REGULATIONS	12
9.1.	QUIET TIMES	12
9.2.	PETS	12
9.3.	SMOKING POLICY	12
10.	SAFETY INFORMATION	12
10.1.	EMERGENCY PHONE NUMBER IS: 112	12
10.2.	LOCATION OF FIRE EXTINGUISHER	12
10.3.	LOCATION OF THE FIRST AID KIT	12
10.4.	LOCATION OF THE SMOKE DETECTOR	12
10.5.	SAFE	13
10.6.	EVACUATION PLAN	13
10.7.	WHAT TO DO IN CASE OF A POWER OUTAGE	13
11.	DEPARTURE INFORMATION	13

---

11.1.	CHECK-OUT TIME	13
11.2.	CHECK-OUT PROCESS	13
12.	SMALL PRINT	14
12.1.	CUSTOMER COMPLAINT NOTICE	14
13.	HOUSE PRICES	15
13.1.	SECURITY DEPOSIT	16
	STAY IN TOUCH	16

---

We would like to familiarize you with some important information to ensure you have a pleasant stay in our home. For all other additional information please speak to our house managers.

## 1. BORDER REGISTRATION - BEFORE YOU ARRIVE

Due to the Covid-19, Croatian government has requested all the foreign travellers to preregister their arrival through a web form, this will speed up the process of entering the country. If you don't have this form ready you will have to fill out the forms at the border crossing which means waiting might occur, so to save time we suggest to do this in the comfort of your own home.

**To preregister go to:** <https://entercroatia.mup.hr/>

Form is available in multiple languages.

This form is valid for the whole duration of your stay in Croatia, so if you are visiting other places apart from our villa, you will enter information for all the locations in the same form.

If you as a group/family are staying in the same accommodation during your whole stay in Croatia, one person from the group/family can register all other members of the group/family. Kids must be registered as well.

If you will not be together for the whole duration of your visit to Croatia, then people/groups should fill in separate forms.

*Example: If 8 of you stay first week in our villa, then next week, 6 of you move to a hotel in Zadar and 2 stay in apartment in Krk, in that case, separate forms should be filled in for 6 and for 2 people group, regardless of the fact that you are staying in the same accommodation for the first week.*

**To fill in the form you need following information for all the members of the group:**

- First, Last name:
- Date of birth:
- Telephone/mobile phone number: *(you can put your phone if your kids don't have them)*
- Document type: *Passport or ID (Enter the document which you will present when crossing the border).*
- Document serial number:
- Issuing country:
- Citizenship:
- Email:
- Have you suffered from COVID-19? *(Yes/No)*
- Undertaken travel in the last 14 days? *(Yes/No)*

- Self-isolation/quarantine measure in the country of residence? *(Yes/No)*
- Have you been in contact with a person who has recovered from COVID-19 in the last 14 days? *(Yes/No)*

You will also need information about our property:

- Type of accommodation: TOURIST ACCOMODATION
- Name of accommodation: Villa & Jardin
- Place of accommodation: Krk
- Accommodation address: Staro selo 11, 51500 Vrh
- Date of stay from: *choose the date of your arrival to the villa*
- Date of stay until: *choose the date of your departure from the villa*

You will need to provide above information for all other properties you plan to visit in Croatia.

Once you complete and submit the form you will have option to save it and print it.

**You will have to bring printed version of the form with you**, they will not accept copy on your phone or tablet.

**You will also have to bring printed Pro-forma invoice or reservation confirmation** that we have/will send you.

## 2. HOUSE MANAGEMENT

Our villa is managed by the tourist agency “Aurea international d.o.o.”. Krk based agency with years of experience in tourism and tourist services. Find more information here: [www.aurea-krk.com](http://www.aurea-krk.com)

Our house managers are:

**Mrs. Martina Zec** (eng, it): +385 95 9142055

and

**Mr. Alex Sošić** (eng, deu, it): +385 95 8435803

They will meet you upon your arrival to Krk and be available for your requests 24/7.

In addition to managing our villa they can also help you to organise other activities; arrange shuttles, organise excursions, day trips etc.

### 3. CHECK IN

Check-in is from 4pm.

#### 3.1. IF YOU ARE ARRIVING EARLIER THAN 4PM

Please contact us beforehand, if we don't have any departing guests, we may be able to accommodate you earlier. Otherwise enjoy some of the many Krk's attractions - there are plenty of options to fill a few hours!

#### 3.2. IF YOU ARE ARRIVING BETWEEN 4PM AND 6PM

Martina & Alex will meet you at the "Aurea" agency ([click here for map](#)) to go through the check in procedure with you and collect the security deposit (300 EUR) in cash.

You will have to present your passports or ID cards (IDs are only acceptable for EU citizens), they will have to register you with Tourist office. Don't worry this won't take long.

Once you are registered, they will take you to Villa & Jardin, your Croatian home for the next few days or weeks ☺

They will show you around the villa so you can familiarise yourself with all the amenities and appliances of the house.

We know you'll just want to jump in a pool when you arrive. That's fine! But, as soon as you can, please have a look around and let Martina or Alex know if you have any questions or you find anything that isn't to your satisfaction. They will do their best to make your stay comfortable and unforgettable, after all this is your time to relax and enjoy.

#### 3.3. IF YOU ARE ARRIVING AFTER 6PM

Contact Martina or Alex beforehand and let them know your arrival time and they will meet you directly at the villa, no need to go to the agency.

### 4. THE ESSENTIALS

#### 4.1. WI-FI

Next to the TV in the living room you will find a wireless router providing high speed internet to the house. Please note that the blue glowing light should always be on. If it isn't then the connection is faulty. In this case please turn the router off (button on

top or unplug it from power), wait 10 seconds and then switch on again. Wait for 2 minutes for the whole system to reconnect then try to connect to the internet again. Should it fail after 2 attempts, please call Alex.

**WiFi Network:** Villa&Jardin

**WiFi Password:** VillaJardin2020

## 4.2. AIR CONDITIONING

Each aircon unit can be controlled using the remote control. Living room has two aircon units each with separate remote which are marked with numbers, the same numbers you can find on the side of the aircon units on the wall.

Each bedroom has its own aircon unit and associated remote.

To adjust the temperature, you can simply press the up or down arrow on the remote.

Aircons can also be used for heating during the cold periods, but you will have to switch to heating on the remote. If you are not sure how to do this, please call our house managers and they will show you how to do it.

**PLEASE ENSURE ALL DOORS AND WINDOWS IN THAT ROOM ARE CLOSED OTHERWISE AIRCON WILL NOT OPERATE EFFICIENTLY.**

## 4.3. FLOOR HEATING

Bathrooms are equipped with electrical floor heating. You can switch them on/off and control the temperature using the panel located inside each bathroom.

During the summer months you won't need this but during the cold period we will have them switched on before you arrive.

## 5. WHAT YOU WILL FIND AT THE VILLA

### 5.1. STARTER PACK

We provide a starter pack so you don't need to worry about essentials when you arrive, pack includes:

Kitchen:

- Dish sponge scourers
- Thin dish sponges
- Stainless steel scrubber
- Plastic dish brush
- Rolls of paper towels
- Liquid dish soap

- 
- Trash bags
  - Dishwasher detergent tablets
  - Cloth kitchen towels
  - Welcome drink

Due to the Covid-19 we **DON'T** provide salt and pepper and other commonly used spices.

**We do not leave any food or drinks behind from our previous guests.**

Bathroom:

- Shampoo
- Shower gel
- Body lotion
- Soap
- Toilet paper
- Liquid hand washing soap
- Pack of trash bags 5l

You can find laundry tablets, additional house cleaning products and tools in the utility room.

## 5.2. BED LINEN

The beds have been freshly made up for your visit. We provide all bed linen, large and small pillow and duvets.

During the colder months duvets will be set on beds, but during the summer months we leave them in wardrobe of each bedroom in case you need them.

If you are staying for more than a week, you will get complimentary clean linen at the end of each week. We can swap them for you or just have them delivered so you can swap them yourself, we will also collect the used ones.

Additional linen change can be arranged, but it is charged separately, see HOUSE PRICES sections at the end of the document.

## 5.3. TOWELS

Clean set of towels will await you in the bathrooms. Set includes large, medium and small towel. We will also provide separate pool towels, but please don't take those to the beach with you as they might pick up sand and dirt. We kindly ask you to bring your own beach towels.

Once a week (usually on Wednesday or as agreed with you) the house manager will arrive to bring you fresh bathroom towels and take the used ones. We respect the environment so, if you prefer they don't change your towels, we'd be ok with that! (It's entirely your choice but do let us know upon your arrival). There is no extra charge

for the mid-week towel change, it is included in the price. Pool towels are replaced only once a week.

If you are staying for more than a week, you will get complimentary fresh towels at the end of each week. We can swap them for you or just have them delivered so you can swap them yourself, we will also collect the old ones.

Additional towels change can be arranged, but it is charged separately, see HOUSE PRICES sections at the end of the document.

#### 5.4. GRILL / BBQ

Gas BBQ is on the terrace. Operation is simple as the grill has an automatic starter. There is also a set of BBQ tools next to the BBQ. If the gas runs out call house manager who will replace it for you. Please clean it after use and keep it covered when not in use to prevent wear and tear.

---

##### TO START BBQ

Press and hold, turn knob counter-clockwise to the position marked with ⚡ until you here sparks and gas ignites, then continue turning counter-clockwise to adjust temperature. Repeat this for the second knob.

---

##### TO SWITCH OFF BBQ

Turn both knobs to position 0 you will see and hear flames extinguish.

---

##### TO CLEAN BBQ

After using the BBQ, leave it too cool down a for 5–10 minutes. When it is still warm to touch, pour sparkling mineral water (about 1-1,5 dl) all over BBQ cooking surface and use spatula to push all the grease and small pieces into a drip hole. When it cools down, take the cooking surface to the outside sink and wash it using dish sponge and liquid. Empty drip container into a white bin (oil/grease).

## 6. HOUSE CLEANING

Thorough house cleaning is done before your arrive by a professional cleaning agency. Due to the Covid-19 we are taking extra precautions to meticulously clean the house.

If you are staying for more than a week, you will get complimentary house cleaning service at the end of each week. House managers will communicate with you to

arrange the time that best suites you. Of course, you have option to decline house cleaning, it is up to you.

Additional house cleaning can be arranged, but it is charged separately, see HOUSE PRICES section at the end of the document.

## 7. TRASH DISPOSAL / RECYCLING

Recycling is taken very seriously here on the island of Krk. Therefore, we kindly ask you to separate trash as much as possible, so it doesn't become waste. On the top of the fridge you will see trash collection calendar, it is colour coded to match the bins, so you know which days which type of trash/bin is collected. You have bins for each type of trash inside a house and large coloured bins outside next to the main gate of the driveway.

Put your house trash from small bins into a large bins and **wheel them down to the side of the street**. Cleaners come in the morning and will only pick up type of trash which is collected on that day and placed in the large bins, so please don't take the small bins to the street.

**Follow the below instructions for the correct disposal:**

- Brown – **Bio**: All vegetable and food garbage (including bones and meat), tea bags, coffee grounds and used kitchen towels.
- Blue - **Paper and cardboard**: Clean paper and paper products (including magazines and newspapers), milk cartons and all cardboard. Please flatten your cardboard boxes before you place it in the box.
- Yellow – **Plastic and metal**: Clean (rinsed) plastic containers, metal cans, metal bottle tops, waxed cartons etc..
- Grey – **Glass**: All type of glass (rinsed).
- Green – **General waste** – everything else that cannot be thrown in any other bin.

Outside on the terrace we also provide white container for **grease, fats, oils and drip from BBQ**. This doesn't have to be taken out, we will collect it after your departure.

In Croatia all the plastic and glass bottles as well as metal cans (such as plastic soda bottles, glass wine bottles or beer cans) **that were bought in Croatia** can be taken back to any large grocery store or [recycling points](#) and exchanged for cash. The only exception is all dairy packaging such as plastic milk or yogurt bottles.

It is refunded at 0,5 HRK per item; this is to encourage people to recycle as much as possible. All this can be disposed in the yellow or grey containers as well, but you won't get refund.

## 8. SWIMMING POOL

Swimming pool is fully automated, so you don't need to do anything except soak in and enjoy it.

Our local maintenance company will come and clean the pool once a week depending on the season, we will let you know which day in advanced.

Apart from cleaning they check the water quality regularly, but if you do have any questions or think there might be a problem with the filters or pumps then please let house managers know immediately and we'll get maintenance to check it.

Do NOT attempt to fix anything yourself.

During the colder months we provide the pool cover to keep the water from cooling during the night. We would advise you to keep it covered at night as well, it will make your morning swim much more pleasant.

Swimming pool is 1,5 meters deep so take care of the small children.

### 8.1. SWIMMING POOL SAFETY RULES

- You are using pool at your own risk.
- All must shower before using pool.
- Floor around the pool may be slippery when wet.
- Do not wear any shoes when entering the pool.
- No hairpins, barrettes or glasses inside a pool.
- No food or drink in the pool.
- No glass cups inside the pool, there are plastic ones provided.
- No smoking inside a pool.
- All children and non-swimmers must be accompanied by an adult.
- No running, pushing or rough play in the pool area.
- No diving or jumping.
- Swimmers must be free of colds and other contagious diseases.

There is an outside toilet next to the pool.

---

## 9. GENERAL RULES AND REGULATIONS

### 9.1. QUIET TIMES

We are located in a residential community and, although this is a holiday destination, it's home to many people. As such we ask that you respect their privacy and their quiet time by keeping noise to minimum between **11pm and 8am**.

### 9.2. PETS

Although we love animals, pets are not allowed in our house.

### 9.3. SMOKING POLICY

This is a non-smoking property. Please do not smoke inside. Feel free to smoke on the terrace or in the garden and pool area. Ashtrays are provided on the terrace.

## 10. SAFETY INFORMATION

### 10.1. EMERGENCY PHONE NUMBER IS: 112

This number connects you to the central emergency service which then puts you through either; police, fire or medical services.

### 10.2. LOCATION OF FIRE EXTINGUISHER

You will find the fire extinguisher on the wall of the utility room. Please familiarise yourself with the instructions so that, if you need to use it, you can do so instantly. There is a label on the extinguisher which clearly explains the (simple) operation.

### 10.3. LOCATION OF THE FIRST AID KIT

First aid kit is located on the wall of the utility room. Feel free to use anything you need, just please let our house managers know at the end of your stay so we can replace items used.

### 10.4. LOCATION OF THE SMOKE DETECTOR

Smoke detector is located on the top of the fridge in the kitchen. It is regularly checked and maintained. Please familiarise yourself with it upon your arrival. Should it ever come on, just push the only button located on the front to switch it off.

## 10.5. SAFE

Safe is located on the wall of the utility room with relevant instructions. It will be unlocked and open when you arrive.

**Please leave it open and unlocked when you leave.**

## 10.6. EVACUATION PLAN

Each bedroom has evacuation plan located in the desk drawer. In a house like ours we are sure you won't have hard time finding the nearest exit.

## 10.7. WHAT TO DO IN CASE OF A POWER OUTAGE

Power outages might happen on the island, but they tend to happen only during severe storms. **The house breaker panels are in the utility room.** First, check to see if the neighbours lights are on, if they are, then maybe one of the breakers tripped, so try to switch it back on. If it trips again call the house manager.

### IMPORTANT:

Following a power outage, please ensure that oven switches are turned off immediately and all pans etc. are removed from the oven. This will ensure that when external power is restored there is no risk of fire.

## 11. DEPARTURE INFORMATION

### 11.1. CHECK-OUT TIME

**Check out is by 10am.** Should you wish to leave later than this please contact us beforehand. If we don't have guests arriving, we will accommodate your late check-out.

### 11.2. CHECK-OUT PROCESS

We hope you've had a relaxing stay!

- Please leave the apartment tidy.
- Rubbish bags have to be put into the marked trash bins.
- Furniture needs to be in its original position.
- Don't forget to take your stuff from safe, leave it open and unlocked.

Our house managers will come to see you out, give you final invoice and return the deposit.

**We wish you safe travel back to your home and we hope to see you again!**

## 12. SMALL PRINT

- Guests themselves are responsible for personal property and valuables left in the house and the host is not responsible for the subsequent loss thereof.
- Guests are responsible for their behaviour in the house and in the surrounding area, and in the case of an accident they shall bear the consequences themselves.
- The maximum occupancy of 8 people must not be exceeded. The host or house manager has the right to refuse to accommodate additional guests.
- Lock the doors of the house when going out. Be sure to lock the doors and windows, close parasols, switch off the lights and all electrical appliances (TV, aircon, stove, etc.) and turn off the taps.
- In exceptional circumstances and in the absence of a guest, the house manager has the right to enter the house to prevent the occurrence of possible damage or danger. The host or house manager is obliged to notify the guest about the entry into the house at the first subsequent contact.
- Destruction of equipment and furniture, causing disorder and disturbing other guests or neighbours is prohibited. In the event of the disappearance or damage to installations, furniture, appliances, equipment of the house the guest is obliged to notify the house manager. If the disappearance or damage occurred due to the fault of the guest, the guest is obliged to compensate the corresponding equivalent value.
- It is forbidden to remove appliances and equipment (towels, covers, etc.) from the house.
- Bringing in weapons, explosive and easily flammable material is not permitted.
- Use of equipment and appliances which are not an integral part of the offer of the house may be used only upon the consent of the host.

In the event of disregard of the house rules, the house manager or host has the right to refuse further providing of services.

### 12.1. CUSTOMER COMPLAINT NOTICE

Pursuant to Article 8, paragraph 2 of the Consumer Protection Act, official gazette "Narodne novine" nos. 79/07, 125/07.amend., 79/09 and 89/09.amend. We hereby inform our guests that complaint regarding the quality of our services may be

delivered in writing to the following address: Family Supek - Villa & Jardin, Staro selo 11, 51500 Vrh, Croatia or to e-mail address: [info@villa-jardin.eu](mailto:info@villa-jardin.eu). Your complaint will be answered in writing no later than 15 days from the receipt of your complaint.

### 13. HOUSE PRICES

Villa & Jardin reserves the right to change prices in accordance with the increase or decrease in demand and occupancy of the house.

Season	A	B	C	D	E
Period	April - May	June	July- August	Early September	Late September - October
Price /day	€ 280	€ 375	€ 490	€ 375	€ 280
Price / week	€ 1960	€ 2625	€ 3430	€ 2625	€ 1960

**Mandatory final cleaning is charged extra at 100 EUR per stay.**

Villa is rented as one unit (regardless of the number of people occupying it), on a weekly basis with 7 days minimum stay, starting and finishing on Saturdays. Discounts and additional arrangements can be made on a guest request and host approval.

#### House price includes:

- accommodation for up to 8 people
- residence/tourist tax
- clean bed linen and towels each week,
- additional towel change in the middle of the week,
- house cleaning each week,
- initial house provisions (starter pack),
- house utilities (electricity, water etc.),
- use of all the appliances and tools provided,
- VAT is included in the price.

**Additional house cleaning** within a week can be arranged and is charged at 100 EUR. **Additional towel and bed linen** change on top of the offered is charged at 10 EUR per person.

### 13.1. SECURITY DEPOSIT

The **Security Deposit of 300 EUR** will be paid in cash to the House managers on the day of the arrival and will be refunded to the guest on the last day once an inspection of the property has been made and no damage has been made to the property. If guests damage something or otherwise violate house rules, House manager will keep all or part of the security deposit to cover damage to the property.

### STAY IN TOUCH

Website: [www.villa-jardin.eu](http://www.villa-jardin.eu) (eng, deu)

Email: [info@villa-jardin.eu](mailto:info@villa-jardin.eu)

Instagram: [www.instagram.com/villa\\_and\\_jardin](https://www.instagram.com/villa_and_jardin)

All the best from family Supek

#### House managers:

Mrs. Martina Zec (eng, it): +385 95 9142055

Mr. Alex Sošić (eng, deu, it): +385 95 8435803