



TERMS AND CONDITIONS

To ensure the safety and comfort of all guests we offer you informations for a more pleasant stay. We kindly ask the guests to read our house rules carefully to avoid eventual misunderstandings.

- The apartments are rented on daily basis.
- Check-in is at 14:00h unless otherwise agreed.
- Check-out is at 11:00h unless otherwise agreed.
- To Check-in, each person is asked to present a valid identity document (ID card or passport).
- The hotel provides quality services with appropriate level of the hotel class.
- Guest is required to pay for the accommodation and used services of the hotel, corresponding to his confirmed booking, or the pricelist. When accommodation extended, nights will be charged as per actual rate.
- The hotel has the right to demand payment from the guest in advance.
- All departures after 11:00h will be considered as late departure and additional costs will be applied to guest's account. If departure is after 18:00h an extra night will be charged. Please check for details with staff at the Reception.
- The hotel is completely smoke free. Smoking fee is **110 €**.
- Extra cleaning of apartment and replacement of bed linen and towels can be requested by a customer on every 7th day.
- Guests are obliged to carry their valuables with them. Feel Belgrade Luxury Apartments can not guarantee for safety of the valuable items.
- The guests are requested not to make unpleasant noise and to observe peace and quiet at the stairway of the building and in the apartment, particularly during the hours of the day rest, in the period from 12:00h to 17:00h and during the nighttime rest from 22:00h to 09:00h.
- If you have suggestion on service or if you have any technical problem in your room, please feel free to inform us at your earliest convenience. In case of a late notice for any complaints that you might have, when hotel has no chance to react, it will not be considered as a reason for accommodation rate discount.
- For security reasons it is not permitted to use own appliances. The exceptions are: razors, hair dryers, curling irons, radio and personal computer. Guest is then responsible and liable for any damages caused by their use.
- For security reasons secure deadbolt and door guard (night latch), use the viewport to confirm all visitors to your guest room, safeguard and keep your room key with you at all times. Report any suspicious activity to hotel management.
- Guests are asked not to move any of the room's equipment and not to interfere to the power line.
- The guest is responsible for damages caused to hotel's property according to applicable regulations and is asked to report them at the reception desk. When damages caused by breaking the rules or rough handling, the hotel has the right to claim the compensation.



- Registrar with instructions for use of all devices in the apartment is located in the apartment.
- It is not allowed to leave children in the room unattended. Parents are responsible for the safety of their children in all areas of the hotel.
- Parties and loud music are not allowed.
- It is not allowed to bring animals in the apartment.
- Free Wi-Fi you have in your room and in the lobby.
- When guest is visited by another person, who is not a hotel guest, is allowed to enter his room, only when an ID card is presented, otherwise will be allowed to enter only a public areas.
- The guests are obliged to leave the apartment in the same conditions as they found it, clean, tidy and undamaged. Otherwise they can be charged for extra cleaning.
- Upon departing, the guests are obliged to close all windows, turn off all water faucets, as well as the lights in the room and its facilities, and to close the door of the apartment as they leave.
- You can borrow adapters and chargers at the Reception desk, depending on availability. You are kindly requested to leave adapters and chargers at the reception after use.
- In case of fire you have instructions of fire hazard in apartment. You should notify Feel Belgrade Apartments on number **+381 65 20 04 003**.
- During the stay in our apartment our staff will be at guest's disposal for every information and help that the guest might need, on number **+381 65 20 04 003** or mail: **office@feelbelgrade.com**.
- Feel Belgrade Apartments perform a transfer service of the guests, as well as sightseeing tours in Belgrade and in all Serbia. Start your visit the right way touring Belgrade where you will experience our unique city. For more information go to **www.feelbelgrade.com**.
- We kindly ask all guests to comply above Regulations. In the case of gross violation of these Regulations, the hotel management has the right to withdraw from the accommodation agreement before the expiration of the period.