



INSIDE RULES OF THE HOMESTEAD „TĚVIŠKÉ“

These rules are of a must to all the visitors and every visitor mustn't break them by any means. For the consequences which occurred in the case of not knowing or not following the rules, the responsibility will be placed on the visitor which has registered and taken the key.

When a client registers in the homestead „Těviškové“ and when the key has been taken, the visitor confirms that he has read these rules and explained them to other visitors. He is obliged to not break the rules, and make sure the others don't do so as well.

Every customer must cooperate with the personnel and attend the rules concerning hygiene, security, environmental conscience, fire setting and other rules which will be laid out in this document.

For the customers who are not compliant to these rules the homestead will not provide any services and they will be asked to leave the territory at once.

The personnel in the homestead has the right to dismiss those customers who have been warned before and still do not react to the warnings. In this case, the money that has been paid by the customer is not refundable and the customer must pay for all the services and goods that he has bought until the time of the event.

In the homestead „Těviškové“ the customers are not allowed to make fake calls to the security agencies, to leave unattended children unattended, to interfere in letting other visitors use the services of the homestead, to make too much noise, litter, to create dangerous situations for themselves and others.

In case of technical issues, the homestead „Těviškové“ might not provide some of the services for a period of time after occurrence. In this case, if the money has been added up to the price of the services bought before, the money will not be calculated again or refundable.

To insure security, some of the areas in the homestead are being monitored by cameras; while coming in and out of the territory the customers must open and close the gates.

The customer must redeem the damage done to the property of the homestead „Těviškové“ and the damage done to the third party people according to the LR laws. In the case of emergency police and security agencies might be called out.

- When the customer arrives to the homestead he must show his ID document or passport.
- The registering of the customers takes place from 2 pm to 7 pm. The client must register out of the homestead until 12 pm.
- When a customer arrives to the homestead he must fill out a customer card with the information from a valid ID or passport.
- Individual customers arrive to the homestead from 2pm and leave until 12pm (groups leave until 11pm)
- The administrator uses the customer's ID or passport while registering him. Afterwards he gives the documents back.
- The customer must pay the bill on the day he comes to the homestead.

- If the customer insists, for an extra fee the customer might add some extra space to his booking.
- The customers who will stay in the homestead for less than a minimal time (24 hours) must pay for the entire day no depending on their arrival time.
- If the customer insists and if the situations allows, for an extra fee of 50% per number fee, the homestead extends the departure time until 6pm.
- To confirm the booking before the arrival the customer must send half of the arranged price to the owner of the homestead. If the reservation has been canceled, the owner keeps the 50% which has been sent before.
- If the customer pays for extra services and afterwards he decides not to use them – the money will not be refunded.
- If the customer leaves the homestead before the time which has been arranged and paid – the money will not be refunded.
- If the customer does not book in advance and pay the 50% insurance – the registering will take place in a regular line up.
- If someone comes to visit the customer in the day time – he must pay for 50% of a price per person per day. If the visitor stays after 22pm, he must register and pay the full price, show his ID or passport.
- Customers with animals are not accepted. The customer must inform the staff about his pet, show the pets documents, and if he gets a permission to keep it, - pay the minimum of 15eu per day for the animal.
- The homestead keeps the right to not allow certain individuals enter its territory according to the rules.
- If a part of the homesteads inventory has been affirmed missing or damaged, the one who has been deemed guilty will have to cover up the damage by the ration of 1:2. If it is not possible to live in a room because of the damage dealt by the customer, he must pay the full price for the room until its habitable again.

IN THE HOMESTEAD IT IS NOT ALLOWED TO:

- To move the furniture without the acceptance of the homesteads personnel.
- To have any easy inflammable equipment in the houses.
- To damage the homesteads inventory.
- To accommodate more visitors than it is arranged with the administration.
- To not inform the administration about the damage dealt to the inventory.
- To leave electric devices on without the care of the customer.
- To use anykind of electric devices (except different type of chargers) without informing the administration.
- To keep animals/birds without informing the personnel.
- To disrupt the relaxation of other customers in the area of the homestead.
- To make noise in the night time (10pm to 7am).
- To smoke in the houses is **prohibited**. The fine is 50 eu. For your safety in every room there is a fire alarm and smoke detectors.
- To leave the children in the rooms/area unattended. The grown ups must ensure their well-being.
- To bring unconfirmed people to the homestead.
- To bring any kind of life threatening equipment to the homesteads territory (guns, knives, etc.).
- Not attend to the general rules of the homestead.

HOMESTEADS CLIENTS MUST:

- Attend to the general rules of the homestead.
- Pay for all the services provided by the homestead (there might be some exceptions) momentarily.
- Give the key to the administrator before departure from the homestead, to make sure all the services has been paid.
- Attend to the fire safety rules.
- To make sure that all the electric devices are switched of (the lights, water heatener and so on).
- Make sure all the cold and hot water faucets are not leaking and tightly closed.
- Lock the room and make sure that no one else besides the personel will enter it before he leaves.
- Inform the staff of the homestead if any of the equipment in his room is damaged or not functioning.
- Confirm his identity before getting a key to his room. If the key is lost, the customer must pay a 10 eu charge.
- The housteads personel has a right to dispel a client. This kind of action can be taken for the assurance of the well-being of all the customers in the homestead.
- In extreme condititions the homesteads guests must first try to contact the staff.

THE ROOM SERVICE AND CLEANING

- The guests must clean the rooms themselves.
- The staff can perform small maintainance jobs in the area of the homestead while not interfering with the relaxation and rest of the homesteads guests.
- For safety purposes the administrator can enter the guests rooms if it is necessary.
- When the staff finds any left behind pocessions of the customer they immediatly give them back. If the owner is not found in 6 months the equipment will be reused.
- The homestead does not take responsibility for any equipment that the guest has lost or damaged while in the area.
- If the guests are not obeyding the rules of the LR laws, the administration always contact the legal institutions. By the LR law, all the disagreements will be analyzed in the city of Lazdijai court.

ANNOUNCEMENTS AND REQUESTS

- The administration encourages the guests to create requests and offers for the sake of improving the quality of the homestead and the visitors experience.
- The requests and the complains of the guests are considered by the personel.

Contacts:

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