

HOUSE RULES

Dear Guests,

Thank you for choosing Apart & Spa Zoned, Kopaonik, and for placing your trust in us.

We are confident that you will have a pleasant stay, and our dedicated staff is committed to fulfilling all your needs. Whether you require assistance within the apartment or around Kopaonik, please do not hesitate to contact us, and we will do our utmost to meet your requirements.

To ensure a pleasant stay in the apartment and to prevent any misunderstandings, please familiarize yourself with the house rules of Apart & Spa Zoned. By checking in, you acknowledge and agree to these rules, and we expect full compliance. Violation of these rules may result in reservation cancellation and the full accommodation charge, regardless of the length of your stay.

We kindly request that you adhere to the following rules:

- Every guest is required to present an identity card or passport at the reception during check-in. These documents will be returned after check-in.
- Breakfast is served from 7:30am to 10am, and dinner is served from 6pm to 8pm.
- Please store valuable personal items, money, and other valuables in the safe provided in your room or at the reception. When using the reception safe, please complete a form listing the items. We are not responsible for any losses if the form is not completed.
- Bed linens and towels will be changed as needed.
- Non-registered guests are only permitted in rooms after signing in at the reception.
- Small pets weighing up to 6kg are allowed.
- Carrying flammable and explosive items, items with strong or unpleasant odors, and electrical devices not approved by management is prohibited.
- Smoking is only allowed in designated rooms.
- Please use energy efficiently by turning off taps, lights, and other electrical devices when not in use.
- It is not allowed to damage or remove any room inventory. In case of damages, you will be charged for any repairs.
- From 11 pm to 7 am is designated quiet time, so please be considerate and refrain from making noise that may disturb other guests.
- In the event of a fire, review the fire escape plan located on the back of your room's door and immediately notify the reception.
- In your minibar, you will find a variety of drinks. Please inform the reception about minibar consumption during check-out.
- All additional services used must be authorized by your signature or through direct payment.
- Any technical defects, malfunctions, or damages found or caused must be reported to the reception.
- Check-in time is from 2 pm, and check-out time is at 10 am. If you wish to extend your stay, please inform the reception for further instructions.
- Ski equipment is not permitted for use in both public and private areas as it poses a danger.
- Throughout your stay, our reception is available to provide further information and assistance.