

Dear guests, we wish you a warm welcome!

In order to make your stay in the pension as pleasant as possible, we kindly ask you to follow the house rules:

- When arriving at the pension, each guest is required to register their stay at the reception desk with an identity card or any other travel document for the purpose of registration in the eVisitor system. We return the documents to you immediately after registration.
- Pets are not allowed in the pension.
- In common areas of the pension or the restaurant, it is forbidden to move in inappropriate clothes (pajamas, underwear, bathing suits, etc.) and without shoes.
- We are not responsible for damage (scratches, dents, etc.) or theft of your vehicle when parking on private facility areas or public areas around the facility.
- The staff has no right to enter the rented room without notice and permission of the guest. Without the presence of the guest, the staff can enter the room only during the daily room cleaning, when it is suspected that the guest is grossly violating the house rules or when it is suspected that the guest's life is in danger.
- Daily cleaning of the rooms is done from 08:00 till 14:00h. If the room is occupied during the specified time, please contact us so that we can do it later.
- The staff will change your bed linen every fourth day and towels every other day. If necessary or at your request, even more often.
- We offer pension meals from 7:00 till 10:00h for breakfast. The restaurant offers warm kitchen from 11:00 till 22:00h.
- Quiet time is from 22:00 till 07:00h. Please do not make noises.
- We kindly ask that you use the premises made available to you as well as devices, equipment, and inventory carefully as a good host. Use electrical appliances and faucets rationally. Turn off the air conditioner in the room when the front door or windows are open and when it is not in use. Room inventory (pillows, bedspreads, towels, etc.) are intended for use during your stay in the facility. Taking out any object's inventory is strictly prohibited and is considered theft.
- Please use the room card responsibly. In case of loss or damage to the card during your stay, you are obliged to pay for it.
- Bringing electrical appliances (cookers, refrigerators, stoves, irons, etc.) into the building, for which you have not obtained the consent of the staff, is strictly prohibited. Appliances for personal hygiene (dryer, shaver, brush, etc.) are allowed.
- Bringing, preparing, cooking and consuming your own food and drinks, as well as ordering food or drinks from other catering facilities, are strictly prohibited without the consent of the service provider.
- According to the Law on the Restriction of Tobacco Products, smoking is strictly PROHIBITED in all closed areas of the pension and the restaurant. Violation of the rule will require the payment of all costs arising from the illegal procedure (fine, activation of fire protection systems and actions, costs of arrival of the fire department, additional cleaning, etc.). Bringing flammable and explosive substances and objects with an unpleasant smell is not allowed in the interior or exterior of the pension and the restaurant.
- We kindly ask you to immediately report any technical defects, malfunctions in the room or new damage to the pension staff. Please note that you are responsible for damage caused by your fault (or the fault of the person for whom you are responsible for) and you are obliged to pay for it.
- Please report dissatisfaction with the quality of services to the staff immediately. We do not accept subsequent complaints.
- Study the evacuation plan that is located on the inside of the room door in order to react properly in case of fire. In case of fire, inform the staff immediately.
- We do not take responsibility for your money, securities and other valuables.
- On the day of departure, the room must be vacated by 11:00h. For departures after 11:00h, the price of the day stay is charged, and if the room is not vacated by 17:00h, the full price of the overnight stay is charged. If you want to extend your stay in the guesthouse, please contact the staff in a timely manner regarding availability. In case of early departure, we keep the right to calculate the total amount for all contracted services for the contracted period.
- It is understood that the guest, upon starting to use the pension services, is familiar with the house rules and agrees to the stated conditions. If the guest does not accept or grossly violates the house rules, we reserve the right to stop providing any service to the guest. In this case, the guest must leave the facility immediately. The service provider reserves the right to calculate the total amount for all contracted services for the contracted period. Disputes that cannot be resolved by agreement will be resolved through police intervention or subsequently through a competent court.

We wish a pleasant stay in Legrad!

VAŽNO!
IMPORTANT!

PANSION LEGRADANKA

TRG SV. TROJSTVA 53 - 48317 LEGRAD, HRV
pansion.legrad@chef.hr
+385 48 626 077

PODNOŠENJE PRIGOVORA POTROŠAČA:

SUBMISSION OF CONSUMER COMPLAINTS:

- Knjiga utisaka se nalazi na recepciji. Radujemo se **Vašim lijepim i pozitivnim kritikama**, no ako niste bili zadovoljni kvalitetom usluga, imate pravo na žalbu. Sukladno članku 10. st. 1. Zakona o ugostiteljskoj djelatnosti (Narodne novine br. 98/19) obavještavamo potrošače da nezadovoljstvo na kvalitetu pružene usluge mogu dostaviti u pisanoj formi putem pošte ili elektroničke pošte na dolje navedenu adresu. Odgovor na Vaš prigovor dati ćemo u pisanom obliku **najkasnije 15 dana** od dana zaprimanja istog.
- The impression book is at the reception. We look forward to **your nice and positive reviews**, but if you were not satisfied with the quality of the services, you have the right to appeal. Pursuant to Article 10, paragraph 1 of the Hospitality Act (Official Gazette - "Narode Novine" No. 98/19), we inform consumers that they may submit dissatisfaction with the quality of the service provided in writing by mail or e-mail to the address listed beneath. We will respond to your complaint in writing **no later than 15 days** after receiving it.

CHEF d.o.o.

Josipa Vargovića 4, 48000 Koprivnica, Hrvatska

pansion.legrad@chef.hr

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ZDRAVLJE, SIGURNOST I ZAŠTITA:

GESUNDHEIT, SICHERHEIT UND SCHUTZ:
HEALTH, SAFETY AND PROTECTION:

- **Zdravlje, sigurnost i zaštita** naših gostiju, poslovnih partnera i zaposlenika su nam prioritet!
 - **Detaljan protokol čišćenja i dezinfekcije** osmišljen je tako da vam jamčimo sigurnost za vrijeme boravka u našem objektu s ciljem pružanja najbolje moguće usluge.
 - **Check-In & Check-Out:** Molimo da unaprijed pripremite osobne dokumente kako bi proces prijave završio u što kraćem roku sa što kraćim zadržavanjem na recepciji. Također Vas molimo da, ako je moguće, pravovremeno najavite vrijeme Vašeg odlaska kako bi se računi mogli unaprijed pripremiti.
 - **Fizička udaljenost i mjere za sprječavanje zarazno prenosivih bolesti:** Ljubazno Molimo da se tijekom boravka u objektu pridržavate mjere fizičke udaljenosti prema važećim odlukama SCZRH u odnosu na druge posjetitelje kao i ostalih mjera koje su u određenom periodu na snazi (nošenje zaštitnih maski i dezinfekcija ruku).
 - **Informiranje gostiju:** Za dodatne informacije i pitanja Vam rado stojimo na raspolaganju!
 - **Želimo Vam ugodan i siguran boravak!**
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- **Health, safety and protection** of our guests, business partners and employees are our priority!
 - **A detailed cleaning and disinfection protocol** was designed to guarantee you safety during your stay in our facility, with the aim of offering the best possible service.
 - **Check-In & Check-Out:** We kindly ask you to prepare your personal documents in advance so that the registration process can be completed as quickly and efficiently as possible at reception. We also kindly ask you, if possible, to announce the time of your departure in advance so that the invoices can be prepared in advance.
 - **Physical distance and measures to prevent infectious diseases:** During your stay in the facility, please observe the distance regulation in accordance with the valid decisions of the SCZRH towards other visitors, as well as other measures that apply in a certain period (wearing protective masks and hand disinfection).
 - **Informing guests:** For further information and questions we are gladly at your disposal!
 - **We wish you a pleasant and safe stay!**