

**FAMILY GARDEN APARTMENTS**  
**ATVARU STREET 21, RIGA, LV-1063**  
**HOUSE RULES**

As a Superhost in Airbnb and Excellent Host in booking.com (9+ average) we aim to make your stay in our home as comfortable as it can possibly be! Our mission is to help our guests create beautiful family memories in our cozy apartments. Therefore we have added amenities like free coffee and tea, oil and spices, books and toys for kids, barbecue for family and most of shower essentials. **As you have chosen to stay with us you have agreed to appreciate and obey our house rules.** *Thank you in advance and we truly appreciate your cooperation!*

**NOISE:**

Keep noise to a minimum after 22:00 until 08:00.

**CHECK IN / CHECK OUT:**

Our check in time is from 15:00-23:00 on the day of your arrival and the check out is until 11:00 (11AM) on the day of departure. Please note that later check in is possible but you have to communicate with us about it. We are strict about the **check out time - until 11:00 (11AM)** because our cleaning lady should not wait for you on the street. Please respect the personnel who take care of you.

**OCCUPANCY (EXTRA GUESTS):**

**Guest agrees that NO MORE than confirmed number of persons in the reservation shall be permitted on the Property at any time during the Rental Term**, all of whom shall comply with the conditions and restrictions imposed upon Guest under this Agreement. **This Rule is in place to protect the peace of all guests who are staying in our place!** Visits of relatives (or close friends) are acceptable during day hours but guest must communicate with us about that and receive approval.

We are extremely strict about this rule! **Surroundings of the house have 24/7 video surveillance. If guests are found to have had a party or invited extra guests (extra guest is every person who is not confirmed by reservation) without written host permission - State Police will be called immediately, video recordings will be forwarded to authorities and guests will be responsible for extra cleaning charges (from 100.00-500.00 EUR), extra guest charge 35.00 EUR per person, smoking fine (if the guests have smoked) from 100.00-500.00 EUR and ALL GUESTS (including those who have reservation) WILL BE ASKED TO VACATE THE PROPERTY IMMEDIATELY in the supervision of State Police with no refunds.** We ask that you kindly respect our maximum occupancy requirement.

**SMOKING:**

SMOKING IS PROHIBITED inside the home (including terrace on second floor). Extra fees to remove odor and stains WILL be applied, starting from 100.00-500.00 EUR. Smoking is only allowed outside of the house in the green area behind the house if there are no kids or other guests nearby.

### **GARBAGE:**

There are 4 bins inside the apartment and 3 large bins behind the house, please use the bins for garbage and please always clean after your rest in the garden area. We sort garbage in the following ways: clean glass separately and plastic+paper+metal separately. There is also 1 bin for mix garbage. It is polite to take out the garbage bin when departing from our place and to clean the kitchen after you have used it.

### **USE OF PROPERTY:**

Guest shall use the Property for residential purposes only and in a careful manner to prevent any damage or loss to the Property and keep the Property in clean and sanitary condition at all times. Guest and any additional permitted guests shall refrain from loud noise and shall not disturb, annoy, endanger, or inconvenience neighbors, nor shall Guest use the Property for any immoral, offensive or unlawful purposes, nor violate any law, association rules or ordinance, nor commit waste or nuisance on or about the Property.

### **EMERGENCY PHONE NUMBERS:**

To connect with the State Fire department, Police or Emergency Aid Services call **112**.

### **PARKING:**

Parking is provided in the courtyard for 1 car maximum per apartment! All the rest of the cars can be parked only outside of the yard, on the street (it is free street parking in this area). Our driveway is suitable for sedans or smaller SUVs. If larger/longer car or if more than one car per apartment, you can park in the street but make sure our guests can open gates and drive in/out freely. We do NOT provide any parking security services, for example, if a guest damages his/her car or other people's car in our yard it is their own responsibility.

On the day of check-in, you will receive registration information indicating whether or not one, normal-sized (passenger car) can be parked in the yard. If your booked apartment is indicated with free parking for one car, but more than one car gets parked, a penalty of EUR 50.00 will be displayed and the excess car/s must be removed from the yard immediately. Otherwise, a tow truck will be called and you will have to pay for it. It is also not allowed to leave the car in our yard after the reservation has expired (after check-out). A car tow truck will be called and you will have to cover its costs.

### **SECURITY:**

After entering our apartments you have to keep them safe so always lock doors after your departure and do not leave keys to other people except owners and our personnel. Also before every departure from the apartments you have to check that you have switched off all devices that can cause a potential fire (e.g. candle, stove, microwave etc.). We do not offer iron in our apartments due to fire hazard. Please note that fire extinguishers are stored in kitchen areas and in the common corridor.

### **DAMAGES:**

Please let us know if you have damaged the property and we will come under agreement about repair. If it's a small item, I will let it go, but bigger damages will have to be reimbursed. In the case of not telling us and not cooperating we will involve authorities and report you to Airbnb / booking.com and local police forces.

### **ILLEGAL ACTIONS:**

If guests are suspected of carrying and/or using illegal drugs of any kind, the authorities will be engaged as soon as possible, and guests will be asked to leave the property immediately with no refunds.

### **PETS:**

Pets are allowed to stay in our apartments ONLY upon request! If we have allowed you to bring a pet, please be aware that every pet comes with 15.00 EUR extra fee. The fine for bringing pet/s without Host permission will be applied starting from 50.00-100.00 EUR per pet and guests will be asked to vacate the animal/s from the property immediately. Due to unfortunate events we have experienced by cat owners we do not allow cats in our properties!!!

### **RISK OF LOSS:**

Guest agrees that all personal items and other items brought into the Property by Guest or their permitted guests shall be at the sole risk of Guest with regard to any theft, damage, destruction or other loss and Property shall not be responsible or liable for any reason whatsoever. Every guest is responsible about their personal belongings. We do not provide security services. If our cleaning personnel will find forgotten things we will contact the person who made the reservation. Please check your belongings before leaving the apartment!

**STEALING** - we do not tolerate people who steal. Apartments can be photographed before every guest so if a guest is found to have stolen anything from our premises State police will be contacted immediately and fines will be applied.

### **OUTDOORS & PLAYGROUND:**

Parents are responsible for their children - both indoors and outdoors and must take full responsibility for their actions. Kids must wear shoes when being in the garden, as well as their parents. It is not allowed to rubbish in the garden. Guests can use free BBQ but they must clean it after it has cooled down. It is forbidden to throw hot coal in garbage bins or in neighboring territory. It is also forbidden to take the BBQ inside the house or on wooden terraces. Any fire hazard will be addressed severely - owners asking guests to leave without refunds.

### **OTHER:**

Please note that once every week around 02:00 (2AM) in the morning - 04:00 (4AM) in the morning water system cleaning process will start automatically (it means during around 1 hour in this time period there will be no water in taps & shower- as the system 'washes' itself through all filters). If you have early flight etc. please warn us until 20:00 (8PM) in the previous day.

## **FINES FOR BREACH OF HOUSE RULES**

**BRINGING EXTRA PEOPLE:**

- 35.00 EUR per every extra guest
- 100.00-500.00 EUR fine for extra cleaning service
- Police will be called immediately. All guests will be asked to leave with no refund

**SMOKING IN PREMISES :**

- 100.00-500.00 EUR fine.

**NOT RESPECTING QUIET HOURS:**

- asking the guests to leave with no refund.

**LOST KEYS:**

- Apartment key will cost you 10.00 EUR. The remote control fee is 30.00 EUR.

**PET FEE:**

- If guest has not gotten acceptance from host: 50.00-100.00 EUR per pet and guests will be asked to vacate the animal from the premises immediately. Cats are not allowed.
- One animal stay for 15.00 EUR fee.

**DAMAGES:**

- amount will depend on the damage. We will make calculations on the spot taking into consideration the value of things and the cost of repairing works as well as cost of closing the apartment for repair until the damages are prevented.

**STEALING:**

- guests will have to refund the stolen items and pay for expenses of delivery service of items. In extreme cases if the apartment will have to be closed while investigation takes place - guest will have to pay the expenses of unearned profit (based on similar rates per day).

**LEAVING PROPERTY DIRTY:**

- Fine for extra cleaning fee starting from 50.00-500.00 EUR.

**UNAUTHORIZED PARKING OF THE CAR IN THE YARD:**

- For each unauthorized car: 50.00 EUR
- For car tow truck - if necessary, the indicated invoice amount.