



**Kleopatra d.o.o.
Jezdarska ulica 3
2000 MARIBOR**

GENERAL TERMS AND CONDITIONS

I. GENERAL PROVISIONS

1.

General conditions and house rules are set out in:

- I. GENERAL PROVISIONS
- II. RULES ON MOVING IN AND MOVING OUT
- III. RIGHTS AND OBLIGATIONS OF TENANTS
- IV. ORGANISATION AND RESPONSIBILITY OF RESIDENTS
- V. THE LANDLORD'S RIGHTS AND OBLIGATIONS
- VI. VIDEO SURVEILLANCE OF COMMON AREAS
- VII. TRANSITIONAL AND FINAL PROVISIONS

2.

The provisions of this Act shall apply to all residents of the MELORIA APARTMENTS residential complex.

In addition to the provisions of this Deed, the occupants of MELORIA APARTMENTS are obliged to respect the written and unwritten rules of neighbourly coexistence in a multi-apartment building.

3.

The MELORIA APARTMENTS residential complex has the following accommodation:

- 2 apartments for 4 persons and 1 apartment for 6 persons

4.

The occupants of MELORIA APARTMENTS are all those who enter into a valid tenancy agreement with the landlord, in accordance with the General Terms and Conditions and the terms of the tenancy agreement.

5.

All matters related to the stay in the MELORIA APARTMENTS apartment complex are to be settled by the tenant with the owner, namely the landlord Kleopatra d.o.o.

II. RULES ON MOVING IN AND MOVING OUT

6.

Occupants shall move in on the basis of the terms and conditions contained in this deed and a validly concluded tenancy agreement.

To conclude a rental contract, you must provide the information required to register on www.meloriaapartments.si or through the booking service.

After fulfilling the above conditions, which can be found on the website www.meloriaapartments.si , you will receive all the instructions and information for your stay.

7.

Guests must immediately report any damage or injury that occurs during their stay to the host. If the damage is caused by the guest, the guest will be liable for the full amount of the damage. If the damage is discovered after the guest has left, the host will draw up a report, a copy of which, together with the invoice for the costs, will be forwarded to the guest, who will be obliged to pay for it.

The tenant is obliged to notify the landlord of any change in personal data within 8 days.

8.

Information relevant to all tenants is available to tenants at www.meloriaapartments.si.

The same information or necessary notifications will be communicated to tenants by email or telephone.

9.

Guests must leave the apartment by 10:00 am unless otherwise agreed. If the guest exceeds this deadline without prior agreement with the property, the property may charge EUR 30.00 for each hour overstayed.

10.

The tenant shall evict by handing over the apartment, properly cleaned and maintained, to the landlord, who shall draw up a report on the handover, ascertain the condition of the apartment and the state of the inventory, at which time the tenant shall return the keys to the landlord and remove all his/her belongings from the apartment.

11.

The apartments do not allow overnight stays of persons who have not previously registered with MELORIA APARTMENTS. In the event of overnight stays or overnight stays of undeclared persons, the contractual penalty shall be EUR 400.00 for each undeclared person, and the guest shall be obliged to pay the costs of the tourist tax for the undeclared guest, as well as to reimburse the provider for any other damages incurred as a result of the overnight stay of the undeclared persons (possible penalties in offence, inspection and other proceedings).

III. RIGHTS AND OBLIGATIONS OF THE TENANT

12.

The tenants shall be entitled, subject to the conditions and in the manner provided for in this Act and in the lease agreement, to:

- use of a bed in the apartment
- use of the apartment's inventory;
- use of electricity, fixtures and fittings owned by the landlord;@
- use of shared parking
- use of space heating during the heating season;
- use of built-in kitchen appliances;
- use of bathrooms and sanitary facilities
- the application of normal conditions for daytime work and night-time rest;
- fixing faults in the room that are not caused by improper or negligent use;
- use of the internet

13.

Tenants shall exercise their right to maintain and rectify defects in the living and common areas by reporting any defects, malfunctions, damage, wear and tear of the inventory, fixtures and fittings and other appliances, accidents

related to unmaintainability or uncleanliness to the landlord by e-mail info@meloriaapartments.si or by telephone at the number published on the website www.meloriaapartments.si.

14.

Internal parties are not allowed in MELORIA APARTMENTS.

15.

The tenant is responsible for paying all the costs of living in the apartment.

16.

The rental price is in accordance with the published price list and includes the cost of renting the apartment, i.e. the kitchen, bathroom, toilet, hallway and other equipment, as well as all collective costs (electricity, utilities, heating, etc.).

IV. ORGANISATION AND RESPONSIBILITY OF RESIDENTS

17.

If tenants violate the provisions of the Fire Code, they assume full material responsibility, including the payment of any penalty imposed on the landlord by the inspector for its violation.

If it is not possible to identify the person who caused the damage, the costs of repairing the damage shall be shared equally among all tenants of the MELORIA APARTMENTS apartment complex.

The damage or the cost of repairing the damage is payable by the tenants upon presentation of an invoice for the repair of the damage. The invoice will be issued by the landlord to the tenant(s), with the currency 8 days after the invoice is submitted.

The landlord or a person authorised by the landlord determines the amount of the damage, the damage is repaired by authorised contractors, the cost of repairing the damage is determined in this way and the invoice issued by the contractor is invoiced by the landlord to the tenant or person causing the damage.

If the damage is not paid by the person causing the damage or the tenants within the time and in the manner indicated in the invoice, the damage will be recovered.

Tenants are obliged to use the apartment as a good steward. They are obliged to treat the premises and the inventory, all appliances and fixtures and their purpose properly and to protect them from damage and breakage.

Tenants are obliged to comply with the fire regulations.
In case of intervention of the provider or another service provider due to intentional activation of the active fire protection systems, a contractual penalty of EUR 200.00 will be charged and must be paid together with the rent.

Tenants have the right to work normally and to have peace and quiet in their apartment, and must not be disturbed by other tenants against their will.

18.

From 22:00 to 06:00, the MELORIA APARTMENTS apartment complex has a night-time rest period, during which no activity that disturbs rest is allowed.

After 22:00, it is forbidden to break up, sleep overnight or make noise in any part of the apartment complex that could disturb or annoy other tenants.

19.

The tenant is not allowed to have pets in the apartment.

20.

Smoking is not allowed in MELORIA APARTMENTS.
Smoking is only allowed on the terrace of Apartment A1. In case of violation of the no-smoking policy, the contractual penalty is EUR 200.00 and must be paid together with the rent.

21.

Tenants are obliged to keep their accommodation properly cleaned and maintained in accordance with the prescribed standards of cleanliness.

22.

Tenants are also obliged to comply with any other acts that the landlord may have adopted or duly published.

Tenants are obliged to use water, heat and electricity sparingly, to collect waste separately and to dispose of it in waste separation containers and bins in accordance with the instructions of the municipal service.

23.

Tenants are expressly not allowed to:

- repurposing inventory;
- installing additional mechanical or electrical installations or modifying existing installations;
- using the rooms to store large items (bikes, extra furniture, etc.);
- smoking in living and common areas
- use of open flames;
- holding parties in the living rooms that are disruptive to other tenants;
- drunkenness and selling alcohol or other psychoactive substances;
- organising in-house parties.

The tenant is also expressly prohibited from renting out the rented accommodation to other persons or allowing persons who do not have a valid rental contract to use the accommodation.

24.

If the tenant loses the key, he/she must contact the landlord, who will arrange for a new key.

The key must not be given to another person for use by the hirer.

25.

The tenant who receives the visit is responsible for the conduct and behaviour of his/her visitors, i.e. he/she is also materially liable for any damage caused and for any other breaches of this Act.

V. THE LANDLORD'S RIGHTS AND OBLIGATIONS

26.

The landlord has the right to enter the premises for emergency maintenance, checking the operation of energy systems, checking the operation of the building furniture, carrying out maintenance work, repairing damage at the tenants' request.

27.

In certain cases, the landlord or a person authorised by the landlord may enter the apartments to carry out certain tasks or regular checks if he/she considers that the apartment is being used inappropriately, but only after prior notice to the tenant.

28.

Guests are responsible for their own safety and the safety of other persons in the apartment complex, as well as the safety of their property, and must properly supervise any machinery and equipment they bring with them. The Provider shall not be liable for any direct or indirect damage, destruction, theft or loss of property of the Guests or personal injury to the Guests or users of the Provider's services arising in any way during the use of or stay in the Apartments, the Apartment House or other parts of the Apartment Village.

29.

The TV remote is given to the guest in the apartment, where it must remain until the end of the stay.

A fee of EUR 30.00 will be charged for each lost or stolen TV remote control.

30.

Upon arrival, guests must present: a valid booking confirmation message or voucher, personal identification for all persons named on the booking confirmation or voucher.

31.

The tourist tax, the balance of the rental fee and any additional services must be paid by the guest on the day of departure at the latest by 10:00 on the day the keys are returned.

VI. TRANSITIONAL AND FINAL PROVISIONS

29.

These General Terms and Conditions and the House Rules will apply from 5.11.2024.

30.

Any changes will be published on www.meloriaapartments.si.

Maribor, 5.11.2024

Kleopatra d.o.o.