# TERMS AND CONDITIONS
## for booking and staying in Villa Maxim

For mutual convenience and eliminating the risk of misunderstandings, please read carefully the following conditions. Each time you book a room in Villa Maxim we assume that you have read and agreed to the terms and conditions.

### I. BOOKING AND PAYMENT

1.1. Send a request for the exact dates and number of guests by email or a phone call (contacts are displayed on the web page - vilamaxim@gmail.com or +359 878896448). It is preferable to visit the webpage and choose the rooms you want to be accommodated in beforehand – they are described and presented with photographs.

1.2. Receive a confirmation email for your booking

1.3. Transfer 50% of the total amount of the price to the bank account of Villa Maxim (IBAN: BG26UNCR70004522546226) within 3 working days. Sign Luba Hristova as a recipient and the number of days and room you are staying in as a reason for the transfer.

1.4. If the amount of the deposit is not received within 3 working days from the date of confirmation of the reservation, Villa Maxim keeps the right to cancel the booking request. The payment of the remaining amount for the stay in the villa should be payed on the arrival day. In case you need to cancel a confirmed reservation, it is necessary to send us a written notice by mail. Reimbursement of the payment is done in the following cases:

1.5. In a notice sent no later than 1 month prior to arrival, you will be reimbursed with the entire amount.

1.6. In a notice sent no later than 3 weeks prior to arrival, you will be reimbursed with 50% of the amount.

1.7. In a notice sent in a shorter period - deposit is not refundable. Cancellation policy includes repeal of one, more or all days of booking and/or amendment in one, more or all days of the reservation.

### 2. CHECK-IN AND CHECK-OUT

You are obliged to provide an identity document, as your personal information should be entered in the Register. Check-in and check-out hours are as follow, unless otherwise agreed:

2.1. Check-in from 02:00 pm to 09:00 pm

2.2. Check-out until 11:00 am

2.3. It is necessary for you to inform the host of Villa Maxim for the time of arrival, so that all conditions for your stay are provided in due course.

## 3. ACCESS, NUMBER OF GUESTS AND USE OF THE PROPERTY

Rented rooms and common spaces are available for guests' use during the rental period. For your room you will be given a key and the main gate closes in a way that will be shown to you right after your arrival (and should always be used). The number of guests (adults, children and pets) during the stay should not exceed the number of sleeping places indicated in the booking confirmation. Inviting visitors during your stay is only possible after agreement in advance with the host of Villa Maxim. Access to the property may be denied or restricted if the number of visitors exceeds the initial agreement. If you intend to use the property for a purpose different from a holiday, you must inform about it at the time of booking. A representative of Villa Maxim must approve or reject your request. Depending on the nature of the request, it may be further fee due or paid in advance. This happens with a written confirmation before booking. In cases of violation of the public order and reporting to a law enforcement, you must take full responsibility for resolving the case. If this leads to sanctions and other penalties, enlisted in the Bulgarian legislation, they are covered by the visitors in whose presence the violations were established.

## 4. BEHAVIOR AND DILIGENCE

Villa Maxim is situated in a quiet location. Guests are required to comply with the generally accepted norms of behavior. Smoking in closed areas of the villa is prohibited. The representative of the guests, who booked the holiday in Villa Maxim, takes full responsibility for their own behavior and for the whole group of people during the rental period. If any of the current guests of the villa does not behave appropriately, Villa Maxim keeps the right to require the guests and accompanying people to leave the villa without compensation or refund. Villa Maxim is also a summer home for three loving and well behaving Golden retrievers and welcomes guests with dogs. That is why the villa is only suitable for people who have no concerns about it.

## 5. VALUABLES AND SECURITY

All valuables and property, which are owned, brought in the villa and used by the guests, are at own risk. Villa Maxim takes no responsibility for loss or damage to property owned by its guests. Guests are responsible for this part of the property which they have access to during the rental period and must ensure that all windows and doors are locked at the time whenever they are away from the villa. Any activity or inactivity on behalf of the guests, which can lead to damage or loss of property, is their responsibility and by accepting the terms and conditions, the guest are obliged to pay the necessary compensation.

## 6. COMPLAINTS

In order to provide the best possible conditions during your stay, we kindly ask you to inform the host promptly if any problem occurs. In case the host doesn't do what it takes to solve the issue, please contact the villa owner on this number: +359 878 822 430. Solving the problem in shortest terms requires making a complaint as soon as the issue occurs. If no complaints are made during the stay in Villa Maxim, we assume that guests are satisfied with their stay, therefore they had no reason to complain to the host.

## 7. DAMAGE OR LOSSES

Guests agree to take care of the property of Villa Maxim with due diligence. Any damage or loss caused during the rental period and any special cleaning requirements, are responsibility of the guests. In case of damage during the rented period, the host of Villa Maxim may require guests to leave the site without compensation or refund for the remaining period. The value of the compensation for any damage must be paid in cash at the moment.

## 8. VILLA MAXIM'S RESPONSIBILITIES

After confirming your reservation, the price of the stay is fully guaranteed, even in case of price changes, listed in the villa's website. When providing a room for more than 9 nights, the room is to be cleaned once in the middle of the period. If the period exceeds 9 days, the room is cleaned weekly.

## 9. TERMS OF USE

Villa "Maxim" takes no responsibility for:

9.1. Any physical injury, illness, death, loss, damage, inconvenience or additional expenses on behalf of the guests and accompanying people, regardless of the reason.

9.2 Inability for guests to discover the location of the house or to stay in it for the whole period or a part of it, due to unforeseen circumstances (cancellation of holiday, loss of documents etc.)

9.3 Any delay or cancellation as a result of force majeure circumstances that make Villa Maxim dangerous or unusable, or other circumstances and events beyond the control of the owner.

## 10. JURISDICTION

When confirming the booking, the guest agree that they have read and accepted the terms and conditions without exception.