

# HOUSE GUIDELINES

We are happy to be able to share our historical traditional family home with you, and hope you enjoy your time with us! Please take a moment to read through the following guidelines which were written to encourage respect for our home, our staff, and our guests.

- 1) Please keep in mind that you may be sharing our home with others, so please **BE CONSIDERATE** and keep your noise level in the rooms and in the courtyard to a minimum. If you are located upstairs, we ask that you refrain from jumping or stomping so as not to disturb those in the apartments below.
- 2) As a traditional family home and environmentally-friendly establishment, please note that **NO SMOKING** is allowed in the rooms. Ash trays are provided in the courtyard for those who wish to smoke, and need to remain outside at all times. Please note that an **EXTRA CLEANING CHARGE** of a minimum of one night's stay will be charged to the credit card number provided at the time of booking or check-in.
- 3) **NO PETS** are allowed on the premises.
- 4) **CLEANING POLICY:** Upon your arrival you will notice that your apartment is cleaned and maintained to a very high standard. Upon departure the property must be left in the same condition as it was found. This includes:
  - a) Emptying all rubbish bins, and separating the recycling into the appropriately labeled bins by the main door.
  - b) Washing, drying, and putting away all dishes.
  - c) Emptying the refrigerator and turning it off at the switch, leaving the doors open.
  - d) Emptying ash from the fireplace.
  - e) Ensuring that all furniture is back in its original place, and any dishes/appliances from other rooms have been returned to their original location.
  - f) Cleaning any barbecue equipment thoroughly, and returning to its original location.
  - g) Closing all doors, windows and shutters.Failure to adhere to these conditions may incur an **EXTRA CLEANING CHARGE** ranging from €20 to €150, which may be charged to the credit card number provided at the time of booking or check-in.
- 5) **KEYS:** Please note that keys and key rings are NOT to be tampered with. Keys or key rings that have been damaged, dismantled or lost will incur an **ADDITIONAL CHARGE**.
- 6) **LOST OR MISSING ITEMS:** Any lost or missing items will incur an **ADDITIONAL CHARGE** if not returned within 24 hours after check-out.
- 7) **DAMAGE POLICY:** Any damage, breakage or spillage in your apartment should be reported so that we can maintain the high standards our guests expect. Repairs or extra cleaning may incur an **ADDITIONAL CHARGE**, which must be paid before departure, or will otherwise be charged to the credit card number provided at the time of booking or check-in.

## EMERGENCY NUMBERS:

Lefkara Fire Station: +357 24 342 442

Ambulance / Police / Fire Service: 199 / 112

