

## Internal rules

### 1. General rules

1.1 The Internal Rules of the Guest House "Pūpoli" are binding on all visitors of the Guest House "Pūpoli" apartments, Holiday House "Mazie Oši" and sauna.

1.2 The Internal Rules define how the visitors receive services of the Guest House "Pūpoli", safety, hygiene and other requirements that the visitors must comply with, rights, obligations and responsibility restrictions of the Guest House "Pūpoli".

1.3. Terms used in the Rules:

1.3.1. Guest – natural or legal person visiting the Guest House "Pūpoli" and receiving any of services provided by the Company;

1.3.2. Accommodation provider – SIA "Saltus", with structural units: Guest House "Pūpoli" apartments and holiday house "Mazie Oši", as well as sauna situated in its territory.

1.3.3. Service – provision of accommodation service.

1.4. The Internal Rules have been elaborated to regulate mutual relationships, ensure undisturbed rest of the Guests and avoid unpleasant misunderstandings, injuries and damage.

1.5. All Guests must comply with the internal rules regardless of their age. Before visiting the Guest House, a person shall carefully read and learn the Internal Rules and undertake to comply with them during receiving the services. The Internal Rules have been developed in compliance with the applicable regulations of the Republic of Latvia.

1.6. The Internal Rules have been placed in "Pūpoli", Inešu Parish, Cēsu County and published on website [www.pupoli.lv](http://www.pupoli.lv). By starting to use the services, the Guest acknowledges with his or her activity having read the Internal Rules and willingness to comply with them.

1.7. The Host provides the Service to persons who have not a confirmed infection of Covid-19 and are not contact persons, and who can present a valid Covid-19 certificate.

1.8. If the Guest suffers a loss or incurs a loss to third parties due to failure to comply with these rules, or by ignoring the instructions of servicing staff of the Guest House "Pūpoli", the Guest House "Pūpoli" does not undertake responsibility of such loss.

1.9. According to the requirements of protection of personal data the Guest House "Pūpoli" processes the following personal data:

1.9.1 upon receiving personal data that are submitted in the guest questionnaires, data are processed only to ensure the service of the Guest House, keep records of the Guest House, receive payments from the Guests for using the services, to prepare reports and statistics. The mentioned data are not handed over to third parties except for a written request of the qualified public bodies.

1.10 The Guest is entitled to address the administration of the Guest House "Pūpoli" should he or she had

questions or need for clarification.

1.11 Guests can have visitor(-s) at the Guest House "Pūpoli" and its territory or premises only if harmonised in advance with the Guest House administration.

### 2. Obligations of Guests:

- 2.1 To comply with the Internal Rules of the Guest House "Pūpoli" and to be polite to other Guests and service staff.
- 2.2 To pay for extra services according to the pricelist provided by the Guest House "Pūpoli".
- 2.3 To withhold from any acts that may threaten life, health and property of himself/herself or other persons.
- 2.4 To comply with service staff instructions to maintain internal arrangement.
- 2.5 To inform the service staff about damaged equipment / inventory.
- 2.6 Parents or other persons responsible for children shall not leave a child below 16 years of age unattended.
- 2.7 Smoking is allowed in the designated area only. It is allowed to smoke outside the premises of the Guest House, in designated areas only. There is a fine of 250.00 EUR for smoking in prohibited areas.
- 2.8 To compensate the loss caused to property of the Company.
- 2.9 Not to allow unauthorised persons in the rented premises. Not to give keys from the rented premises to third parties.
- 2.10 No pets are allowed in the Holiday House and its territory.
- 2.11 To let in employees of the Guest House "Pūpoli", security service staff and utility service staff inside the rented premises to repair inventory, plumbing and other devices for checking their technical condition and inspecting if these rules are complied with.
- 2.12 The Guest makes sure that entrance doors to the building or apartment are always locked when he or she leaves them.
- 2.13 On departure day the Guest vacates the rented premises and territory of the Guest House until 11 am. Before leaving the premises, they are inspected together with a person from the administration.

### **3. Rights of the Guests:**

- 3.1 To use the residential premises, premises of common use and technical premises for the intended purposes.
- 3.2 To approach the service staff if one needs help due to feeling unwell, injuries and similar cases, and also seek qualified medical attention immediately.
- 3.3 To inform the Guest House administration about the identified defects or shortcomings in the property of the Guest House, to submit proposals for improving the work.
- 3.4 To submit a complaint in a letter via mail by sending it to "Pūpoli", Inešu pag., Cēsu nov., LV4123, or e-mail info@pupoli.lv and receive a reply to it within 10 workdays.

### **4. The responsibility of Guests:**

- 4.1. Safety and health condition of children in their custody. Persons below 18 years of age must be supervised by parents or authorised persons while in the Guest House "Pūpoli".
- 4.2 Personal belongings, because the Guest House "Pūpoli" bears no responsibility for the property of guests when left unattended. The Guests can use individual safe-boxes free of charge (in Holiday House "Mazie Oši" and Guest House "Pūpoli" apartment).

### **5. The Guests are prohibited to:**

5.1 Damage or ruthlessly treat the inventory, equipment and premises related to receiving the Service. The Guest House withholds a payment for the damage caused by the Guest according to the scope of damage.

5.2 Behave aggressively, inadequately, loudly, to offend or otherwise disturb other Guests and staff.

5.3 It is prohibited to light candles and leave burning candles unattended without previous harmonisation. It is prohibited to bring and store inflammable items and substances in the place of receiving the Service.

5.4 It is strictly forbidden to drive vehicles over the lawn of the recreation area, sport grounds and those sections of road that are restricted with visible obstacles. The Guest shall pay a fine for driving through prohibited areas; amount of the fine will be calculated by the Lessor depending on the scope of destruction, but not less than 15 EUR/m<sup>2</sup>.

5.5 It is prohibited to wash vehicles in the territory of recreational complex.

5.6 It is prohibited to leave the means of transport in the territory of recreational complex after maturity of the contract.

## **6. Rights of the Lessor:**

6.1 To hand over residential premises to the Guest in a good condition.

6.2 To request the Guest to submit the following information to the Accommodator before providing the Service:

- name, surname;
- personal code or identification number;
- declared place of residence;
- a proof that the person is eligible for the Service: personalised QR code from the persons supervision information system (covidpass.lv)
- expected period of the Service.

6.3 Not to disturb the Guest to use the rented premises, auxiliary premises, devices, equipment and adjacent territory.

6.4 Two employees from the Guest House "Pūpoli" are entitled to enter the rented premises together (in case of an accident – one person) in absence of the Lessee to inspect the condition of the premises (prevent accident), and once the condition of the premises has been inspected and the accident prevented, to inform the Guest about a reason why the inspection took place and what was established during it and/or prevention of the accident.

6.5 The Lessor is not responsible for damage, loss in accidents or injuries sustained due to other reasons or death that is a result of Guest's carelessness, lack of proper attention, ignorance or failure to comply with these rules, incl. failure to observe instructions given by the service staff.

6.6 The Lessor is not responsible for damage, loss incurred on the Guest by acts of third parties or other circumstances beyond control of the Lessor under these rules and laws and regulations.

6.7 Any employee of the Guest House is entitled to provide instructions to the Guest regarding compliance with these rules, meanwhile the Guests must comply with them.

6.8 To terminate the contract on using the Guest House if the Guest fails to comply with these rules or contractual obligations regarding the use of the Holiday House.

6.9 To lock individual premises if necessary.

6.10 In cases where the Guests bluntly ignore and violate the Internal Rules and general norms of behaviour and politeness, fail to respond to admonition from the administration, it reserves a right to call security service and/or state police. In this case, the booking and stay of the Guest in the Guest House are discontinued, the money paid for the service is not reimbursed.

6.11 The service staff of the Guest House is entitled to refuse servicing the Guests who are under heavy influence of alcohol or drugs or whose behaviour is offensive. In a situation described above, no money is reimbursed for the booked and paid services.

## **7. Rules of booking and checking in**

7.1 In order to book and check in at the place of stay, the Guest must be at least 18 years old.

7.2 To book a service:

-) call: 22013371 or 28614444;

-) write to e-mail: [info@pupoli.lv](mailto:info@pupoli.lv);

-) the Guest can fill out the booking form on our website ([www.pupoli.lv](http://www.pupoli.lv)). Once the form is completed, the administration will contact the guest within 2 workdays.

7.3 To guarantee the booking, the Guest must pay an advance payment amounting to 30% of full service price, according to the bill received in e-mail.

7.4 The booking is guaranteed as soon as the booking fee is received.

7.5 If the booking fee is not received in the stated deadline, the Guest House "Pūpoli" is entitled to terminate the temporary booking and offer this service to other Guests.

7.6 By completing the booking, the Guest confirms having read the fire safety instruction and internal rules of the Guest House "Pūpoli" and undertakes to comply with them.

7.7 If the Guest has already made an advance payment yet does not show up on the particular day and time to receive the service, the paid booking fee is not reimbursed.

7.8 The booking can be cancelled or postponed to another date by coordinating it with the administration not later than 7 days before the arrival date specified in the initial booking. If you cancel the booking timely (at last 7 days before), the paid amount is reimbursed at 100%.

7.9 Check-in/check-out times:

Arrival from 3 pm

Departure until 11 am

7.10 Check-in or check-out outside the specified time-window must be coordinated with the administration.

7.11 When checking-in, the Guest must be responsible for own health condition.

7.12 The Guest must comply with applicable laws and regulations of LR regarding Covid-19.

7.13 Should the Guest arrive before the service time, he or she shall fill out and sign a registration card.

## **8. Procedure of payment**

8.1 Upon booking the place of recreation, you will have to make a prepayment amounting to 30% of full service price.

8.2 The remaining amount is paid upon arrival at the Guest House "Pūpoli".

8.3 The payment can be made with a wire transfer, payment card or in cash.

### **9. Rules of using the Holiday House "Mazie Oši":**

9.1 It is possible to rent additional beds – folded beds or mattresses – at additional price.

9.2 The accommodation has the necessary equipment for keeping tidiness – feel free to use it.

9.3 The kitchen is equipped with all the necessary items for cooking and enjoying a delicious meal.

9.4 It is prohibited to smoke indoors. If it is found that someone was smoking indoors, a penalty of EUR 250.00 (two hundred fifty euro and 00 cents) will be imposed.

9.5 Smoking is allowed only outside, in a specially designated area. Cigarette butts can be discarded in a specially designated container only, putting out them beforehand. A penalty of EUR 100.00 (one hundred euro 00 cents) can be imposed for throwing the butts down.

9.6 Waste can be disposed only in special rubbish bins.

9.7 It is prohibited to damage the inventory of the holiday house and the building itself. It is prohibited to bring indoor furniture outside.

9.8 No pets are allowed in the holiday house "Mazie Oši" and its territory.

9.9 If you want to use the holiday house territory for commercial photo sessions and videos, you must coordinate it with the administration.

9.10 It is prohibited to bring in and use guns, drugs and psychotropic substances in the recreational complex.

9.11 During the heating season, the hosts are responsible for heating of the Holiday House therefore it is strictly prohibited to arbitrarily adjust the heating mode or enter the boiler house. Call 22013371, if needed.

9.12 Grillwork, torches, open flame can be used only in specially designated areas. It must be harmonised with the service staff.

9.13 There are no rescuers/security guards at the water bodies therefore every guest is responsible for own health and safety when being near the water or swimming.

9.14 The boats are rented to the Guests at additional charge (EUR 5.00 for up to 3 hours; EUR 10.00 for entire day). Life jackets are given free of charge.

9.15 It is mandatory for children to wear life jackets while in a boat.

9.16 Children up to 18 years of age can stay at the holiday house only attended by parents or authorised person.

9.17 Children up to 3 years of age can stay in the parents' accommodation at no charge.

9.18 No fee is charged for junior bed and bed linen.

9.19 While leaving the accommodation for a short while, the guests are advised to lock it and keep the key at themselves. A charge for lost key is EUR 10.00 (ten euro 00 cents).

9.20 When leaving the house, the guests must take care of resources – switch off the lights, TV, electric devices, close windows and water taps.

9.21 Before leaving upon maturity of the rent period, the accommodation key must be handed over to the administrator.

9.22 In order to avoid misunderstandings when damage has been identified in the premises of the Guest House, you should promptly notify administration of it.

9.23 If damage was caused by the Guest, a relevant fee is charged depending on the scope of damage.

9.24 If a damage is found in electric devices, it is strictly forbidden to use them, and you must promptly notify administration of it.

## **10. Fire safety rules:**

10.1 It is prohibited to bring and store inflammable materials, use personal electric heaters and use devices with open flame (you can coordinate candle burning with administration) in the accommodation.

10.2 In case of a fire call fire fighting service (112) and notify the administration; if necessary, use the local extinguisher.

10.3 It is not allowed to organise fireworks and fly air and/or water lanterns, as well as to burn sparklers in the premises.

10.4 When firing the fireplace, be careful, add the firewood in moderate quantities as the fireplace doors tend to heat up, they are not shock-resistant, keep children away from heater doors and kindling-wood. Coordinate use of the fireplace with the administration.

## **11. Rules for using the sauna**

11.1 The sauna is heated and prepared by the service staff.

11.2 Take care to keep optimum sauna temperature, add firewood in moderate quantities, do not overheat the heater; it is prohibited to regulate the chimney flap. Keep children away from the heater and kindling-wood.

11.3 The sauna heater can be fired with firewood. Do not put other items and liquids into the sauna heater. It is prohibited to spray highly inflammable substances near the flame. Sauna heater can be fired only according to instructions of the Lessor.

11.4 The recommended sauna temperature is 60-80 degrees that can be reached after 1-2 hours of heating.

11.5 Only clean and hot water can be poured onto sauna stones, few drops of essential oil can be added to water. It is prohibited to pour beer and other liquids

11.6 Bodycare products are prohibited while on the sweating shelf.

11.7 It is prohibited to bring glassware and other fragile items in the sweating chamber.

11.8 Hosts are taking care of the besoms, and you can use also your private besoms.

11.9 Do not place besoms on the heated stones or metal surfaces.

11.10 Sauna rituals may involve honey which is available upon request at no charge.

## **12. Other instructions**

12.1 Emergency service phone numbers:

01; 112 – fire fighting service

02; 112 – police

03; 112 – ambulance

117; 118 – info line