

C O N T E N T
S A D R Ž A J

Guest directory

Direktorijum za goste

House rules

Kućni red

GUEST DIRECTORY

HOTELSKI VODIČ

Dear Guest, We are delighted to welcome you in the Villa „Freya SPA Apartments“. Freya guest directory will give you a thorough insight about all our facilities and services available. If you have additional questions or requests please contact the Reception. We wish you a pleasant stay with us and enjoy your time in Niš.

Poštovani, predstavlja nam veliko zadovoljstvo da Vas ugostimo u Vili „Freya SPA apartmani“. Freya vodič Vas obaveštava o pogodnostima i uslugama koje su vam na raspolaganju prilikom boravka u vili. Ukoliko imate dodatnih pitanja ili zahteva, molimo Vas kontaktirajte službu recepcije. Želimo Vam prijatan boravak.

Complimentary tray / Piće dobrodošlice

As a sign of welcoming our guests to their room/apartment, there will be a welcoming drink free of charge. Complimentary tray and supplies are provided in all rooms. For extra coffee, tea, milk etc. please contact the reception.

U znak dobrodošlice naše goste u sobi/apartmanu, očekuje piće dobrodošlice na račun kuće. Aparat za kafu/čaj se nalazi u svakoj sobi i korišćenje je na račun kuće. Za dopunu kafe, čaja itd. kontaktirajte recepciju.

Bottled water / Flaširana voda

We wish to inform you that in our region tap water is safe to drink. At the reception there is a water cooler free of charge.

U našem regionu je bezbedno piti vodu sa česme. Na recepciji imate automat za vodu koja se ne naplaćuje.

Electricity anda adapters / Elektromreža

In Serbia the electricity voltage is 220V. If you need, adapters are available at the Reception free of charge.

U Srbiji je napon struje 220V. U koliko Vam je potreban adapter, dostupan je na recepciji, bez nadoknade.

Based on the provisions of special rules in tourism (Sl. Glasnik Republike Srbije br. 33/2001)

Freya Spa Apartments determine:

Na osnovu odredbi Posebnih uzansi u turizmu (Sl. Glasnik Republike Srbije br. 33/2001) Freya Spa Apartments utvrđuje:

HOUSE RULES

KUĆNI RED

I - GENERAL PROVISIONS

I – OPŠTE ODREDBE

Tačka 1.

These house rules are determined in mutual relations on duties and rights for the Villa „Freya Spa Apartments“ and beneficiaries (below: FREYA, GUEST)

Ovim kućnim redom utvrđuju se međusobni odnosi vezano za dužnosti i prava kako Vile „Freya Spa Apartments“ tako i korisnika usluga (u daljem tekstu : FREYA i GOST)

Tačka 2.

It is considered that FREYA and GUEST agree with the application of this house rules unless under contract or circumstances do not arise that the their application will be wholly or partly excluded.

Smatra se da su FREYA i GOST saglasni sa primenom odredaba ovog Kućnog reda ako iz ugovora ili okolnosti ne proističe da je u celini ili delimično isključena njihova primena.

Tačka 3.

These house rules are an integral part of the contract on Freya services and is considered that the GUEST agreed with House rules, if FREYA places their GUEST at the disposal of what is reserved and agreed (accommodation, etc.)

Ovaj kućni red je sastavni deo ugovora o uslugama koje FREYA pruža i smatra se da se GOST saglasio sa Kućnim redom ukoliko je FREYA stavio GOSTU na raspolaganje ono što je rezervisano i dogovoreno (smeštaj, itd.)

II - RIGHTS AND OBLIGATIONS OF THE GUEST

II – PRAVA I OBAVEZE GOSTA

Tačka 4.

GUEST is entitled:

GOST ima pravo:

- To what they have booked (accommodation) used in the time specified in the contract.
- Da ono što je rezervisao (smeštaj) namenski koristi u vremenu naznačenom u ugovoru.
- To use that equipment, facilities and premises which are intended to be available to guests
- Da koristi onu opremu, prostorije i prostor koji su predviđeni da budu na raspolaganju gostima.

Tačka 5.

GUEST is required:

GOST je dužan:

- To accept the valid price of the services that they use, if not previously differently agreed in writing or confirmed by special price.
- Da za usluge koje koristi prihvati važeće cene, ukoliko prethodno nije ugovorena ili pismeno potvrđena posebna cena.
- To make good on any damage that HE caused.
- Da nadoknadi svaku štetu koju je GOST lično prouzrokovao ili prčinio.
- To behave courteously while staying at the villa.
- Da se pristojno ponaša dok boravi u vili.
- To surrender weapons for safekeeping during their stay at the villa.
- Da preda oružije na čuvanje za vreme boravka u villa.

Tačka 6.

GUEST are not allowed:

GOSTU nije dozvoljeno:

- Entering the villa with flammable materials, explosives and other chemicals dangerous to the environment.
- Unošenje u vilu zapaljivih materijala, eksploziva i ostalih hemikalija opasnih po okolinu.
- Use hot plates, electric heaters and other heating devices.
- Upotreba rešoa, električnih grejalica i ostalih grejnih tela.
- To disturb the peace and comfort of other guests.
- Da remeti mir i udobnost ostalih gostiju.
- To receive visits in the room without prior notification and registration at the reception.
- Da prima posete u sobi bez prethodne prijave i evidentiranja na recepciji.
- To introduce animals into the villa.
- Da uvodi životinje u vilu.

Tačka 7.

FREYA has the right to:

FREYA ima pravo:

- Request from the GUEST advance payment, deposit or guarantee payment for booking rooms or for any other business arrangements agreed with FREYA.
- Da zahteva od GOSTA akontaciju, depozit ili garanciju plaćanja za rezervaciju sobe ili za bilo koji drugi poslovni aranžman dogovoren sa FREYA-om.
- To determine a special price for the services that GUEST want to use under special conditions.
- Da odredi posebnu cenu za usluge koje GOST želi da koristi pod posebnim uslovima.
- To charge and collect from the GUEST for any extra or special services that the guest has requested and used.
- Da zaduži i naplati od GOSTA sve ekstra ili druge posebne usluge koje je GOST zahtevao i koristio.
- To seek compensation from the GUEST who discontinued use of the services before the agreed deadline.
- Da zatraži nadoknadu štete od GOSTA koji je prekinuo korišćenje usluga pre ugovorenog roka.
- To terminate the contract with the GUEST who violates house rules.

- Da raskine ugovor sa GOSTOM koji se ne pridržava Kućnog reda.

FREYA is required:

FREYA je dužna:

- To ensure the continuous provision of accommodation, peace and assist the GUEST.

- Da osigura neprekidno pružanje usluga smeštaja, mira i pomoći GOSTU.

- To properly register and on time delivers all incoming shipments and messages for guests. If the GUEST traveled or did not come, to contact them if possible and act by their account and at their expense.

- Da uredno registruje i na vreme uručuje sve prispele pošiljke i poruke za GOSTA. Ako je GOST otputovao ili nije došao, kontaktira se ukoliko je to moguće i postupa se po njegovom nalogu i na njegov trošak.

- To hand the GUEST forgotten and founded items, and if it is not possible to keep them in line with the instructions to save the lost and found items.

- Da zaboravljene i nadjene stvari uruči GOSTU, a ako to nije moguće da ih čuva u skladu sa Uputstvom o čuvanju izgubljenih i nadjenih stvari.

- To provide the GUEST with all the information that may be requested during their stay at the villa.

- Da pruži GOSTU sva obaveštenja koja može da traži u toku svog boravka u vili.

- To keep the empty room that was paid by the GUEST and temporarily abandoned.

- Da zadrži praznu sobu koju je GOST platio i privremeno napustio.

- In the event of the GUEST getting ill invite medical assistance at his expense, regularly visiting and helping. If a doctor determines that the customer is suffering from an infectious disease and the disease threatens the health of other guests, FREYA has the right to cancel the hospitality for the GUEST, but is required to take care of the guests, give attention and help.

- Da u slučaju bolesti GOSTA pozove lekarsku pomoć o njegovom trošku, redovno ga obilazi i pomaže. Ukoliko lekar utvrdi da je gost oboleo od zarazne bolesti i da bolest ugrožava zdravlje ostalih gostiju, HOTEL ima pravo da otkáže gostoprimstvo GOSTU, s tim što je u obavezi da vodi računa o GOSTU i pruža mu pomoć i pažnju.

- In the event of death of the client to inform the authority, make a list of the guests things and inform the relatives.

- Da u slučaju smrti GOSTA o tome obavesti organe MUP-a, izvrši komisijski popis stvari GOSTA i obavesti rodbinu.

III – SERVICES

III – USLUGE

Tačka 8.

FREYA is obliged to provide the GUEST all of the services listed in the price lists.

FREYA je dužna da pruža GOSTU sve usluge koje su navedene u cenovnicima.

Tačka 9.

FREYA is required to establish pricing for all types of services offered to the GUEST and display them in a prominent position or inform the GUEST about the prices in other ways.

FREYA je dužna da ustanovi cenovnike za sve vrste ponudjenih usluga, da ih istakne na vidno mesto ili obavesti GOSTA o cenama na drugi način.

Tačka 10.

The GUEST may terminate their stay in the villa every day. The GUEST is obliged to release the room until 10.00 if the contract did not established a time of use. If the GUEST starts using the room before 06.00 o'clock in the morning, FREYA will charge the GUEAST for the accommodation for the previous night.

GOST može prekinuti svoj boravak u vili svakog dana. Obavezan je da sobu oslobodi do 10.00 časova ukoliko u ugovoru nije utvrđeno vreme korišćenja. Ako GOST počne da koristi sobu pre 06.00 časova ujutru, FREYA naplaćuje smeštaj za proteklu noć.

Tačka 11.

Services can be paid in advance or after the presentation of the bill. If the GUEST is staying at the villa for a longer period of time, the payment is weekly unless under special contract.

Usluge mogu da se plate unapred ili po prezentovanju računa. U slučaju da GOST boravi u vili duži vremenski period, plaćanje je nedeljno ukoliko nije pod posebnim ugovorom.

Tačka 12.

If the GUEST does not pay for using the services, or for the damage caused and done, FREYA has the right to withhold the things that the guest entered the villa with, including personal belongings. To such GUESTS, FREYA may terminate the provision of services.

Ukoliko GOST ne plati račun za korišćenje usluga ili za štetu koju je prouzrokovao i učinio, FREYA ima pravo da zadrži stvari koje je GOST uneo u vilu, uključujući i lične stvari. Takvom GOSTU FREYA može otkazati pružanje usluga.

IV - RESPONSIBILITY FOR PROPERTY GUEST

IV – ODGOVORNOST ZA IMOVINU GOSTA

Tačka 13.

FREYA can not be held liable for damage or loss in the following cases:

FREYA se neće smatrati odgovornom za štetu ili gubitak u sledećim slučajevima:

- If the damage or loss occurred because the GUEST did not act according to the house rules and the provisions of the Special Regulations in Tourism.

- Ako je do štete ili gubitka došlo zato što se GOST nije držao Kućnog reda i Posebnih uzansi u turizmu

- If damage or loss was caused by the GUESTs behavior or committing

- Ako je štetu ili gubitak prouzrokovao GOST svojim ponašanjem ili činjenjem

- In the case that money, valuables or other items of value are not placed in room safe

- U slučaju da novac, dragocenosti ili druge stvari od vrednosti nisu stavljene u sobni sef

- If the GUEST did not lock the room and handed the key to the desk clerk.

- Ako GOST nije zaključao sobu i predao ključ recepcioneru.

Tačka 14.

It is considered that the Agreement is valid for only one day if you do not know the date of departure.

Smatra se da Ugovor o korišćenju važi samo jedan dan ukoliko se ne zna datum odlaska.

Tačka 15.

For everything that is not stated in these house rules, the provisions of the Special Regulations in Tourism apply.

Za sve što nije rečeno ovim kućnim redom važe odredbe Posebnih uzansi u turizmu.

We feel obliged to contribute to a cleaner and more sustainable environment and hope that you will support our initiatives:

Osećamo obavezu da doprinesemo čistijoj i održivijoj životnoj sredini i nadamo se da ćete podržati našu inicijativu:

Please switch off your TV along with the lights and the air-condition when you leave your room (take the key of the room with you).

Molimo vas isključite televizor, zajedno sa svetlima i klima uredjajem kada napuštate sobu (ponesite ključ od sobe sa sobom).

To reduce energy- and water consumption we won't change your towels unless you let us know, by leaving them on the floor.

Da bi smo smanjili utrošak energije i vode nećemo Vam promeniti peškire, osim ako Vi to ne želite, obaveštavajući nas tako što ćete ih ostaviti na podu.

Wherever possible we avoid disposable cups.

Kad god je moguće izbegavamo čase za jednokratnu upotrebu.

Our primary aim is to avoid waste. However, in case waste is produced we sort it and dispose it separately.

Naš primarni cilj je da se izbegne otpad. Međutim, u slučaju da je otpad proizveden mi ga sortiramo i odlažemo odvojeno.

Tačka 16.

Rules must be placed at the front desk in order to be available for the guests.

Kućni red se mora nalaziti na recepciji kako bi bio na raspolaganju gostima.

Rules valid from 01. October 2022.

Kućni red važi od 01. Oktobra 2022.

Airport / Aerodorm

"Konstantin the Great" Airport is about 6.8km away from the villa and it takes 15-20 minutes by car. If you would like us to arrange for your transportation to the airport, the reception team is more than happy to help you in this matter. Free of charge.

Aerodrom Konstantin Veliki je udaljen nekih 6.8km od vile i potrebno je 15-20 minuta kolima. U koliko bi ste želeli da Vam mi organizujemo transport do aerodroma kontaktirajte recepciju. Transport je besplatan.

Baby bed / Dečiji krevet

We have some baby beds available, if you need one, please contact the Reception.

U koliko Vam je potreban krevetac za bebe, kontaktirajte recepciju.

Food / Hrana

We do not prepare or offer food at the Villa „Freya SPA apartments“. You can order food via delivery from restaurants that you can find online. If you need help, contact the reception.

Estimated delivery time is 45-60 minutes.

U vili „Freya Spa Apartmani“ ne pripremamo i ne nudimo hranu. Hranu možete naručiti putem dostave iz restorana koje možete pronaći na internetu. Ukoliko Vam je potrebna pomoć obratite se recepciji.

Orjentaciono vreme isporuke je 45-60min.

Room Service / Sobna usluga

Room service is available from 09:00 to 22:00. You can find the menu in the information folder. For orders please contact the Reception.

Room Service je dostupan izmedju 09:00 i 22:00. Cenovnik sa uslugama room servisa se nalazi u folderu sa informacijama. Za poručivanje molimo Vas nazovite recepciju.

Car parking / Parking

The villa parking is at your disposal free of charge. We would like to inform you that the villa „Freya SPA apartments“ is not liable for your cars or any objects left in the car!

Parking vile Vam je na raspolaganju bez dodatnih troškova. Želimo da Vas obavestimo da vila „Freya Spa Apartmani“ nije odgovorna za Vaš automobil niti stvari u njemu.

Concierge Service / Recepcija

Our Reception team will assist with all your requests and wishes. Restaurant bookings and recommendations, Theatre and Museum tickets as well as mailing your correspondence.

Naš tim sa Recepcije Vam je na raspolaganju u koliko Vam je potrebna neka asistencija ili pomoć. Rezervacija karata za pozoriste, muzeje, sportske ili druge događaje kao i slanje pošte u vaše ime.

Check in / Prijava boravka

Check in is between 12-15 o'clock. If you need to check in earlier, please contact the reception to enable you to.

Prijava gostiju je između 12-15 časova. U slučaju da Vam je potrebna ranija prijava, molimo Vas kontaktirajte recepciju.

Check out / Odjava boravka

Check out time is 10.00 o'clock, noon. The Reception will assist you in storing your luggage if you would like to spend more time in town before leaving. If you require a later check out or wish to extend your stay please contact Reception.

Odjava je najkasnije do 10:00 časova. Recepcija Vam stoji na raspolaganju, u slučaju da želite da provedete još malo vremena u Nišu, da sačuva Vaš prtljag. Ako želite kasniju odjavu ili produženje vašeg boravka molimo kontaktirajte recepciju.

Invoice / Izdavanje računa

In order to avoid any delay at your departure, we suggest that you provide the Reception with the necessary information for invoices. In our villa you have an opportunity for an Express Check Out. If you require this service, we can send you a zero balance invoice by e-mail or we can bring one directly to Your room. An option to pay your bill on check in or during your stay is available as well.

Da bi smo izbegli zadržavanja prilikom odjave, predlažemo da recepciji dostavite sve neophodne informacije za izdavanje računa. U našoj vili imate mogućnost Express Check Out. U koliko želite ovu uslugu, možemo Vam poslati račun na mail ili ga dostaviti u vašu sobu. Moguće je platiti račun i na samom prijavljivanju ili u toku boravka u vili.

Do not Disturb / Ne uznemiravaj

In case you do not wish to be disturbed, please leave the "Do not disturb" sign on the outside doorknob. If you do not want to receive any telephone calls, please inform the reception. Internal room-to-room calls cannot be prevented!

Ako želite da Vas niko ne uznemirava, stavite znak „Ne uznemiravaj“ na spoljnoj kvaki, za telefonske pozive koje ne želite da primite, obavestite recepciju. Pozivi unutar hotela, soba-soba, se ne mogu sprečiti.

Housekeeping / Služba održavanja

Our Housekeeping team is at your service at all times. Should you require an extra towel, an extra pillow or an ironing board please let us know. For extra cleaning service of your room please also contact the Reception.

Služba Housekeepinga Vam je na raspolaganju. Ako Vam je potreban dodatni peškir, jastuk, prekrivač, pegla ili dodatno pospremanje sobe molimo Vas da obavestite recepciju.

Internet / Internet

Your room and all the public areas of the villa are equipped with a Wireless High Speed Internet Connection. In case you need any help and technical support please call the reception.

Vaša soba kao i sve prostorije vile su pokrivene Wi-Fi internet mrežom. U slučaju da Vam je potrebna tehnička podrška ili neka druga pomoć pozovite recepciju.

Bed Sheet Change / Zamena posteljine, spremanje sobe

Our Housekeeping team is at your service at all times. For extra cleaning service or changing the bed sheets please contact the Reception.

Sobarice će sredjivati Vašu sobu na dnevnom nivou. Ukoliko je potrebno dodatno pospremiti sobu, ili zameniti posteljinu, molimo Vas da nazovete recepciju.

Lost & Found / Izgubljene stvari

All found items are stored in our Housekeeping department for 2 months. Please contact our Reception team if you are missing something.

Sve nadjene stvari se čuvaju u vili 2 meseca. U slučaju da ste nešto izgubili kontaktirajte recepciju.

Minibar / Mini bar

The minibar is replenished daily, all consumption from the minibar will be charged to your room account. Please indicate your last day's consumption at the front desk upon check-out.

Minibar se dopunjuje svakodnevno, konzumacija iz mini bara će biti stavljena na vašu sobu. Molimo Vas da obavestite recepciju, prilikom odjave, o korišćenju minibara za poslednji dan.

Newspapers / Dnevne novine

Daily newspapers and magazines are at your disposal at the reception.

Dnevne novine i časopisi Vam stoje na raspolaganju na recepciji.

Public Transport / Javni prevoz

Please contact the Reception to get you tickets for the public transportation as well as a map of Nis.

Ako su Vam potrebne karte za gradski prevoz ili mapa Niša kontaktirajte recepciju.

Safe Deposit Box / Sef

All our rooms are equipped with an in- room safe. You can find it in your main wardrobe. Please follow the instructions on the front side of the safe. The villa „Freya SPA apartments“ does not take responsibility for any items not placed in the in-room safe.

Sve naše sobe su opremljene sefom. Prilikom upotrebe pratite uputstvo. Vila „Freya Spa Apartmani“ ne odgovara za stvari koje nisu stavljene u sef.

Wellness facilities / Wellness sadržaji

To relax after a long day we are more than happy to provide you with our Wellness packages including Massage, SPA and Swimming pool treatments, 09:00-22:00.

The prices of our Wellness packages are highlighted in the Wellness price list.

Ako ste za opustanje nakon napornog dana, biće nam zadovoljstvo da izaberete pakete u kojima su uključeni masaža, SPA i bazen u periodu od 09:00-22:00, cene naših usluga istaknute su u wellness cenovniku.

Taxi / Taxi usluge

Please contact our reception team to order it for you.
Kontaktirajte recepciju ako vam je potreban taxi prevoz.

Television Channels / Televizijski kanali

The list of TV channels is in the directory
Lista TV kanala se nalazi u direktorijumu

Medical Service-Pharmacy / Medicinska pomoć

If you require medical help please contact the Reception.
Ako Vam je potrebna medicinska pomoć, kontaktirajte recepciju.

Emergency Fire & Safety Instructions / Instrukcije u slučaju opasnosti

- *For fire safety information please refer to the information posted on the back of the door.
- *For your safety and security of your belongings, keep the key carefully
- *If the room key is lost or stolen, report to the Reception immediately.
- *Do not leave your luggage unattended when checking in/out.
- *Deposit the room key at the reception when you leave the room. Do not leave the key in your room.
- *Radi Vaše sigurnosti i sigurnosti Vaših stvari, pažljivo čuvajte ključ.*
- *Ako se ključ izgubi, obavestite recepciju što je pre moguće.*
- *Ne ostavljajte svoj prtljag bez nadzora prilikom prijave/odjave.*
- *U slučaju požara pratite instrukcije o planu za evakuaciju koji se nalazi u hodniku.*
- *Ostavite ključ na recepciji prilikom izlaska iz hotela, ne ostavljajte ga u sobi.*

Thank you for your attention and assistance!

Hvala Vam na odvojenom vremenu i pažnji.

We wish you a pleasant stay!

Želimo Vam prijatan boravak!