

Welcome to the **Vila Burbonka Studios** the best voted **4 stars guest house** in Nova Gorica



And we hope you will like it too

Vila Burbonka Studios house rules and services:

Reception: Our reception can be used for socializing, meetings or just playing cards. You will find maps, wine trips proposals, local restaurants addresses right on the table. There is also a vending machine with coffee, hot drinks, soda drinks and snacks.

CHECK IN: 13:00 - 20:00 /flexible ; CHECK OUT: 11:00 if you have to leave early, please leave the key on the table of your studio.

Access 24/7: We have no lock-out, but in order to access the studio you will need one key to unlock the main door and the door of your studio. The number on the key and the number on the door have to be the same even at 3 in the morning.

Internet: You can join our free WiFi called Vila Burbonka with password: **burbonka**.

Water and environment: Water from the kitchen faucet is fresh and drinkable. Each studio has a 100l electric water heater. After using all hot water, it will recharge in cca 20 min.

Please keep an eye on rational use of energy and water, recycle and take care of our planet.

Kitchen: You get fully equipped kitchen, please use it with care and keep it clean.

Safety: Smoking, lighting candles and actions including fire are not permitted in the studios. Guests are kindly asked to familiarise themselves with the fire evacuation procedures displayed in the studios.

Security: Money and other valuable items can be stored in a safe, which is located in the studio (with instructions). We do not take any responsibility for cases of theft or loss.

Quiet hours: 23.00 - 7.00. Take care of your neighbours sleep when you come home late.

Cleaning, arranging and towels change is done daily between 11:00 and 13:00.

Electric voltage is 220V, there are also USB phone chargers units on each side of the bed.

Garden and BBQ can be used by all our guests weather permitted. BBQ has to be cleaned after use or it will be charged 20 € for cleaning.

Laundry and ironing service can be ordered to a cleaning staff between 11:00 and 13:00 for the next day delivery. (sundays and holidays excluded).

Bicycles can be rented on daily fee of 5€ / bicycle.

Lost and found items - in case you lose or find items do not hesitate to contact us.

Defects or complaints has to be notified immediately to the staff. We'll try to resolve immediately. There is a book at the reception where you can leave an opinion of your stay.

Please use our studios as a good master. Leaving the studio in the total mess or in case of damage, you will be charged additional fee. An extra charge of 10€ will be applied if losing your key.

Cancellation & Prepayment policies

No prepayment is needed for a reservation. All payments are done at the Check in on the reception desk.

The guest can cancel free of charge until 3 days before arrival. The guest will be charged 30% of the total price if they cancel in the 3 days before arrival. If the guest doesn't show up they will be charged the total price. Villa Burbonka reserves the right to offer studios to other interested guests, after daily check in hours expired and guest doesn't show up without notice. With no rights to claim damages for pre-confirmed accommodation.

In case guest shortens the previously confirmed reservation for one day, the actual length of stay is paid as well as an additional day. If the delayed guest arrival or early departure of the guest shortens the previously confirmed booking for more than two days, the actual length of stay is paid as well as an additional two days.

We reserve the right to terminate the contract and provide services with no refund to guests who violate this house rules or otherwise violated the law .