PART 1

House rules

Welcome! We are delighted to have you with us. To make sure your stay, and that of our neighbours, goes as smoothly as possible, we kindly ask you to follow the rules below.

CHECK-IN

from 4 pm

Please let us know your estimated arrival time.

CHECK-OUT

by 11 am

Any late check-out not agreed in advance may incur additional charges.

LATE ARRIVALS

- Arrival **after 9 pm**: **€30** supplement.
- Arrival **after 11 pm**: **€50** supplement.
- **No arrivals after midnight.**
- Please select the corresponding option when booking; otherwise, the supplement will be charged to you.

NOISE AND NEIGHBOURS

- Respecting the neighbours is essential: please keep noise (music, voices) down between 10 pm and 8 am.
- **Parties and events are strictly forbidden.**

SMOKING

- **No smoking inside the apartment**: it is entirely non-smoking.
- Smoking is allowed on the terrace only, using the ashtray provided.

SECURITY AND DAMAGE

- Please make sure doors and windows are locked whenever you go out.
- **Breakages:** accidents happen! Please report any damage to us as soon as possible, so that we can repair it for the next guests.

USE OF THE PREMISES

- **Occupancy:** only the guests named in the booking may stay in the apartment, up to a maximum of 5 people. **Additional guests are not permitted.**
- **Pets are strictly forbidden.**
- **Energy:** please switch off the lights and the air-conditioning/heating when you leave the apartment.

CLEANLINESS AND UPKEEP

- The apartment is handed over to you clean: please leave it in a reasonable condition.
- **Kitchen:** please wash the dishes (or run the dishwasher) and remove any leftover food from the fridge before you leave.
- **Rubbish:** waste must be taken to the bins at the foot of the building.

Important: failure to comply with these rules may result in the corresponding costs being charged (to the payment method used for the booking) or in the immediate termination of the stay without refund.

PART 2

Payment and cancellation conditions

To confirm and secure your stay, the following conditions apply.

PAYMENT SCHEDULE

DUE DATE	AMOUNT	PURPOSE
On booking	20% of the total amount	Deposit to confirm the booking
Then every 30 days	Balance in equal instalments	Automatic payments (card or PayPal)
30 days before arrival	Last instalment	Stay fully paid by this date
Booking less than 30 days ahead	100%	Full amount due immediately

INTEREST-FREE PAYMENT IN INSTALMENTS (CARD OR PAYPAL)

- **2 to 6 payments** depending on your arrival date, deposit included. The exact schedule (dates and amounts) is shown before payment and in your confirmation email.
- By choosing this payment method, you authorise Penthouse Oceanus to charge the card or PayPal account used for the booking on the scheduled dates.
- A **reminder** is emailed to you **7 days before** each payment. You can save a new card at any time using the link in our emails.
- If a payment fails, you are notified by email and can pay the instalment online; two further attempts are made 3 days apart.
- **Your stay must be paid in full no later than 30 days before arrival** (or by the date of the last scheduled instalment, if later). Otherwise, or if an instalment remains unpaid 30 days after the failed payment, Penthouse Oceanus may cancel the booking in accordance with the cancellation policy below.

PAYMENT METHODS

- Credit/debit card or PayPal, in one payment or in interest-free instalments, via our secure payment platform.
- **Pay in full: 2%** off the accommodation when paying the full amount at booking.
- **Discounts cannot be combined:** if you use a discount code, the most advantageous discount for you is applied.
- Bank transfer, on request.

DAMAGE GUARANTEE

- **No security deposit** is taken.
- In the event of damage, exceptional cleaning or lost keys, we will inform you with supporting evidence and may charge the corresponding amount to the payment method used for the booking. Otherwise (bank transfer), this amount must be paid within 7 days.

CANCELLATION POLICY

- **100%** refund 60 days or more before arrival.
- **50%** refund 30 to 60 days before arrival.
- **No refund** less than 30 days before arrival.
- These conditions apply to the amounts already paid; if the booking is cancelled, future instalments are stopped.

CLEANING FEE AND UPKEEP

- A cleaning fee of **€70** is automatically included in the booking. It covers the standard cleaning of the apartment to prepare for the next guests, but does not exempt you from basic courtesy:
- **General condition:** the apartment must be left reasonably clean.
- **Kitchen:** the dishes must be washed and put away, and appliances (oven, microwave) left clean.
- **Rubbish:** all bins must be emptied and taken to the outdoor containers provided.
- **Extra charge:** in case of abuse (stains on linen, abnormally dirty apartment, lingering smell of tobacco), a deep-cleaning fee of **€100** will be charged (to the payment method used for the booking).

KEYS AND ACCESS

- **Key handover:** 2 sets of keys are given to you on arrival.
- **Loss or theft:** if keys are lost or not returned at the end of the stay, the cost of replacing the keys and, if necessary, the lock cylinder (for security reasons) will be borne in full by the guest. A fixed penalty of **€80 per lost key** will apply, in addition to any locksmith call-out costs.

Thank you for your understanding, and we wish you a wonderful stay!