

FAQ MY GARDA HOLIDAY SRL

1. What **payment options** are there?

The booking can be made by credit card (Visa, Mastercard), bank transfer or cash on arrival with prior credit card pre-authorization of the total amount.

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2. How can the **deposit** be deposited?

The deposit can be deposited as a credit card pre-authorization or, upon request, by bank transfer. It is not possible to pay the security deposit in cash.

3. When is the **arrival** possible?

Arrival from 16:00 clock. You can tell us your estimated time of arrival by checking in online. If you arrive earlier, we will gladly arrange it, depending on availability, to let you earlier in the accommodation. Early check-in free of charge, if available, from 13:00.

4. Until what time do we need to **check-out** on the day of departure?

Departure is until 10:00 am on the day of departure. Late check-out is possible until 12:00, but only subject to availability.

5. Who pays **city tax**?

All guests from 14 years pay city tax. This varies in height depending on the location and is paid per person per night.

6. Is it possible to do the **final cleaning** yourself?

Unfortunately, no. The final cleaning must always be done by our professional cleaning service in order to guarantee guests a high standard of quality.

7. Is it possible to bring the **bed linen** yourself?

Unfortunately, no. Our service is standardized and provides for the preparation of accommodation with bed linen, towels and disposable supplies for the stay. As a provider of holiday accommodation on the major portals (Airbnb, Booking.com, Hometogo, etc.), we are committed to this.

8. How much is and what does the **laundry package** include?

The costs for bed linen and towels (1 bath towel, 1 medium towel, 1 small towel, no beach towels) are 15 € / person / stay. Please note that the use of towels is only allowed at the property and the fee is a rental fee (not a purchase).

9. Is the accommodation **cleaned daily**?

No. The price only includes the mandatory final cleaning. It is possible, depending on availability, to request an intermediate cleaning on site.

10. Is the **bed linen changed** during the stay?

No. However, it is possible to request replacement bed linen (15 € / person, subject to availability).

11. How is **online check-in** done?

After booking you will receive access to the online check-in area on our website www.mygardaholiday.com. There you can send us the required data for check-in, manage your booking, book additional services or contact the agency.

12. What **data is required for online check-in**?

We are obliged by the local authorities to communicate the following guest details: first name, last name, date of birth and place of birth

of all guests, ID card number and date of issue and location of the contracting party of the booking.

13. How does the **key collection work on arrival?**

A few days before arrival, you will receive all the key collection information from us. This is done either at the agency or on-site using a key box.

14. How do I get the keys if I **arrive late at night?**

If you arrive after the opening hours, we will deposit the keys in a key box in front of the agency and all information will be communicated to you in good time.

15. How is the **key collection on departure?**

Please deposit the keys in the same place where you found them on arrival.

16. Can **minors also book?**

Unfortunately, we can not accept groups of minors unless they are permanently accompanied by at least one parent and each parent has submitted a written authorization from their parents.

17. How can an **airport transfer be requested?**

In your online check-in area, you can manage the booking and request extras such as airport transfer (subject to availability).

18. **Luggage storage**

If you need a short-term storage of your luggage, you can inquire with us.