



Accommodation Terms and Conditions

Apartments and hostel · New Gudauri (Blocks 1-2-4) · SkyAtlantida

Version of 17 September 2026 · Questions: WhatsApp +995 597 067 948

1) General provisions

- We manage more than 40 apartments in the New Gudauri aparthotel (Blocks 1-2-4), 50–100 m from the gondola lift, less than 2 minutes on foot.
- We select the specific apartment to match your dates, number of guests and current occupancy — at booking we offer the best available option.
- Accurate passport details of the responsible guest are required to make a booking.
- By paying the deposit and confirming the booking, the guest accepts these Terms.

2) Responsible guest

- The booking is made in the name of one responsible guest. This person signs the Terms, takes part in the check-out inspection and answers for everyone who stays with them or visits them.
- The responsible guest is responsible for following the rules and for the safety of the property for the entire stay.
- If something is damaged, we do not try to find out who in the group did it: the inspection report, the invoice and all damage matters are handled with the responsible guest. How to split the costs is up to the group.

3) Booking deposit (secures your dates)

- Apartments — 60 GEL / 20 EUR (per night).
- Hostel — 15 GEL / 5 EUR per night per person.
- The deposit is non-refundable, confirms the booking and counts towards the total price.
- Exception — a refund is made only if we cancel the booking (unsafe weather / force majeure).
- The booking is held for 60 minutes from the moment the invoice is issued; if you need more time, message us and we will extend it.
- The balance is paid at check-in.

4) Payment

- Payment methods: international transfer, Bank of Georgia.
- Transfer fees are paid by the sender.
- Payment details are sent in the invoice.

5) Check-in and check-out

- Check-in: from 16:00. Check-out: by 11:00.
- Meeting and check-in — at Café Bar PILOT (New Gudauri): show your booking confirmation, we will meet you and walk with you to check in.
- Before the keys are handed over, the responsible guest signs the Terms and pays the refundable security deposit.
- Contact us 1 day before check-in to agree on the time.
- Online bookings are served on a priority basis.

6) Early check-in / late check-out / night service

- Early check-in or late check-out — by arrangement and subject to availability: +50% of the nightly rate.
- Night check-in/check-out (22:00–07:00): service fee +80 GEL (staff call-out, key handover, paperwork, taking back the accommodation).

7) Cleaning

- Stay of 1 night – cleaning 80 GEL.
- From 2 nights – cleaning is included.

8) Refundable security deposit (for the safety of the property)

- Paid at check-in, separately from the booking deposit.
- Apartments: equal to the price of one night, but not less than 100 USD.
- Hostel: 100 GEL per person.
- Returned in full after the check-out inspection if there is no damage.

9) Check-in inspection and reporting damage (mandatory)

- Right after receiving the keys, within 30 minutes, walk through the whole accommodation: open the wardrobes and drawers, check the appliances, plumbing, doors, windows and dishes using the list below.
- Film or photograph clearly anything that is broken, not working or damaged (chips, cracks, scratches, stains, dirt on walls or furniture, broken dishes) and send it to us straight away on WhatsApp [+995 597 067 948](https://www.whatsapp.com/business/profile/995597067948).
- If everything is fine, just message us on the same WhatsApp: "Checked, everything is fine".
- If no damage is reported within 30 minutes, the accommodation is considered accepted in good condition.

10) What to check at check-in

- Appliances: the TV, stove, cooker hood, kettle, fridge and washing machine switch on and work. No need to do a wash: just switch the washing machine on and make sure the display lights up.
- Plumbing: all taps and mixers in the kitchen and bathroom, the shower hose and shower head, the shower cabin (doors, glass, tray without cracks), the toilet and flush.
- Entrance door: closes tightly, the lock and handles work properly and do not wobble.
- Windows and balcony (if there is one): the glass is intact, with no cracks; the balcony door and its handles open and close normally.
- Furniture, walls and floor: chips, scratches, stains, dirt. The mattress, bed linen and towels.
- Dishes and cutlery: count the plates, cups, glasses, spoons, forks and knives and check them for chips and cracks.
- At check-out we check the same points.

11) Dishes and inventory

- Dishes and cutlery are provided for the number of guests: usually 2–3 items of each kind per person.
- At check-out we count the dishes: everything must be in place, with no chips or cracks.
- Broken, cracked, chipped or missing dishes (including glasses) are charged according to the internal price list.
- Lost or damaged keys, remote controls, towels and bed linen are charged in the same way.

12) Shower cabin and plumbing

- The shower tray is designed for a weight of no more than 110 kg, so only one person showers in the cabin at a time.
- Please do not go into the cabin together, dance or jump in it. For romance, there is the bedroom.
- Extra load cracks the tray and it starts to leak. To replace it, a new tray has to be bought and the bathroom floor taken apart and rebuilt. This is an expensive repair, and the responsible guest pays for it in full.
- Use the taps, mixers, shower hose and shower head gently: do not overtighten the taps, do not pull or twist the hose.
- If you notice a crack or chip in the shower tray, a leak or a faulty tap at check-in, photograph it straight away and send it to us.

13) Liability for property and damage calculation

- The responsible guest is responsible for the safety of the property during the stay.
- Damage is calculated according to the SkyAtlantida internal price list and may include: the cost of a new part/equipment; the work of technicians on the replacement; delivery and logistics from Tbilisi to Gudauri (≈120 km one way) and the time spent on finding, buying, delivering and installing it.
- If the accommodation cannot be let while it is being repaired, the cost of the nights it stands empty is added to the damage.
- The amount of the damage is deducted from the refundable security deposit.
- If the damage exceeds the security deposit, the responsible guest pays the difference at check-out or within 24 hours of receiving the invoice.

14) Check-out inspection and report

- At check-out, a staff member inspects the accommodation together with the responsible guest, using the same points as at check-in, and counts the dishes.
- Damage or loss not recorded by the guest on photo or video at check-in is considered to have occurred during the stay and is compensated according to the price list.
- If there is no damage, the security deposit is returned straight after the inspection.
- If there is damage, an inspection report is drawn up: what is damaged, photos and the amount according to the internal price list. The responsible guest signs the report and marks whether they agree with the list and the amounts ([sample report, PDF](#)).
- If only a technician can give the exact repair cost, this is noted in the report, and we send the final calculation and invoice on WhatsApp within 3 days.
- If the guest refuses to sign the report, this is noted in it, the report is signed by a staff member and a witness, and the damage is recorded on photo and video. A copy of the report is sent to the guest on WhatsApp.
- If the guest leaves without an inspection, we inspect the accommodation without them and within 24 hours send the report, photos and invoice on WhatsApp.
- If the responsible guest refuses to pay for the damage, we have the right to contact the police and go to court.

15) House rules

- Treat the accommodation and everything in it with care, as you would at home. Respect other people's work and yourself.
- Only the number of guests stated in the booking may stay in the accommodation.
- Parties and noisy gatherings are not allowed; please keep quiet at night.
- Smoking is prohibited indoors and on balconies.
- Staying with animals is prohibited.
- Take rubbish to the bins at each block; leave the accommodation tidy.

16) Consent

- By paying the deposit, the guest confirms agreement with these Terms.
- Before check-in, the responsible guest signs the Terms and gives their passport details ([consent form, PDF](#)).

Thank you for your trust. We will make your stay comfortable and stress-free.