

Hotel Policies

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1. The room is booked for 24 hours.
2. The check-in time is from 14.00 and the check-out time until 12.00.
3. If the Visitor does not stipulate a time of stay then it is assumed that the room is booked for 24 hours.
4. If the Visitor wishes to prolong the time of stay by extending the agreed period then he/she should inform the Reception by 10.00 on the day on which the booking of the room expires.
5. The Hotel may not prolong the stay in case of a lack of free rooms or prior reservation of the room made by another Visitor.
6. If the Hotel keys are not returned in due time the staff checks why the Visitor has not checked out by performing the following:
 - An attempt to contact the Visitor via telephone,
 - Knocking at the door,
 - If the above attempts to contact the Visitor fail then a Committee comprising two employees of the Hotel opens the door with a spare key, prepares photographic documentation of the Visitor's possessions and draws up a protocol of the possessions deposited at the Hotel Reception Desk. If on opening the room the Committee states that the Visitor is in the room and does not show any signs of life then it immediately informs the Emergency, Police and Security Staff.

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1. The Hotel is obliged to ensure
 - a comfortable stay for the Visitor;
 - safety of stay;
 - adherence to the privacy policy and non-disclosure of any personal information relating to the Visitor;
 - cleanliness of the rooms, as well as the Hotel facilities available to the Visitors.

&3

1. The Hotel does not bear any liability for the loss or damage of the items brought into the Hotel by any person using the Hotel's services, including money, securities, valuables, items of scientific or artistic value, if those items were not deposited at the Reception.
2. The Hotel does not bear any liability for the damage or loss of a car or any other vehicle belonging to the Visitor.
3. The Visitor accepts financial liability for all types of damage or destruction of the Hotel's furnishings and fittings caused by the fault of the Visitor or his/her guests.
4. The Visitor should immediately inform the Hotel Reception about the damage after its occurrence.

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1. The Hotel's night quiet time starts at 22.00 and ends at 7.00 during which time the Visitors of the Hotel must not be disturbed.

2. If a Visitor violates this policy we will remove him/her from the premises without refunding paid hotel charges. Moreover, we may refuse to book a room for the Visitor who, during his/her last stay, flagrantly breached the Hotel Policies.

3. Persons not staying in our Hotel may not be present in a Hotel room between 22.00 and 7.00 of the next day.

4. The Visitor may not allow other people who have not checked into the Hotel to use his/her room even if the period for which the Visitor paid did not lapse.

5. Every time when leaving the room, the Visitor should check if the doors are locked and leave the key at the Reception Desk.

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1. Due to fire safety, use of immersion heaters, irons and other similar appliances that do not constitute the room's equipment is not allowed.

2. Smoking any kind of stimulants in the premises is also forbidden.

3. Special smoking areas are located in front of the Hotel.

4. Not adhering to this Policy is subject to a fine.

5. Moving the furniture and appliances in the room is not allowed.

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1. Wake up call - to set the alarm clock you should pick up the room's telephone receiver and dial #28 and set the time of the wake-up call by dialling, for example, 06:30 to set a time of 6.30, etc.

2. Hotel breakfast is served from 7.00 to 9.00 in the restaurant (the price of the breakfast is included in the Hotel service)

3. Left luggage facility is free of charge; for more information contact the Reception.

4. The Hotel safe, which is free of charge, is at the Reception.

5. Medical aid - information and first aid is given by trained Hotel personnel.

6. Housekeeping - rooms are cleaned upon the Visitor's request. If a Visitor wishes to have his room cleaned then he/she should hang the special tag on the outside of the door. Towels are changed every 3 days and the linen upon the Visitor's request.

7. The Reception is open from 6.00 to 22.00. After Reception closing time its duties are performed by the Security Staff; on Sundays and during holidays the Restaurant Staff and the Security Staff.

8. The main entrance to the Hotel is locked at 22.00, after which time the Visitors may enter the Hotel using the back entrance near the car park (door opened with the key having a red or black cap).

Have a nice stay

