

# HOTEL REGULATIONS

Dear guests, to ensure safety and comfort of our Hotel guests during their stay, we have clarified some guidelines:

- Room check in is from 2 p.m. Check out is until 12 p.m.
- Guests are given the key card upon registration at the reception and are kindly asked to lock the rooms. Guests are required to handover their key card to the receptionist upon departure.
- Rooms can only be used by guests who are duly registered at the reception with a valid identity document.
- From 23:00 to 07:00 we ask every guest to be careful and not cause noise that can disturb other guests. Disturbing other Guests is not allowed. The hotel reserves the right to refuse admission or future lodging if this rule is not observed.
- We assume that the Guests are familiarised and fully understand the Hotel Rules at the beginning of their stay in our Hotel.
- For your convenience we have provided a safe deposit box, located in the wardrobe in your room. Hotel bears no responsibility for any damage or loss of your personal belongings. In case of any loss, you are kindly requested to immediately inform Reception. We suggest you to double check safe deposit box in your room upon your departure from the Hotel.
- All rooms have air conditioning. Please note that air condition does not work if windows are opened or if windows are not properly closed.
- Hotel is entirely non-smoking.
- Wi-Fi is free and available in the hotel. Password is provided at the Reception and on your key card folder.
- Linen is changed every third day. Used towels are changed daily unless guest place the DO NOT DISTURB sign at the door.
- Hotel guests must have appropriate clothes and footwear when they are moving through the public spaces of the hotel.
- It is not allowed to bring food and beverage from outside in the hotel.
- For your convenience the parking in front of the hotel is free. The hotel takes no responsibility for any damage or loss of your vehicle on the parking.
- If any damage is caused to the hotel property, the guest will be required to cover such damages.
- Guests may have visitors in their rooms and must be registered at the reception.
- Hotel keeps the right to require a guarantee for extra expenses during reservation process or at the check in.
- Late check - out: please check for details with Reception. Unless prior notification, departures after 12 p.m. will be considered as late departure and additional cost will be applied to guest's hotel account.
- To extend the stay (subject to the availability) beyond the indicated period on the day of arrival it must be indicated to the reception desk by 10:00 on the agreed departure day at the latest.
- If during your stay, for whatever reason, you need to check out early, you must inform reception at least 24h prior to departure. Otherwise, a full night's charge will apply. In the event that the hotel cancels further guest stay due to misbehavior and disregard of hotel rules, the hotel reserves the right to charge for the full length of the stay as per reservation.
- In case of fire alarm, please follow instructions from the evacuation plan.
- It is not allowed to take out from the hotel room's inventory (pillows, blankets, towels).
- The hotel reserves the right to enter the room in a controlled manner if it has not been possible to contact the guest for at least 24 hours. A hotel housekeeper may then enter the room in the presence of another person.
- Personal belongings left in a hotel room after checking out will be sent back to the address indicated by the guest. In the event the guest does not grant consent to do so, the hotel will store these items for a period of 3 months.
- The hotel has the right to discontinue providing an accommodation service that has already been paid for in case of disorderly conduct. A stay which has been discontinued for this reason will not be reimbursed.
- The hotel may refuse to accept a guest who, during any previous stay, had grossly violated the hotel regulations, causing damage to the hotel or other guest's property, or damage relating to the guests themselves, the hotel staff or other people staying in it, or caused any other form of disturbance.
- If you have any suggestion on hotel service or if you have any technical problem in your room, please feel free to inform us at your earliest convenience. In case of late notice for any complaints that you might have, when hotel has no chance to react, those situations will not be considered as a reason for accommodation rate discount.
- The guest should notify the hotel reception about any damage immediately after it has been detected.

We wish you a pleasant stay!