

# ACCOMMODATION RULES

1. Only guests that are checked in properly can stay at the GALERIA Thermal \*\*\*\* Bešeňová hotel (hereinafter referred to as "hotel"). The check-in is done at a respective member of the settlement staff upon arrival, with an identification card, passport or another identification document. Guests with permanent addresses at the hotel location can stay at the hotel as well. Once checked in, every guest receives a hotel card with the name of the hotel, the name of the guest, the room number, the length of stay and the check-out time. All hotel guests receive hotel chips as well. They have to wear them on their wrists and show them to the hotel or water park staff if asked.
2. The hotel offers services in the scope and quality as specified by respective standard norms.
3. During the whole time of stay, when leaving or entering the hotel, guests must show their valid hotel cards.
4. In special cases, the hotel can offer accommodation which has not been arranged before unless it is much different from the one confirmed.
5. Based on the reservation, the hotel is obliged to check in guests no sooner than at 03:00 pm unless arranged otherwise. Unless a deposit has been paid, the hotel is obliged to hold the respective reservation until 06:00 pm on the day of arrival. Once a deposit has been received, the reception is obliged to hold the reservation for 24 hours from the time of the scheduled check-in. After the 24 hours, the respective accommodation unit can be used for other purposes/by other clients. Unless the reservation has been cancelled in writing or the reception has been asked to change it in advance, the client shall not receive any financial compensation and/or the reservation shall not be changed to another date.
6. Guests can use their rooms only during the time period arranged with the hotel in advance, i.e. from 02:00 pm to 10:00 am. Guests can use their accommodation unit(s) until 10:00 am on the last day of stay. Late check-out is subject to availability and is possible only if arranged with the hotel reception. The service is surcharged. Not respecting of the check-out time may result in the following extra surcharges: until 12:00 noon - €20, until 01:00 pm - €30, until 02:00 pm - €40. Unless any hotel guest respects the time above, the hotel is entitled to charge him/her with a full rate for one more day.
7. Guests who check-in before 06:00 am have to pay the full rate for the previous night. When checking in after 10:00 am, the surcharge is €40 per room and after 12:00 noon, the surcharge is €20 per room. Early checkin must be arranged in advance and is subject to availability.
8. If a single room has been booked and the reservation has been confirmed, guests shall be charged for a single room even if staying in a multiple-bedded room or a suite. The same applies if a double room is booked, the reservation is confirmed and guests stay in a multiple-bedded room or a suite.
9. If any guest asks to have his/her stay prolonged, the hotel is entitled to offer another room than the one he/ she was staying in or to turn down his/her request for capacity reasons.
10. Guests staying at the hotel are obliged to store their money, valuables and jewels in a safe at the reception otherwise the hotel bears responsibility only in the amount which is specified by § 1 Government Regulation No. 87/1995 Coll., which implements certain provisions of the Civil Code as amended by Government Regulation No. 586/2008 Coll. and Regulation No. 281/2010 Coll., i.e. in the maximum amount of 331.94 EUR.
11. Hotel guests can receive external visitors in common rooms. If they do so in their hotel rooms, the visit must be approved by the reception staff, registered in a visitor's registration book and can be made only from 8:00 am to 10:00 pm.
12. When any guest gets seriously ill or injured, the hotel has to arrange necessary medical help or transport to hospital at the costs of the client.
13. No shifting, fixing or changes on the furniture, equipment, electrical and other installations etc. are allowed in hotel rooms and common areas without the permission of the hotel management.
14. It is not allowed to use own electric appliances inside the hotel and especially inside the rooms, except appliances for personal hygiene (razors, massagers, hairdryers, etc.).
15. When leaving the room, guests are obliged to turn off the lights and all electric appliances in the room, close all water taps and windows, lock the door and leave their chips at the reception. Lost chips are charged with a €10 fine. Any damage of the furniture or appliances inside the respective accommodation unit is charged with respective fines.
16. We suggest not leaving children under 10 years unattended in the hotel room and other hotel areas due to safety reasons.
17. **Dogs and other pets cannot stay** at the hotel due to hygiene and safety reasons. There is a 50 EUR fine/night for violation of this rule. In such case, the respective hotel guest must leave the hotel.
18. All guests are obliged to respect quiet hours from 10:00 pm to 06:00 am.
19. In accordance with relevant regulations, guests are responsible for any damage to the hotel's property they cause. If any guest finds a damaged item inside his/ her room or in common rooms, he/she is obliged to inform the hotel reception immediately.
20. Guests are obliged to pay for accommodation and all services provided in accordance with current rates, as a rule before arriving at the hotel. The bill has to be paid once received.
21. Every guest is obliged to pay a 50 EUR, 200 PLN or 1,500 CZK deposit for tickets to the water park of Bešeňová on the last day of stay. The deposit will be paid back once the guest returns his/her chip at the reception.
22. Without notifying the client(s) in advance, the accommodation provider is entitled to allow certain members of the

staff, i.e. maintenance men, chamber maids and/or receptionists to enter the accommodation unit(s) for the purpose of repairs, refurbishing and/or in other cases when proper functioning of the facility needs to be secured, and/or damage to the accommodation provider or clients' needs to be prevented. When entering the facility, the employees wear name badges.

23. **Rooms are cleaned between 8:30 am and 03:30 pm.** Other cleaning times need to be arranged at the reception. If any guests do not wish TO BE DISTURBED, they can use the respective electronic system on the inside of their room door handles (by pressing the red "not disturb" button). This status can be cancelled by pressing the red button again. If guests wish to have their rooms cleaned at specific times, they can use the **GREEN "make up room"** button to inform the reception. Towels are changed (and toilet paper and bin-liners are replenished) every day. The bed sheets are changed after the second night of stay. If hotel guests use the so called "Green programme", they do not have their towels and bed sheets changed, only the beds made, the rooms cleaned, the bins emptied and toiletries replenished.
24. Accommodation rates and price lists of catering and additional services are available at the hotel reception.
25. Complaints or suggestions on improvements of the hotel and its operation shall be submitted to the hotel reception.
26. Forgotten items of hotel guests are stored in the lost property office of the hotel. Shall guests forget any of their personal belongings in the hotel room(s), they are obliged to inform the hotel reception no later than within 24 hours after checking out – by phone or by email. The hotel will do its best to find the reported (forgotten or lost) items of former hotel guests and inform the respective clients about the result. Found forgotten or lost belongings of former hotel guests shall be sent to them only upon their request and at their own expense.
27. All rooms, terraces, balconies and common rooms are non-smoking. A €100 fine is charged for violation of this rule. Smokers can use a lounge at the reception, a smoking corner at pools or an ashtray in front of the reception building.
28. The lobby bar cannot be entered when wearing in swimming costumes.
29. Guests are obliged to leave their rooms in the same condition as they found them. If violating this rule, guests are not allowed to check out before they tidy up their rooms. In such case, the hotel reserves the right to charge the clients for additional hours of accommodation in accordance with the valid price list.
30. A fire test is made in the hotel on the last day of every month at 02:00 pm. Clients are notified about it in advance e.g. with notes left in hotel rooms.
31. Thermal pools (private zone) – are available for hotel guests of Galeria Thermal Bešeňová \*\*\*\* from 9:00 am to 09:00 pm. It is strictly forbidden to use the pools outside the above mentioned times. There are no lifeguards outside the opening times to guarantee safety and pool maintenance is performed at night (increased levels of chemicals in water...).

In the case of violating the "no swimming" rules, the hotel is not responsible for any potential health or other damage. Changes of opening times are published at the reception. Hotel pools are cleaned every week from Monday 08:00pm to Tuesday late morning. Information about temporary closures of individual pools is displayed at the hotel reception as well as at pool entrances. At least 1 pool is available for clients permanently.

32. Tickets to the water park of Bešeňová – our reception accepts only water park tickets included in hotel packages or purchased at the reception desk. Discounts cannot be combined. Tickets purchased via GOPASS and discount portals are one-time tickets and can be used only at main water park ticket offices. Children under 2 years (including) can use the water park for free. The reception gives chips only to clients who stay at the hotel and are registered properly in the hotel system. The chips are linked with the respective client's name(s) and their hotel bills and can be used as means of payment in all restaurant facilities. The maximum price limit of 1 contactless purchase is €100. Any loss of the chip must be reported immediately so that the chip can be blocked. In such case, the hotel requires a €10 surcharge for the chip + used services. The water park times of operation end 15 minutes before closure.
33. The opening times of the water park of Bešeňová are published on the park website. The water park times of operation end 15 minutes before closure. For more details about the current opening times, please ask at the reception. The times of operations are subject to change.
34. Any surcharges for accommodation or other services in the water park or restaurants can be paid at the reception when leaving – in cash or by card. Every client is obliged to check his/her bill and file a complaint if there is a reason for it without undue delay.
35. Guests are obliged to follow these accommodation rules from the moment they check in. In case of any violation of these rules, the hotel management is entitled to withdraw from the accommodation contract before the originally arranged date of departure. By booking accommodation, every client agrees to be bound by these accommodation rules.

These accommodation rules are valid from April 1<sup>st</sup> 2022.

Erika Fočárová

*Director of the hotel Galeria Thermal Bešeňová \*\*\*\**