



ACCOMMODATION RULES

1. Only guests that are checked in properly can stay at the hotel. The check-in is done at the reception desk, with an identification card or a passport.
2. The hotel is entitled to offer another room or accommodation unit than the one that was ordered and confirmed, however, of the same or higher quality.
3. Clients can be checked in by the operator based on the respective reservation(s) on the day of arrival after 2:00 PM unless otherwise specified by the operator in the booking confirmation. Clients who wish to check in earlier should contact the operator at least 24-hours prior to their arrival and wait to have their request approved. Every commenced early check-in hour costs 15 € per hotel room.
4. On the day of departure, guests are obliged to leave their rooms until 10:00 AM unless arranged otherwise. If the guests don't do so, the hotel is entitled to surcharge €15,00 per hour for every commenced late check-out hour per hotel room.
5. All guests are obliged to respect quiet hours from 10:00 PM to 7:00 AM.
6. Every hotel guest is obliged to pay for all provided services in accordance with current rates when leaving the hotel at the latest. The accommodation rates and price lists of additional services are available at the hotel reception. Groups have to pay a deposit in advance.
7. The hotel is responsible only for items, money and valuables stored in the hotel safe or accepted from hotel guests to be kept safe.
8. 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.
9. It is not allowed to use personal electric appliances inside the hotel room, except appliances for personal hygiene (razor, hair drier etc.). The hotel is entitled to charge financial compensation for any damage to the furniture and equipment.
10. When leaving the room, every hotel guest is obliged to turn off the lights in the room, close all water taps and leave their room key at the reception.
11. It is not allowed to leave children unattended in the room or other hotel areas due to safety reasons.
12. Sports equipment and other items cannot be taken to hotel rooms if there are special places to store these.
13. If any hotel guest gets seriously ill or injured, the hotel has to arrange necessary medical help.
14. Complaints or suggestions on improvements shall be submitted to the hotel management.
15. Dogs and other pets cannot stay anywhere in the hotel, including hotel rooms alone and unattended. Accommodation prices for pets are specified in the respective price lists.
16. Smoking is allowed only in designated rooms/areas.
17. All hotel 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 check-out date.
18. The hotel has the right to require a €3,00 surcharge if a hotel card/key is damaged or lost.

These accommodation rules become effective and come into force on 1st jan 2024.