



ACCOMMODATION RULES

1. These accommodation rules of the Eurocom Investment, s. r. o. company, with the registered office at 034 83 Bešeňová 136, Company number: 35756985, registered in the Commercial Register of District Court Žilina, Section: Sro, Insertion no14558/L (hereinafter referred to as "EI" or "operator") specify the terms of providing accommodation and other related services at the hotel BEŠEŇOVÁ *** (hereinafter referred to as "hotel") as well as the rights and duties of the operator and guests staying at the hotel (hereinafter referred to as "client(s)") from the moment the clients check in until they check out. The accommodation rules are published on the hotel website: www.hotelbesenova.sk and available also at the hotel reception. By checking in and using services at the hotel, every client confirms that they have acquainted themselves with the accommodation rules and undertake to respect them.
2. The booking process of services is governed by separate General Terms and Conditions of the Tatry Mountain Resorts, a. s. company (hereinafter referred to as "TMR") and EI which specify the booking of accommodation and other related services.
3. Only clients that are personally checked in can stay at the hotel. To check in, every client is obliged to show their identification card, passport or another identification document at the reception desk when checking in (applies to fellow travelling adult and underage children too). Client is given a hotel card with the name of the hotel, the name of the client, the room number, the date of the stay and the check-out time.
4. The hotel is entitled to decline clients with contagious diseases, parasitic infections or other diseases that might endanger the health of the hotel staff or other hotel guests.
5. The hotel offers services in the scope and quality specified by the respective decree which stipulates the classification and categorisation of accommodation facilities.
6. Clients can be checked in by the operator based on the respective reservation(s) on the day of arrival after 3:00 pm unless otherwise specified by the operator. Early check-in (before 3:00 pm on the day of arrival) is surcharged and subject to availability. If any client fails to check in until 12:00 midnight without notifying the operator before, the operator is entitled to offer the booked room(s) to other guests. In such case, the respective client is not entitled to receive the paid accommodation price back. The same applies to financial, non-financial compensation and substitute use of services. Unless a deposit wasn't paid before arrival, the reception paid, the reception is obliged to hold the reservation until 6:00 pm on the day of arrival. After 6:00 pm, the respective accommodation unit can be used for other purposes/by other clients. In such case, the client is not entitled to receive any financial, non-financial compensation and substitute use of services.
7. Clients can use their rooms only during the time period arranged with the hotel in advance, i.e. from 3:00 pm to 10:00am. Clients have to leave their accommodation unit(s) until 10:00am on the departure day. Late check-out is subject to availability and is possible only if arranged with the hotel reception. The service is surcharged and the hotel is not obliged to offer it. Every client is informed about late check-out surcharges once they ask for the service. Every client who fails to respect the check-out time (10:00am) on the day of departure and has not asked for a late check-out before has to pay the following extra surcharges for staying at the hotel room longer: until 12:00noon - €10/room, until 2:00 pm - €20/room. If any hotel guest fails to respect the 2:00 pm late check-out time, the hotel is entitled to charge them with a full rate for one extra day or have their belongings moved out from their hotel room and stored at their expense.
8. If any client asks to stay longer, the hotel is entitled to meet their request only if such accommodation is available. Clients are not entitled to be offered accommodation for a longer time than arranged before. If accommodation for a longer time is available, the respective client is obliged to pay for the accommodation at the hotel reception in advance – in cash or by card. In such case, the hotel is entitled to offer another room than the one the client was staying in and the guest is obliged to change the rooms on the original departure day (the first extra day) and follow the instructions of the hotel reception.
9. In special cases, the hotel can offer accommodation which has not been arranged before unless it is much different from the one confirmed.
10. If any client fails to use the services they have booked and paid for – due to any reason or without specifying the reason (earlier departure, later arrival...), they are not entitled to receive any financial or non-financial compensation, or substitute use of services.
11. When entering the hotel room, every client should check the amenities and equipment inside and report any potential damage or failures at the reception immediately.
12. It is not allowed to use clients' personal electric appliances in hotel rooms except appliances for personal hygiene (razors, epilators, etc.), mobile phone chargers, notebooks and tablet computers.
13. The shifting, fixing or changes on the furniture, equipment, electrical and other installations etc. are NOT allowed in hotel rooms, common areas, the restaurant, the lobby bar, etc. if not approved by the general manager or the operations manager.
14. All hotel premises, including hotel rooms, balconies and terraces are non-smoking. Smokers can use the area in front of the hotel entrance. For more information, clients can ask at the hotel reception.
15. If any client violates the smoking ban related to hotel rooms and other hotel premises, the operator is entitled to charge a € 100 contractual fine that the respective client has to pay no later than when checking out in cash or by card at the hotel reception. If violation of the smoking ban inside a hotel room or other hotel premises results in damage of the operator's and/or hotel property and/or the property, life or health of hotel clients or the hotel staff, the damage must be reimbursed by the respective client in its entirety.
16. It is not allowed to leave children under 10 years unattended (i.e. not accompanied by a legal representative or an adult person over 18 years authorised by the legal representative) in hotel rooms and other common 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 fine/night for violation of this rule. In such case, the respective hotel guest must leave the hotel.
18. All hotel clients are obliged to respect the quiet hours from 10:00 pm to 6:00am. Disturbing behaviour that violates the quiet hours includes too-loud TVs, too loud conversations in hotel rooms and halls, on hotel terraces, singing, etc. Social events such as celebrations, weddings etc. can be held after 10:00 pm only if allowed by the general manager or the operations manager.
19. The hotel lobby and the lobby bar are meant for receiving visitors of hotel guests. Visitors can be accepted in hotel rooms only if allowed by the hotel reception and once the visitors sign the visitor's registration book. No visitors are allowed at the hotel during quiet hours.
20. Every client is obliged to leave their hotel room in the same condition as they have accepted in when checking in. When leaving the room, clients are obliged to turn off the lights and all electric appliances in the room, close all water taps and windows, wash the dishes in the kitchenette and put them into the cabinets (otherwise a € 20 surcharge may be required for cleaning), lock the door and leave their chip at the reception. Lost chips are charged with a € 10 fine + charge for used services. Any damage of the furniture or appliances inside the hotel room must be repaired by the respective client at their expense before checking out or the respective client is obliged to pay all related costs.
21. Clients are responsible for any damage they or individuals they are responsible for cause to the hotel's and/or operator's property, life, property or health of operator's employees or other hotel guests. Any damage must be reimbursed to the injured party (operator, client, employee) in accordance with relevant regulations.
22. If any client gets sick, injured or suddenly feels bad, the hotel reception needs to be contacted immediately (health problems of underage clients have to be reported by their legal representatives or other authorised persons) so that the first aid can be guaranteed and necessary medical help or transport to hospital/doctor's surgery can be arranged at client's expense.
23. Members of the hotel staff are entitled to enter the hotel rooms in order to clean them, add products to the mini bars and other items, repair any damage if necessary, provide emergency medical help or if violation of these accommodation rules is suspected or the property of the hotel or hotel guests, health or life of clients or the hotel staff are in danger. All members of the hotel staff have to wear name badges. All members of the hotel staff have to wear name badges with the name, hotel logo and uniform when entering to the hotel room.
24. Rooms are cleaned between 8:30am and 04:00 pm. Other cleaning times need to be arranged at the reception. If any clients do not wish to be disturbed, they are obliged to use the respective door hangers. Towels are changed after second night. Bed sheets are changed after the third night spent at the hotel. If any clients wish to have the bed sheets or towels changed more often, there is a surcharge based on the valid price list.
25. Accommodation rates and price lists of other services are available at the hotel reception.
26. Accommodation and other provided services must be paid in accordance with the valid price list usually before clients check in. All hotel bills must be paid once received.
27. Bešeňová water park tickets included in room prices (does not apply to the Harmónia sauna world) can be used also on the departure day



- but to do so, every client has to pay a returnable deposit of 50 €, 200 PLN or 1500 CZK. The deposit will be paid back once the client returns their chip at the reception and pays for the services they have used in the park.
28. have bought some. The deposit will be paid back once the client returns their chip at the reception.
 29. The operator is responsible for jewels, money and other valuables of clients only in the maximum amount of EUR 332 (total amount for all brought and stored valuables during one period of stay at the hotel) unless these are stored by the operator. Jewels, money and other valuables can be stored by the operator in a safe located at the central reception of the Galéria Thermal Bešeňová **** hotel. However, this service is subject to availability. If clients want to have their valuables stored at the reception, they are obliged to ask about this possibility when checking in or anytime while staying at the hotel. The storing option mentioned above does not apply to safes located in hotel rooms.
 30. The operator is liable for damage caused to clients while staying at the hotel in accordance with the Civil Code and other generally binding legal regulations that are effective and in force in the Slovak Republic.
 31. Liability for damage must be claimed by clients at the operator in accordance with applicable regulations of the Civil Code and other generally binding legal regulations that are effective and in force in the Slovak Republic, by respecting related periods and terms.
 32. Forgotten personal items of hotel guests are stored in the lost property office of the hotel. Shall clients 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.
 33. Any suggestions and complaints shall be presented at the hotel reception.
 34. 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 GO-PASS and discount portals are one-time tickets and can be used only at main water park ticket offices. Only to clients who stay at the hotel and are registered properly in the hotel system can be given chips at the hotel reception. Every chip can be used as means of payment but only by its owner. It is thus important to take the chip everywhere one goes and not to exchange it with anybody else. When paying with the chip, every client is obliged to check their bill and file a potential complaint without undue delay if necessary. Any chip loss 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.
 35. Harmónia sauna world tickets – every hotel guest can use a free single ticket to the Harmónia sauna world for a maximum of 3 hours per day, based on the number of purchased nights at the hotel (except the day of departure). Every other extra entry of the Harmónia wellness centre is charged and put on the hotel bill of the respective client automatically. Children under 6 years old are not allowed in the Harmonia saunas World. Children aged 6-11 years (including) can entry to the Harmonia saunas world only by the first hour of the water park opening times.
 36. Any surcharges related to 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 their bill and file a complaint if there is a reason for it without undue delay.
 37. The opening times of the water park of Bešeňová (and the Harmónia sauna world) are published on the water park website: www.besenova.com. The water park times of operation end 15 minutes before the park is closed. For more details about the opening times of the water park, clients can ask at the reception. The opening times are subject to change. Hotel clients can enter the water park and the pools 15 minutes before the official opening at their own risk. Once they do so, the operator is not liable for any damage related to the property and/ or health of the respective clients.
 38. The hotel is managed by the operator (TMR and EI) and details about current product and service offers, hotel operation limitations, additional services (catering, water park, etc.) and other services provided by the operator at the hotel or in the area (opening times of cableways, ski pistes, water parks, attractions etc.) as well as operation limitations of hotel facilities are published on the website of the operator (www.vt.sk, www.jasna.sk), the hotel website: www.hotelbesenova.sk, the website of Aquapark Tatralandia (www.tatralandia.sk) and the website of the Bešeňová water park (www.besenova.com) every day.
 39. Clients are not entitled to receive any financial or non-financial compensation or substitute use of services if the hotel services could not be provided in their entirety due to operational reasons caused by the operator (TMR or EI) (e.g. wellness and spa centre limitation, increased noise during a wedding or celebration held inside the hotel, closed pools or saunas – applies to hotels located inside or at water parks, etc.).
 40. Complaints policy: The procedure of filing complaints and exercising the rights related to the operator's liability for damage (hereinafter referred to as "complaints") including complaints related to hotel services is specified by the Complaints Policy of the hotel which is published on the hotel website: www.hotelbesenova.sk and available at the hotel reception.
 41. Details related to the protection of personal data are included in the Data Protection and Privacy Policy of TMR Group and published on the website: www.tmr.sk/o-nas/gdpr/.
 42. The operator is entitled to amend these accommodation rules anytime and the respective change is considered effective for all hotel guests once published on the hotel website: www.hotelbesenova.sk. Every client is obliged to follow the accommodation rules which are effective and in force on the day they check in at the hotel.
 43. Every client is obliged to follow these accommodation rules. If any client violates these accommodation rules or instructions of the hotel staff, or causes damage or endangers the property of the operator, or the health, life or property of the hotel staff or clients, or violates good manners despite warnings, or fails to respect their duties based on the respective accommodation agreement, or damages good reputation of the operator, the hotel staff or clients, the operator is entitled to withdraw from the respective accommodation contract, order the client to leave the hotel and prevent them from using services at the hotel (applies also when checking in). In such case, the client is not entitled to be returned the aliquot part of the price they paid or any other financial or non-financial compensation or substitute use of services or damage reimbursement.
 44. These accommodation rules and all legal relations resulting from individual accommodation agreements are based on the laws of the Slovak Republic. All legal relations that are not specified by these accommodation rules shall be governed by generally binding legal regulations that are effective in the Slovak Republic.
 45. If any provisions of these accommodation rules are or become invalid, ineffective and/or unenforceable, this shall not affect the validity, effect and/or enforceability of other provision of these accommodation rules.
 46. These accommodation rules specify the rights and duties of clients when staying at the hotel. If any accommodation agreement concluded between the operator and individual clients, or specific general terms and conditions related to services provided at the hotel (e. wellness, water park, massages, restaurants, etc.) differ from these Accommodation rules, the specific terms and conditions shall be considered decisive and given priority to these Accommodation rules, in every point they are different. All issues not specified by any specific terms and conditions shall be governed by these Accommodation rules.
 47. These accommodation rules became effective and came into force on 1. 6. 2019.

In Bešeňová on 31. 5. 2019
Ing. Jaroslav Čefo
*Director of the HOTEL Bešeňová ****