

ACCOMMODATION RULES

1. Only guests that are registered in properly can stay at the accommodation facility.
 - a. Clients who arrive from **the northern side** can park for free at the Biela Púť car park and then take a cable car from from Biela Púť to Priehyba and from Priehyba to Mt Chopok. They can check in at the Rotunda hotel.
 - b. Clients who come from **the southern side** of the mountain can park their cars for free at the car park in Krupová and then take a cable car from Krupová to Kosodrevina and from Kosodrevina to Mt Chopok. They can check in at the Rotunda hotel. This needs to be announced in advance when booking if possible.
2. While staying at the accommodation establishment, every guest is obliged to present their valid hotel card which they receive when checking in.
3. Every room is booked no later than 24 hours prior to the arrival of the respective guest.
4. On the day of departure, guests are obliged to leave their rooms until 10:00am unless arranged otherwise. If the guests don't do so, the accommodation establishment is entitled to collect a surcharge for a late check-out or another night.
5. The cable car trip down the hill:
 - a. on the route Chopok - Priehyba, Priehyba – Biela Púť, participants of the stay with transportation can take the ticket upon presentation of tickets at any time during the operating hours of the cable cars on the day of departure, after completing the check-out at the Rotunda.
 - b. on the route Chopok - Kosodrevina, Kosodrevina - Krupová, participants of the stay with transportation can take the transfer upon presentation of tickets at any time during the operating hours of the cable cars on the day of departure, after completing the check-out at the Rotunda
6. If any guest wishes to stay longer, the accommodation establishment may offer them another room than the one where they have stayed originally.
7. The accommodation establishment is obliged to provide accommodation in accordance with confirmed orders of clients. If the accommodation establishment fails to provide the room which has been ordered and confirmed, it shall charge the guest for that type of room that has been arranged originally.
8. The accommodation establishment is not responsible for personal items of clients and potential damage caused to them. The accommodation establishment is responsible only for money and valuables that are stored in a safe. Larger amounts of money shall be stored in the accommodation establishment safe after signing an acknowledgement.

9. Guests not staying at the accommodation establishment can visit accommodation establishment guests in their rooms only once they are registered at the Pošta hotel reception and they can do so only during the cableway opening times.
10. When any guest gets seriously ill or injured, the accommodation establishment has to arrange necessary medical help.
11. It is not allowed to use personal electric appliances inside the accommodation establishment rooms and in other accommodation establishment premises. This does not apply to appliances serving for personal hygiene (230 V).
12. Dogs and other pets are not allowed at the accommodation establishment. This does not apply to guide dogs.
13. All guests are obliged to respect quiet hours from 10:00pm to 7:00am.
14. Guests are responsible for any damage to the accommodation establishment property they cause and the accommodation establishment is entitled to charge full financial compensation for it.
15. Complaints or suggestions on improvements shall be submitted at the Pošta hotel reception or in Rotunda, to the accommodation establishment management in person or in writing.
16. All guests are obliged to follow these accommodation rules while staying at the accommodation establishment. In case of any violation of these rules, the accommodation establishment management is entitled to withdraw from the accommodation contract before the originally arranged date of departure.
17. Smoking is strictly forbidden everywhere in the accommodation establishment.
18. It is forbidden to take pictures or make videos for promotional purposes in the accommodation establishment if not allowed by the operator.
19. The operator reserves the right to cancel or interrupt or stop the provision of booked services due to bad weather conditions, electricity supply interruption caused by the supplier or as a result of force majeure, malfunction of facilities and machines that could endanger the safety, health, property or lives of clients, the staff or the property of the operator, technical and/or constructional malfunctions and/or changes on the facility where accommodation is offered, other operational and organisational changes caused by the operator, force majeure. Once services are cancelled by the operator, the client can have the date of the service use changed, i.e. postponed, to have the full price of the services paid back by the operator or to have the location of the service use changed to another accommodation establishment.

In Demänovská Dolina, 21.4.2024

Hotel general manager