

## ACCOMMODATION RULES AT ROTUNDA

1. Only guests that are checked in properly can stay at the hotel. When checking in, every client has to show their identification card, passport or another identification document to the respective member of the hotel staff.
2. While staying at the hotel, every guest is obliged to present their valid hotel card which they receive at the hotel reception when checking in.
3. Rooms are booked half an hour before the last cable car leaves at the latest, based on the current cableway opening times unless otherwise specified in the booking form.
4. The hotel is obliged to check in guests on the day of arrival after 1:30pm unless arranged otherwise.
5. 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 hotel is entitled to collect a surcharge for a late check-out or another night.
6. If any guest wishes to stay longer, the hotel may offer them another room than the one where they have stayed originally.
7. The hotel is obliged to provide accommodation in accordance with confirmed orders of clients. If the hotel 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 hotel is responsible only for items and property of guests (including any damage related) that are stored in a place designated for this purpose or in a place where they are usually stored. The hotel is responsible only for money and valuables that are stored in the hotel safe. Larger amounts of money shall be stored in the hotel safe after signing an acknowledgement.
9. Guests not staying at the hotel can visit hotel guests in their hotel rooms only once they are registered at the hotel reception and they can do so only during the cableway opening times.
10. When any guest gets seriously ill or injured, the hotel has to arrange necessary medical help.
11. It is not allowed to use personal electric appliances inside the hotel rooms and in other hotel premises. This does not apply to appliances serving for personal hygiene (230 V).
12. Dogs and other pets are not allowed at the hotel or inside the hotel rooms if unattended for more than 2 hours. For other details, please read the *accommodation rules with pets*.
13. All guests are obliged to respect quiet hours from 10:00pm to 7:00am.
14. Hotel guests are responsible for any damage to the hotel property they cause and the hotel is entitled to charge full financial compensation for it.
15. Hotel guests are obliged to pay for all provided services in accordance with current rates when leaving the hotel at the latest.
16. Complaints or suggestions on improvements shall be submitted at the reception, to the hotel management in person or in writing.
17. All guests are obliged to follow these accommodation rules while staying at the hotel. 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.
18. Smoking is strictly forbidden everywhere in the hotel.
19. It is forbidden to take pictures or make videos for promotional purposes in the hotel if not allowed by the operator.
20. 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 hotel.