

ACCOMMODATION RULES**GRANDHOTEL **** STARY SMOKOVEC**

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. Guests must show their valid hotel card whenever they enter the hotel.
3. Clients can be checked in by the operator based on the respective reservation(s) on the day of arrival after 2:00pm unless otherwise specified by the operator in the booking confirmation (early check-in before 2:00pm, including the related terms and prices). 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 20 € per hotel room.
4. On the day of departure, guests are obliged to leave their rooms until 10:00 a.m. unless arranged otherwise. If the guests don't do so, the hotel is entitled to surcharge 20 € per hour for every commenced late check-out hour per hotel room.
5. Guests who check in before 6:00 a.m. shall pay for the previous night accommodation as well.
6. If any guest wish to prolong his/her stay, the hotel is entitled to offer another room than the one he/she was staying in.
7. The hotel is obliged to provide accommodation in accordance with the offer that has been confirmed. If the hotel fails to provide the room which has been ordered and confirmed, the hotel is not entitled to charge any other accommodation rate than the one that has been arranged originally.
8. The hotel is responsible only for the items and property of guests (including any related damage) that are stored in a place designated for this purpose (e.g. a safe). This applies to money and valuables only after signing a related acknowledgement.
9. Guests, that are not staying at the hotel, can enter the hotel rooms from 8:00 a.m. to 10:00 p.m. only if approved by the reception staff and once signing a visitor's registration book.
10. It is not allowed to use personal electric appliances inside the hotel room, except appliances for personal hygiene (razor, massager, hair drier etc.).
11. Guests are not allowed to take sport equipment and other items into the room. They should be stored in the storage space next to the reception.
12. When any guest gets seriously ill or injured, the hotel has to arrange necessary medical help or transport to a hospital.
13. Dogs and other pets are not allowed in the hotel or inside the hotel room if unattended.
14. All guests are obliged to respect night quiet hours from 10:00 p.m. to 7:00 a.m.
15. Guests are responsible for any damage caused to the hotel's property and the hotel is entitled to charge a full financial compensation for it.



16. Guests are obliged to pay for all provided services in accordance with current rates when leaving the hotel at the latest.
17. Complaints or suggestions for improvements shall be submitted at the reception, to the hotel management in person or in writing.
18. Guests are asked to follow these accommodation rules during the whole stay. In case of any violation of these rules, the hotel management is entitled to withdraw from the accommodation agreement before the originally arranged date of departure.
19. It is prohibited to take pictures and videos for further promotion without an approval from the hotel management.
20. The hotel the right to require a 3,00 € surcharge if a hotel card is damaged or lost.
21. Smoking is not allowed in the hotel.

These accommodation rules become effective and come into force on 1.9.2023.

