

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, a passport or any other identification document.
2. During the whole time of stay, guests must show their valid hotel card which they receive at the hotel reception when checking in.
3. Reservations are held until 5:00 p.m. on the day of arrival unless arranged otherwise.
4. The hotel is obliged to provide accommodation for guests on the day of arrival after 2:00 p.m. unless arranged otherwise.
5. 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 collect a surcharge for another night.
6. Guests who check in before 6:00 a.m. shall pay the price for the previous night.
7. The hotel is obliged to provide accommodation in accordance with the offer that has been confirmed. If the hotel fails to provide the single or double 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 (e.g. a safe) 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 sums of money shall be stored in the hotel safe after signing an acknowledgement.
9. Guests are not allowed to take skiing and other sports equipment to the room if there are special places to store these.
10. Guests not staying at the hotel can visit hotel guests in hotel rooms only once they sign the visitor's registration book.
11. When any guest gets seriously ill or injured, the hotel has to arrange necessary medical help.
12. It is not allowed to use own electric appliances inside the hotel room and in other hotel premises. This does not apply to appliances for personal hygiene (230 V).
13. Dogs and other pets are not allowed at the hotel or inside the hotel room if unattended.
14. All guests are obliged to respect quiet hours from 10:00 p.m. to 7:00 a.m.
15. Guests are responsible for any damage to the hotel's property they cause and the hotel is entitled to charge full financial compensation for it.
16. Guests are obliged to pay for all services provided in accordance with current rates when leaving the hotel at the latest.
17. Complaints or suggestions on improvements shall be submitted at the reception, to the hotel management in person or in writing.