

# Accommodation regulation of the hotel Divoka Voda \*\*\* and bungalows



Accommodated guests and visitors of the Hotel and Bungalows accept the accommodation rules as a contractual condition, that is valid for the entire period of accommodation or visits of the Hotel Divoka Voda\*\*\* (hereinafter referred to as the "Hotel").

- For the purpose of accommodation, the hotel guest is obliged to present his/her ID card, passport or other valid identity document to the receptionist of the Hotel upon arrival.
- After verifying the identification data and registering the guest in the reservation system, the hotel receptionist will hand over the key and card key to the guest.
- The guest shall keep the key and card key throughout the stay. The loss of the card key is charged as a special fee.
- The guest can be accommodated from 3 pm, in exceptional cases even earlier, if agreed in advance, or if it allows the current situation when the guest arrives. The receptionist is entitled to charge a fee of EUR 20 for early check-in.
- Reservation of the room is based on the room booking and the subsequent hotel confirmation of the available room and it is valid upon arrival of the guest until 9 pm, unless otherwise agreed in advance. If the guest does not arrive by the given time, the room will be available to the Hotel for free use. Cancellation fees are specified in the general terms and conditions of the Hotel.
- The guest can check-out from the room/bungalow no later than 11 am, unless the check-out time was agreed differently. If the guest does not do so, the Hotel may charge a late check-out fee of EUR 20 per room.
- The guest is obliged to report any deficiencies and discrepancies of the Hotel immediately upon their arrival to the room/bungalow. Guest is also obliged to proceed if he/she finds any damage to the room/bungalow or its inventory. In case that the Hotel detects damage to the room/bungalow or its inventory after the check-out without notifying the Hotel reception, the guest is obliged to compensate the Hotel for damage of the room/bungalow or its inventory.
- The guest pays the bill for the accommodation and services provided by the Hotel according to the confirmed order. If the order is not confirmed, the Hotel will charge the prices according to the valid price list, which is available at the reception of the Hotel. The price of the confirmed order may be changed by the Hotel if the guest requests a different room category or other services than originally agreed.
- Accommodation of pets is allowed only if the owner proves their healthy condition and during the stay complies with all veterinary and hygiene regulations. Pets are forbidden to enter and stay in the areas where food is stored, food and drinks are prepared, and in the wellness center. Pets must not lie on the bed or on other equipment used to rest of the guest. The person accompanying the pets is responsible for all damages caused by the pets to the property of the Hotel. The hotel charges a fee for each pet's stay per night, according to the valid price list.
- Smoking is prohibited in Hotel! Smoking is only allowed in designated areas! The hotel charges a fee of EUR 500 for violating the smoking ban.
- Only persons over the age of 18 are allowed to consume alcoholic beverages on the hotel premises.
- Hotel staff is entitled to refuse to sell or serve alcoholic beverages to persons under the age of 18 and to persons who are obviously affected by alcohol or other narcotics.
- The common areas of the Hotel are available for receiving visits of accommodated guests. In the room where the guest is staying, the guest can receive visits during opening hours from 8 am until 10 pm only with the consent of an employee of the Hotel, who is entitled to request an identification document from the visit - an identity card, or passport.
- If the guest's visitors stay in his/her room for an unusually long time (more than two hours), the Hotel receptionist is authorized to demand payment for accommodation according to the valid price list.
- In justified cases, the Hotel receptionist is authorized not to allow a visit to the room.
- In the time from 10 pm until 6 am the guests are required to observe the peace and quiet rule. It is possible to organize social events after 10 pm only with the consent of the Hotel staff or management in the premises designated for its purpose.

- The guest is obliged to act in such a way as to prevent damage to health and property.
- The Hotel is not responsible for any discrepancies or conflicts between the guests/visitors of the Hotel, but, to the extent permitted by law, take the necessary measures to ensure order and peace in accommodation and other hotel areas.
- Guests are not allowed to use their own electrical, gas - portable appliances in the rooms. This restriction does not apply to the use of electrical appliances installed in the room or portable electrical devices used for the personal hygiene of the guest (razors, hair dryers, etc.). The hotel does not take responsibility for any damage to the guest's electrical appliances caused by fluctuations or power outages.
- The guest agrees that during the entire duration of the stay, in order to perform his / her official duties, the maid, the caretaker, or another authorized employee of the Hotel has the right to enter his / her room. If the guest wants to prevent this, he/she hangs a "DO NOT ENTER" card from the outside of his/her door. This does not apply if entry is necessary if it requires the urgency of resolving the situation (eg threat of an accident, breach of accommodation conditions, especially if other guests are disturbed, etc.).
- In the room or in the entire building of the Hotel, the guest may not move the equipment, make modifications to the room and any intervention in the electrical network or other installation without the consent of the Hotel employee.  
Guests are strictly forbidden to use the wellness center (jacuzzi, sauna) under the influence of alcohol and psychotropic substances. The hotel does not recommend the usage of wellness center for the guests who suffer from cardiovascular disease or have any other health issues, that can be worsened by the stay in the jacuzzi/sauna/pool. Every visitor is obliged to follow the rules of the wellness center.
- The guest is obliged to respect the opening hours of the outdoor pool. Entry to the pool outside opening hours and during pool maintenance is prohibited.
- The Hotel is not responsible for forgotten and lost items in the Hotel/bungalow premises.
- The Hotel is not responsible for any damages caused to the guest outside the premises of the Hotel/bungalow.
- From a security point of view, the guest is obliged to respect the door markings intended only for Hotel staff.
- Before check-out, the accommodated guest is obliged to close the water taps, turn off the lights in the room and adjacent areas of the room, turn off the electrical appliances located in the room, close the balcony door and windows, close the front door and hand over the keys at the Hotel reception.
- The guest, or his/her visit or accompanying person, is obliged to follow the fire regulations of the Hotel, which is posted on each floor by the elevator for guests.
- The guest is responsible for any damages caused to the property of the Hotel according to the valid legal regulations of the Slovak Republic.
- The management of the Hotel will decide on the amount of the fine in case of damage to property or violation of the safety rules, taking into account the amount of damage.
- The Hotel is not responsible for personal belongings, that the guest, respectively fellow passengers, were left in motor vehicles in the car park.
- The Hotel is not responsible for guests' motor vehicles parked in reserved or non-reserved spaces.
- The guest is obliged to comply with the provisions of these accommodation regulations. In case of its violation, the Hotel has the right to withdraw from the contract for the provision of accommodation services before the expiration of the agreed time.
- Complaints of guests and possible suggestions for improving the activities of the Hotel are received by the receptionist, respectively Hotel management.

The accommodation regulation is available at the reception of the Hotel and at the rooms.

These accommodation regulations enter into force on 2023/1/1