



RULES AND REGULATIONS

- A. Hotel rooms are let on a daily basis.
- B. In case the guest has not determined the length of his stay during the check-in, it is assumed that the room is let for one night.
- C. The wish to extend the stay beyond the date indicated during the check-in should be notified in the hotel reception before 10 am of the check-out date.
- D. The hotel will consider the wish to extend the stay depending on the room availability.
- E. A hotel guest may not transfer the room to other persons even if the paid for period has not expired.
- F. Any persons not checked-in the hotel may stay in a hotel room from 7 am to 10 pm.
- G. A guest may be refused acceptance if he infringed the hotel regulations during a previous stay in the hotel by causing damage to the hotel property or to the hotel guests, or by inflicting injury to hotel guests or other persons staying in hotel premises, or in any other way disturbed a peaceful stay of other hotel guests or other functioning.
- H. The hotel renders the services in compliance with it's category and standard. In case of complaints about the services quality the guest is requested to notify the reception staff as soon as possible, which will enable immediate reaction from the hotel.

The hotel is obliged to ensure:

- Conditions for full and unrestrained rest for it's guests
- Stay safety including guest information privacy
- Professional and polite service within all hotel facilities
- Room cleaning and necessary maintenance during the guest absence and during his presence only if the guest wishes so
- Technically efficient service: in case of any faults wich cannot be removed immediately, the hotel will take proper care – subject to the room availability in order to offer another room or alleviate the discomfort in any other way

As requested, the hotel renders the following services free of charge:

- Providing information concerning the stay and travel
- Awakening at the required time
- Storage of money and valuables during the stay in the hotel
- Storage of luggage; the hotel may refuse to store luggage outside the stay period or to store property which is not the personal luggage
- Bookings in other hotels



- A. The hotel is responsible for the loss or damage of the property brought by its guests in compliance with provisions of art. 846-852 of the Civil Code.
- B. The guest should inform the hotel reception staff if any damage occurs immediately after its noticing
- C. The hotel is not liable for any damage or loss to the car or any vehicle belonging to the guest.
- D. Quiet hours in the hotel are obligatory from 10 pm. To 7 am. Of the following day.
- E. The behavior of guests and other persons using the hotel services should not disturb the peaceful stay of other guests. The hotel may refuse to render services to a person who infringes the principle.
- F. Whenever the guest leaves his room he should check if the door is properly locked and leave the key with the reception staff. The reception staff gives out a key on the basis of the hotel check-in card.
- G. A hotel guest is materially responsible for any damage to the hotel equipment and technical devices arising from his fault or fault of persons visiting him.
- H. For fire safety the use of electric heaters, irons or similar items which do not belong to the room equipment is forbidden.
- I. Personal property left by the guest in the hotel room after the guest departure will be sent to the address indicated by the guest. In case when no instructions are left the hotel will retain such objects for 3 months.

Due to the comfort of our Guests as well as fire procedures, smoking is prohibited at any hotel area. In case of any smoke detected by hotel personnel or in case the fire alarm goes off, the hotel guest will be charged as per price list, available at the hotel reception.