



ACCOMMODATION REGULATIONS

1. Basic Provisions

- 1.1 These accommodation rules (hereinafter referred to as the “Accommodation Regulations”) issued by the company Mikulasska chata, s.r.o., with its registered office Demanovska Dolina 75 031 01 Liptovsky Mikulas, SK, (hereinafter referred to as the “Mikulasska chata***” or “Operator”), applies to the provision of accommodation and related services (hereinafter referred to as the “Services”) in the accommodation facility Hotel Mikulasska chata*** (hereinafter referred to as the “Hotel”) and regulates the rights and obligations of the Operator and guests staying at the Hotel (hereinafter referred to as “Customer” or “Customers”) from the moment of the Customer’s arrival at the Hotel until the end of the stay.
- 1.2 Reservation of services is governed by the General Terms and Conditions of Hotel Mikulasska chata, s.r.o. for the reservation of accommodation and related services (hereinafter referred to as “Reservation GTC”).
- 1.3 The Hotel can only accommodate Customers who are registered for accommodation. Check-in takes place at the Hotel reception in the presence of the Customer. In order to check in, the Customer must present an ID card, passport or other document proving the Customer’s identity to the Hotel reception upon arrival at the Hotel. The guest is obliged to provide a mobile phone number for the purpose of contacting the guest outside the Hotel room, as well as the registration number of the vehicle in case of the need to prepare the vehicle in case the Hotel staff requires it. The Hotel has the right to refuse to accommodate guests who arrive in greater numbers than previously agreed in the booking.
- 1.4 These Accommodation Regulations are an integral part of the accommodation contract within the meaning of Sec. 754 et seq. of Act No. 40/1964 Coll., the Civil Code as amended (hereinafter referred to as the “Civil Code”), which is concluded between the Customer and the Operator. Accommodation Regulations are published on the Hotel’s website <https://www.mikulasskachata.sk/obchodne-podmienky> and located at the Hotel reception. By checking in and using the Services at the Hotel, the Customer confirms that he/she has been acquainted with these Accommodation Regulations and undertakes to abide by them.





2. Price for Accommodation and Related Services

- 2.1 The Customer pays the price for the accommodation and related Services provided by the Operator according to the confirmed reservation. If the Customer has entered the stay without prior reservation (by concluding a contract of accommodation directly at the Hotel reception), as well as in the case when the Customer has not paid the full price of accommodation and related Services at the time of reservation, or in the case of a Customer's request for a different room category than specified in the reservation (if the Hotel's operational and capacity possibilities allow it), or in the case of using other services not paid in advance by the Customer at the Hotel (e.g. the Customer is obliged to pay the price of these services according to the valid price list of individual services, which is available at the Hotel reception or at the individual Hotel premises. The Customer is obliged to pay the unpaid price of Services (when booking the stay) in cash or by credit/debit card at the Hotel reception at the latest at the end of the stay (check-out). The Customer's stay cannot be terminated (check-out) without payment of all obligations. The Customer is obliged to check the bill (invoice) directly at the Hotel reception when paying it; **later claims cannot be taken into account.**
- 2.2 In the event of non-use of the Services booked and paid for by the Customer for any reason on the part of the Customer or without stating the reasons in full (early departure from the stay, late arrival date), the Customer shall not be entitled to any financial or non-financial compensation, compensation or damages.
- 2.3 The Operator reserves the right to individually assess and determine the legitimacy of the Customer's request for compensation for non-use of the booked and paid Services in full for good reasons on the part of the Customer (e.g. accident, serious illness, death, etc.), and for the purpose of assessing such a request, the Customer is obliged to prove to the Operator the existence and duration of said good reasons (e.g. certificate of hospitalisation, medical report, death certificate, etc.). The Customer is not legally entitled to compensation in these cases.
- 2.4 The Hotel has the right to charge a cancellation fee of 100% in the event of a guest's no-show on a pre-booked and confirmed date for SPA treatments (massages, wraps, etc.) or bowling. Cancellation without cancellation fee is possible until 12:00 on the day for which the Service was booked.





3. Hotel Policies and Regulations

- 3.1 The Operator shall accommodate the Customer in the Hotel on the day of arrival at the Hotel according to the reservation from 14:00 (check-in), unless the Operator has specified a different check-in time and conditions (including price) for early check-in (before 14:00 on the day of arrival) in the reservation confirmation (early check-in). In the event that the Customer does not check in no later than 24:00 without informing the Operator of a later check-in, the Operator is entitled to provide the reserved room(s) to other Customers for use. In this case, the Customer is not entitled to a refund of the price of the stay, nor to any other financial or non-financial compensation or compensation or damages.
- 3.2 The Hotel provides Services to the Customer within the scope and quality determined by the relevant decree establishing the classification marks for accommodation facilities when classifying them into categories and classes.
- 3.3 The Hotel reception operates from 07:00 - 19:00.
- 3.4 During the check-in process, the receptionist will explain to the Customer the conditions of accommodation and Services, basic orientation and safety information about the Hotel, conditions for parking vehicles, storage of sports equipment, etc.
- 3.5 The Hotel has the right to refuse to accommodate a Customer with a communicable disease, parasitic infection or other illness that could pose a health risk to the Operator's employees or other Customers of the Hotel.
- 3.6 Upon entering the Hotel room, the Customer shall check the condition of the Hotel room and the individual facilities and their functionality in his own interest and shall immediately notify the Hotel reception of any defects or deficiencies. The guest is obliged to lock the room and hand over the key to the Hotel reception every time he/she leaves the room. In case of loss of the key, a fee of EUR 50.00 will be charged.
- 3.7 Other persons are issued a room key ONLY on the guest's personal order.
- 3.8 All areas of the Hotel, including the rooms, are non-smoking. There is a designated area in front of the Hotel for smokers. The Hotel reception informs the Customer about the smoking area upon request.



- 3.9 If the guest violates the smoking ban in the Hotel room or other Hotel premises, the Operator is entitled to a contractual fine of **EUR 200.00**, which **the Customer is obliged to pay to the Operator at the latest at the end of the stay (check-out) in cash or by credit/debit card at the reception of the Hotel**. If, as a result of a violation of the prohibition of smoking in the Hotel room or any other premises of the Hotel, damage to the property of the Operator and/or the Hotel and/or the property, life or health of the customers or employees of the Operator occurs, the Customer shall be obliged to compensate for such damage in its entirety.
- 3.10 It is not allowed to make any changes to the Hotel facilities, equipment, or to interfere with the electrical or any other installation or to move the equipment in any of the Hotel premises (Hotel rooms, common areas, restaurant, lounge, bar, bowling, wellness, spa, etc.) without the consent of the Hotel's director or operations manager.
- 3.11 Cooking is FORBIDDEN in the Hotel rooms, except in the HOREC Apartments, where there is a designated "kitchenette".
- 3.12 Customers are not allowed to use their own electrical appliances in the Hotel room, except electrical appliances for personal hygiene (electric razors, epilators, etc.) and chargers for mobile phones or tablets or laptops. **If a guest violates the ban on the use of personal electrical appliances in the hotel room or other areas of the Hotel, the Operator is entitled to a contractual fine of EUR 50.00, which the Customer is obliged to pay to the Operator no later than at the end of the stay (check-out) in cash or by credit/debit card at the Hotel reception.**
- 3.13 For safety reasons it is not allowed to leave children under 12 years of age without supervision by a legal guardian or a person over 18 years of age authorised by him/her in the Hotel room or other areas of the Hotel.
- 3.14 The Hotel observes quiet hours from 22:00 to 06:00. During quiet hours, the Customer's conduct within the Hotel must not disturb other guests. High TV volume, loud talking, singing, loud conversations in Hotel corridors, Hotel terrace, etc. are discouraged. Social events (parties, weddings, etc.) can only be organised in the Hotel after 22:00 with the prior approval of the Hotel's director or operations manager.
- 3.15 Messages and guest mail are carefully managed by the Hotel reception and forwarded to customers.





- 3.16 The Customer may receive visitors in the Hotel room only with the consent of the Hotel receptionist and after entering them in the guest book, and only outside of the quiet hours.
- 3.17 The guest is obliged to sign in the “Hike Book”, which is available at the Hotel reception, before leaving for the hike.
- 3.18 Hotel rooms are available from 09:30 to 14:00.
- 3.19 Unless otherwise agreed, if a guest leaves a “do not disturb” tag on the door, they forfeit the right to room service for that day.

3.20 Accommodation Conditions with Pet:

- 3.20.1 The Operator allows a stay with an animal (dog) in the Hotel only if the stay with the animal is reported in advance, i.e. when booking the stay. In case of concealment/non-reporting of the pet, the Hotel may fine the Customer up to EUR 100.00.
- 3.20.2 Staying with an animal is only possible if it is a dog. The guest is obliged to provide his/her own dog bed. The Hotel reception does not provide this service.
- 3.20.3 The Operator reserves the right to assess each individual Customer’s request for accommodation with an animal individually, including the right to refuse accommodation with an animal. In this case, the Customer shall not be entitled to any financial or non-financial compensation or indemnification.
- 3.20.4 The condition for accommodation with an animal is the presentation of a valid vaccination certificate of the animal proving its good health, which the Customer is obliged to present at check-in.
- 3.20.5 The Customer shall be liable for any damage caused to the Hotel property, health, life or property of the Operator’s employees and/or other guests and/or other persons staying at the Hotel by an animal. In the event of any damage, the Customer is obliged to fully compensate the person to whom the damage has been caused, on the basis of a request for compensation.



- 3.20.6 It is forbidden to leave an animal alone in a room without adult supervision.
- 3.20.7 Animals are **NOT ALLOWED** to enter the food and beverage area (Hotel restaurant). **PETS ARE NOT ALLOWED TO ENTER AND STAY IN THE WELLNESS CENTRE.**
- 3.20.8 Outside the areas reserved for the Customer with the animal for accommodation (Hotel room), the animal must be on a leash so as to prevent its free movement and must have a muzzle.
- 3.20.9 Leaving an animal outside the premises reserved for the Customer with the animal for accommodation (Hotel room) without the supervision of an adult person is NOT PERMITTED.
- 3.20.10 It is not permitted to allow the animal to lie or sit on beds, seats or other equipment used for the rest of the Hotel's customers and/or other persons staying in the Hotel.
- 3.20.11 It is NOT PERMITTED to use bathtubs, showers, sinks or other sanitary facilities for bathing or washing animals.
- 3.20.12 Inventory that is intended to serve food and beverages to the Hotel's customers or other persons in the Hotel may not be used to feed the animals.
- 3.20.13 By booking a stay and paying the fee for accommodation with an animal, the Customer declares that he/she has been informed of the rules and conditions for accommodation with an animal and undertakes to comply with them in full.
- 3.20.14 If the Customer violates any of the conditions for accommodation with an animal (dog), the Operator is entitled to refuse the accommodation of the Customer with the animal or immediately terminate the stay of the Customer with the animal. In this case, the Customer shall not be entitled to compensation or any financial or non-financial compensation from the Operator.



- 3.21 Hotel employees may enter the Hotel room for the purpose of cleaning the room, replenishing room accessories, and in the event that it is necessary to correct a malfunction or provide emergency medical assistance, or in the event of suspected violations of these Accommodation Regulations or serious threat to the property of the Hotel or other customers or to the health and life of customers or employees of the Operator. Hotel staff will be identified by name badge and Hotel name when entering the Hotel room.
- 3.22 In case of illness, sudden deterioration of health or injury of the Customer, the Customer shall immediately contact the Hotel reception (in case of a underage Customer, his/her legal representative or responsible person) for the purpose of providing first aid and medical assistance, or transport to a medical facility (physician, hospital) at the expense of the Customer.
- 3.23 The operation of the Hotel depends on the Operator's decision and information about the current offers of products and services, possible restrictions in the operation of the Hotel, additional Services (catering, wellness, etc.), as well as other Services provided by the Operator in the Hotel. All up-to-date information is available at the Hotel reception.
- 3.24 The Customer is not entitled to compensation for damages or any other financial or non-financial compensation or compensation due to the fact that for operational reasons on the part of the Operator it was not possible to provide the Customer with the full range of Services (e.g. limitation of the wellness and spa centre, increased noise due to the organization of a wedding or celebration on the premises of the Hotel, closure in the operation of saunas).
- 3.25 The Customer is obliged to leave the Hotel room in the same condition as when he/she took it over at the beginning of the stay. In the event of damage or change in the condition of the Hotel room, the Customer is obliged to restore the Hotel room to its original condition at his/her own expense before the end of the stay (check-out), otherwise he is obliged to reimburse the Operator for all the costs of restoring the room to its original condition.



3.26 The Customer will end his/her stay no later than 10:00 on the last day of the stay (check-out). If necessary, the Customer can ask the Hotel reception for a late check-out on the last day of the stay. The Customer is not entitled to a late check-out on the last day of the stay and the Hotel will only allow it if the capacity and operational possibilities of the Hotel allow it and only in the case of payment of a fee for late check-out on the last day of the stay, the amount of which is informed to the Customer by the Hotel reception at the Customer's request. If the Customer does not end the stay on the last day of the stay no later than 10:00 (check-out) and at the same time does not request a later end of the stay on the last day of the stay (late check-out), the Operator has the right to charge the Customer for extended use of the Hotel room. The fee for extended use of the room at the end of the stay until 10:00 on the last day of the stay is EUR 10.00 for each additional hour, fee for extended use of the room at the end of the stay until 16:00 on the last day of the stay is 100% of the price of accommodation services for one day of stay in the amount valid for the day in question. In the event that the Customer does not terminate the stay even by 24:00 on the last day of the stay, the Operator is entitled to evict the Customer's belongings from the room and store them at the Customer's expense.

3.27 In the event that the Customer requests an extension of the stay during the stay, the Operator can only grant the Customer's request for an extension of the stay if the Hotel's operational and capacity possibilities allow it. The Customer is not entitled to an extension of stay. If the Customer's request for an extension of stay can be accommodated due to operational and capacity possibilities, the Customer is obliged to pay the price of accommodation and related services for the extension of stay in advance at the Hotel reception in cash or by debit/credit card. At the same time, the Customer may be accommodated in a different Hotel room during the extended stay than the one used during the stay, and the Customer is obliged to check in on the last day of the stay (the first day of the extended stay) according to the instructions of the Hotel reception.

3.28 Suggestions, complaints or proposals are received by the Operator through the Hotel reception.



4. Liability of the Operator and the Customer for Damages

- 4.1 The Operator is liable for damages incurred by the Customer during the stay in the Hotel within the meaning of the relevant provisions of the Civil Code and other generally binding legislation in force and in force in the Slovak Republic.
- 4.2 For jewellery, money and other valuables, the Operator is liable only up to EUR 332.00 (the total amount for all valuables brought in or documented during one stay at the Hotel), unless they have been taken into custody by the Operator. The Hotel offers the possibility of taking jewellery, money and other valuables into the custody of the Operator and placing them in a safe located at the reception of the Hotel, if the operational possibilities of the Operator allow it. The Customer is obliged to inform the Hotel reception about the option according to the previous sentence at the time of check-in or at any time during the stay. Placing jewellery, money and other valuables in a safe or locker in the Hotel room is not considered to be safekeeping for this purpose.
- 4.3 The Customer is obliged to assert claims for the liability of the Operator for damage within the time limits and in the manner provided for by the relevant provisions of the Civil Code and other generally binding legal regulations in force and in force in the Slovak Republic.
- 4.4 Forgotten guest belongings at the Hotel are registered and stored for 30 calendar days. Forgotten items shall be delivered by the Hotel to the Customer only upon the Customer's request delivered to the Hotel within the time limit specified in the first sentence of this clause and at the Customer's sole expense.
- 4.5 The Customer is liable for damage caused by him/her or by persons for whom he is responsible to the property of the Operator and/or the Hotel, as well as to the life, property or health of the Operator's employees or other guests. The Customer is obliged to compensate the injured party (Operator or guest or employee) for the damage thus caused in accordance with the relevant generally binding legislation.



4.6 The Operator is entitled to request from the Customer a security deposit in the form of pre-authorisation on the Customer's payment or credit card or other form of financial security, whereby by indicating the security deposit on the registration form or a separate form, the Customer grants permission for the security deposit to be utilised in order to process payments for services they have utilised without making a payment (unpaid Services, etc.) or compensation for damages caused by the Customer or persons for whom the Customer is responsible during the stay at the Hotel, or for the payment of other claims of the Operator in connection with the Customer's stay at the Hotel. The receptionist informs the Customer about the conditions, form and amount of the security deposit upon check-in. In the event that the security deposit is not used to pay claims under the first sentence of this clause, it will be returned to the Customer (in the case of pre-authorisation on the guest's payment or credit card by cancelling the pre-authorisation) without undue delay after the end of the Customer's stay at the Hotel.

5. Claims for Defects in Services - Complaints Procedure

5.1 Information on the conditions and method of exercising the rights under the Operator's liability for defects (hereinafter referred to as "Claim"), including information on where to file a claim and the procedure for filing a claim for services provided in the Hotel are regulated in the Hotel Complaints Policy, which is available at the Hotel reception.

6. Data Protection, Privacy Policy

6.1 Information regarding the protection of personal data is contained in the Privacy and Data Processing Policy of the Mikulasska Chata Hotel*** and is published on the website <https://www.mikulasskachata.sk/privacy>.

7. Final Provisions

7.1 The company Hotel Mikulasska chata***, s.r.o. is entitled to change these Accommodation Regulations, and such change is effective for guests from the date of publication of the changed version of the Accommodation Regulations on the website www.mikulasskachata.sk. For the guest's stay, the version of the accommodation regulations valid and effective on the date of the guest's arrival is decisive.





- 7.2 The Customer is obliged to comply with the provisions of these Accommodation Regulations. If the Customer violates the provisions of these Accommodation Regulations, or if he/she fails to follow the instructions of the Hotel staff, or damages or endangers the property of the Operator, damages or endangers the health, life or property of its employees or guests, or if, despite a warning, he/she grossly violates good manners or his/her obligations under the accommodation contract or interferes with the reputation of the Operator, its employees or customers, the Operator has the right to withdraw from the accommodation contract and to expel the Customer from the Hotel and to prevent him/her from using the services of the Hotel. In this case, the Customer is not entitled to a refund of the aliquot price paid for the stay, nor any other financial or non-financial compensation or compensation or damages. The Operator is entitled not to allow the Customer to check-in if, upon check-in, the Customer behaves in such a way as to violate good manners, interfere with the reputation of the Operator, its employees or customers, or behaves aggressively, or if he/she damages or endangers the property of the Operator, damages or endangers the health, life or property of its employees or customers, in which case the Customer shall not be entitled to a refund of the price paid for the stay or any other financial or non-financial compensation or indemnity or damages.
- 7.3 These Accommodation Regulations, as well as all legal relations arising under the accommodation contract, are governed by the laws of the Slovak Republic. All legal relations not regulated by these Accommodation Regulations are governed by generally binding legal regulations in force in the Slovak Republic.
- 7.4 Any dispute arising out of the accommodation contract, including a dispute over the interpretation of these Accommodation Regulations, shall be subject to the jurisdiction of the Slovak courts in the event that an amicable settlement is not reached between the parties to the legal relationship.
- 7.5 If any provision of these Accommodation Regulations is or becomes invalid, ineffective or unenforceable, such invalidity, ineffectiveness or unenforceability shall not affect the validity and effectiveness of the remaining provisions of these Accommodation Regulations.



7.6 These Accommodation Regulations apply to the regulation of rights and obligations during the Customer's stay at the Hotel. If the accommodation contract concluded between the Operator and the Customer or the special terms and conditions or regulations relating to individual services provided in the Hotel (hereinafter referred to as "Special Terms and Conditions") contain a different regulation than these Accommodation Regulations, the provisions of the Special Terms and Conditions shall prevail and the provisions of the Special Terms and Conditions shall supersede the provisions of these Accommodation Regulations. The provisions of these Accommodation Regulations shall apply in matters not covered by the Special Terms and Conditions.

7.7 These Accommodation Regulations come into force and effect on 27/12/2023.
In Demanovska Dolina, on 20/12/2023

Bc. Andrea Barborikova
Hotel Director