



## HOTEL REGULATIONS

1. A room is rented per 24 hours. The check-in time is 3:00 p.m., and the check-out time is 11:00 a.m. on the next day.
2. If a Guest does not say how long he/she is going to stay in the hotel, it is assumed that the room is rented 24 hours only.
3. A Guest should report his/her intension to prolong his/her stay in the Hotel at the Reception Desk until 10:00 a.m. on the original check-out day. The Hotel will accept the Guest`s request to prolong his/her stay, if there are available rooms.
4. The Guests, who are not checked in, may stay in the hotel from 7:00 a.m. to 10.00 p.m.
5. Guests are to observe nighttime peace and quiet in the period from 10.00 p.m. to 7.00 a.m. The Guest`s behavior should not disturb the peace of other guests. The Hotel has the right to require a Guest to leave the premises if he/she is causing a disturbance, annoying other Guests or Hotel Staff or is behaving in an otherwise unacceptable manner (after payment of all dues).
6. A Hotel guest is not allowed to release the room to another guest, even if the reservation period has not expired.
7. People renting non-smoking rooms are asked to strictly respect the prohibition of smoking tobacco products and other stimulants. Failure to do so may result in a financial charge to the guest for unjustified call to the fire department and smoke removal of the room/room.
8. The hotel provides its services in accordance with the assigned category. Please report any comments on the quality of services at the hotel reception.
9. The hotel is obliged to guarantee:
  - comfortable rest of the Guests,
  - keeping Guests` personal information according to the legal regulations,
  - professional and polite staff service,
  - cleaning the room and repairing all the broken devices during Guest`s absence. If the Guest stays in the hotel, the housekeeping service will ask for permission to clean his/her room,
  - Technically efficient service, and in the event of defects that cannot be corrected, the Hotel will endeavor to replace the room to the best of its ability or otherwise mitigate the inconvenience.

10. At the Guest`s request the Hotel provides the following services free of charge:

- providing information related to the hotel stay or travel,
- wake-up calls,
- Keeps valuables and luggage of Guests checked in at the Hotel

11. The responsibility for loss or damage of hotel Guests' belongings will be regulated by rules of the Civil Code. The responsibility for loss or damage of hotel Guests' jewels, money, securities, or valuable items is limited if these things were not placed in the hotel deposit.

12. Free parking spaces are available at the hotel. Although the place is monitored all the time, the Hotel is not liable for damage to and the loss of a Guest's vehicle.

13. Items left by Guests in hotel rooms are, at their express request, sent to the address indicated, at the expense of the recipient. If the hotel does not receive a disposition, the items left behind are stored for a period of 3 months and then donated to charity or destroyed.

14. For the sake of your safety and the applicable fire regulations, it is forbidden to use in the hotel rooms any heating devices, electric heaters, kochers, etc. that are not room equipment.

15. The accommodation of animals such as dogs and cats can be possible in the Hotel on condition that they do not disturb other Guests' peace and rest. The costs, both, of accommodating animals and any damages caused by animals are billed according to the applicable price list.

16. The Hotel reserves the right to refuse a Guest entry or accommodation if he /she violated the hotel regulations on their previous stay on the premises, or if the Manager reasonably considers the Guest to behave in a threatening, abusive or otherwise unsuitable manner.

17. Guests are obliged to pay for any loss or damage of hotel property caused by themselves, their friends or any person for whom they are responsible, if they are unable to prove that they are not responsible for the damages. All the damages should be reported to the Front Desk or the Hotel Staff.

Hotel Regulations are to make the Hotel Guests' stay safe and calm. Please take the all above into consideration.

Management and the Hotel Staff wish you a nice stay.