



Accommodation rules of hotel Victoria ****

The client who rents a room is at the same time obliged to keep the following accommodation rules of the hotel Victoria****

The hotel can provide accommodation only to the client who is properly registered or has ordered services that are confirmed by the hotel. For this purpose the client fills in the receiving form and shows the hotel employee in charge his valid identification card. It is possible to accommodate also the citizen whose permanent residence is in the area of the hotel. The accommodation of foreigners is governed by applicable legal enactments. The client will be immediately on his arrival provided by the hotel with an accommodation card (with the number of the room and the length of stay) together with a hotel card that enables the client the entrance to the hotel room.

The hotel provides for services in the scope and quality that is given by an applicable Act no. 419/2001 Coll. The Ministry of Commerce of the Slovak Republic that governs the categorization of accommodation facilities and the classification characteristics for their categorization into classes.

When the client who has already rented the room re-enters the hotel, he is obliged to show the valid hotel card to the receptionist.

In exceptional cases, the client may be offered another accommodation than agreed upon in advance, provided that this does not differ substantially from the confirmed booking.

On the basis of the booked accommodation the hotel is responsible to accommodate the client at the time from 14.00 a.m. till 24.00 at the latest – the room is booked for the client till this time, unless otherwise stated in the booking form. The client makes use of the room for so long as he agreed upon with the hotel.

If the departure time was not agreed in advance, the client shall check out the next day till 11.00 a.m. at the latest, he shall leave the room at the same time. If the client fails to do so in due time, the hotel can charge him the price for the following day of his stay.

Should the client wish to extend his stay, the hotel can also – subject to the current availability – offer him a room different from the one he had dwelt in.

If the client asks for the room before 14.00 a.m. he shall pay the price of the accommodation for the whole preceding night, unless otherwise agreed in advance.

In the event of cancellation of the booked and confirmed services, the hotel applies cancellation conditions and cancellation fees in accordance with the terms and conditions according to the following rules:

- 15-30 days (incl.) before the expected arrival, the cancellation fee is 30% of the price for the booked services
- 7-14 days (incl.) before the expected arrival, the cancellation fee is 50% of the price for the booked services
- 1-6 days (incl.) before the expected arrival, the cancellation fee is 100% of the price for the booked services

The client usually pays the bill on the day of his departure. Should the stay exceed 3 days, the hotel can also ask for an advance payment before the clients' arrival. The hotel bills are due immediately upon receipt. This does not apply to individually agreed terms and conditions of a contract.

The client is obliged to pay for the accommodation and other services the charge in compliance with the valid price list. Possible price differences with regard to the booked and provided services are settled upon his departure.

When occupying the room, the client should in his own interest check the condition and the function of the room equipment and if he finds out any defects he is obliged to tell it at the reception immediately.

The client agrees that during his whole stay the chambermaid, the maintenance worker, the hotel operator or the hotel manager have the right to enter his room in order to fulfill their duties.

Neither in the hotel room nor in the lounge the client is allowed to make any alterations to the furniture and equipment without the consent of the person in charge, he is not allowed to repair or carry out any adjustments or alterations to the electrical power network or other wiring installation.



In the whole hotel and especially in the room the clients are not allowed to use their own electrical appliances. This regulation does not apply to portable electrical appliances used for keeping up clients' personal hygiene. Smoking is only allowed in the rooms that are designated for this purpose.

The clients are not allowed to bring into the rooms things (such as sports and ski equipment), for which there are special storage rooms reserved (clothes room, room for ski equipment).

The hotel is responsible for the belongings that the client brings in to the accommodation facility, as well as for the damages to the things they put off, if these things were stored in a place that is intended for this purpose. Things such as money, valuables and documents should be stored in the room in a safe-deposit box. The hotel is responsible for provable damages up to max. 331, 94 EUR. The hotel shall bear unlimited responsibility for money, valuables and documents only if the hotel has taken these into deposit against receipt.

Liability for damages is governed by the enactments § 433 to 437 of The Civil Code.

The hotel bears no responsibility for possible misunderstandings or conflicts among the guests, but within the legal opportunities the hotel shall take the inevitable measures in order to ensure order and peace in the accommodation and other hotel facilities.

There are special lounges to welcome visitors in the hotel. An invitation of visitors into hotel rooms is only possible with the permission of the person in charge from 7.00 a.m. till 22.00 p.m.

The client is not allowed to be noisy in his room or in the halls and to disturb in such a way the peace of other guests. From 22.00 p.m. till 6.00 a.m. the client is obliged to keep the silent hours.

For safety reasons it is not allowed to leave children up to 12 years in the accommodation facilities unattended. The adult is responsible for the child staying with him at the hotel.

It is forbidden to take dogs and other pets to the rooms and lounges of the hotel.

The client has the right to make use of the equipment of the rented room. The client will be held responsible for all damages he causes to the property of the hotel according to the valid legal enactments of the Slovak Republic.

Before leaving the hotel room the client is obliged to turn off water taps, switch off the electrical appliances, switch off the light in the room, close the windows and balcony-window, close the entrance door and leave the hotel card or key at the reception.

The hotel parking area is intended exclusively for hotel guests. Its usage is free of charge and it is not guarded.

The client is obliged to adhere to the regulations of these Accommodation Rules from the moment on, when he rented the room. In the event of serious breach, the hotel management has the right to cancel the accommodation contract governed by the Civil Code before the agreed time.

Complaints and claims of the clients are settled in terms of the Claim Rules of the hotel that are to be found at the hotel reception.

These Accommodation Rules are available for the clients in the rooms and at the hotel reception.

In Martin, January 1, 2016