

ACCOMODATION RULES FOR THE SOREA ACCOMODATION FACILITIES

Valid and effective from 1 May 2015

**Article I.
Terms and Method of Accommodation**

1. The accommodation facility provides services to clients in the scope and quality determined by the decree no. 277 / 2008 Coll. as amended, under which the facility is categorised and classified.
2. The facility can accommodate only a citizen who has properly checked in. For this purpose, the client immediately upon arrival to the facility submits a valid identity document (ID card, passport) to the competent reception staff under the Act no. 253 / 1998 on reporting and registration of citizens, as amended. The reception staff will issue an accommodation card with the name of the facility, client name, room number, price or type of product, length of the accommodation and checkout time on the last day of the accommodation and will give the client a room key. For organisational reasons, upon arrival to the facility a client, who parks a motor vehicle in the parking lot of the accommodation facility or at its premises, will report the licence plate number of the vehicle at the request of the receptionist. The facility is in accordance with the Act no. 122 / 2013 Coll. on Personal Data Protection, as amended, obliged to protect the client's personal data.
3. Every client who is not a citizen of the Slovak Republic (a foreigner) is required to fill out and return to the reception an official form for reporting of residence under the Act no. 404/2011 Coll. on Residence of Foreigners as amended, presented upon arrival by the reception staff, whereas all required data must be true and complete.
4. Using the accommodation facility is permitted only to persons who are not affected by infectious diseases.
5. The facility reserves the right to, in exceptional cases, offer the client another accommodation than originally agreed, unless it is substantially different from the original order.
6. Based on the confirmed booking, the accommodation facility is required to accommodate the customer at 2 pm, but no later than 6 pm, unless otherwise specified in the order. The facility can offer the room freely to other customers after 6 pm.
7. If the client pre-orders an accommodation and the order, including the price of accommodation, has been confirmed in writing and the accommodation facility for operational reasons accommodates the client in a room with a higher price, the confirmed price charged to the client stays the same.
8. If the client requests to extend his stay, the facility can offer him a different room in a different price range than the one, in which he has been staying.
9. The client uses the room at a time, which was agreed with the accommodation facility. On the last day of his stay, the client is entitled to use the accommodation (room) until 10 am. He also leaves the room by this time. If he fails to do so within the specified period, the facility can charge him with a fee for the next day.
10. If the accommodation time has not been agreed upon in advance, the client checks-out no later than at 10 am on the last day of stay. He also leaves the room by this time. If he fails to do so within the specified period, the facility can charge him with a fee for the next day.
11. A client who checks in before 6 am pays the full price for the previous night.
12. The client is required to present a valid accommodation card by a repeated entry to the facility.
13. The facility provides clients with services to the extent determined by law. For accommodation and services provided, the client is obliged to pay in accordance with the valid price list and the terms of payment of the facility. The price list for temporary accommodation and other services is available for inspection at the reception of the accommodation facility.

**Article II.
Responsibility of the Accommodation Facility and the Client**

1. The accommodation facility is responsible for things brought into the facility and stored in the space reserved for that purpose or where they are usually put off as well as for damage caused to stored things, unless the damage occurred otherwise.
2. There is a safe at the reception for storing cash, jewellery and other valuables available for the client, or a separate room for safe-keeping other valuable items (e. g. computer equipment, skis, bicycles). The accommodation facility is responsible for these things under applicable law, if they were taken into custody based on a written document certified by the signature of the responsible official.
3. The client is under applicable law responsible for any damage caused to the property of the accommodation facility. The responsibility of the client also applies to damage caused by minors or persons not eligible for legal acts, for which he is responsible.
4. The client in his own interest checks the status and functionality of the equipment in the room as soon as he checks-in and reports any defect to the reception staff immediately. He does not remove or repair the identified deficiencies.
5. For loss of keys to the hotel room or their damage, the client is obliged to pay a fee 33, - EUR (thirty euros) at the reception of the facility immediately. However, this amount does not cover the compensation for damage caused by such a loss of keys.

**Article III.
General Provisions**

1. The hotel lobby and the sales centres of the establishment are available for receiving visits. The client can receive visitors in his room only with the consent of the receptionist on duty and after entry into the guest book only from 8 am to 10 pm. The reception staff is not entitled to let a visitor in to a hotel room without the client's consent.
2. The motor vehicles can enter the accommodation facility only through access roads and park in designated places. The use of sound and light signalisation and leaving the engine running for a long time is not allowed.
3. The client agrees that the hotel housekeeper, maid, property manager and maintenance staff have the right to enter the room in order to perform their duties.
4. The client is not allowed to move indoor equipment, make repairs, or interfere with telephones, radio and television in any way, make adjustments, or any damage to electrical wiring or other installations in his room or in the common areas of the facility without consent of the management.
5. The client is forbidden to use his own electrical appliances in the accommodation facility, except electrical appliances used for personal hygiene (shaver, hair dryer, etc.).
6. In case of fire, the client is obliged to follow the advice of the competent staff (within the meaning of the fire evacuation plan posted at an accessible place) and upon arrival of the fire section, to follow the instructions of the incident commander.
7. Smoking is prohibited in all hotel rooms and other areas of the accommodation facility. This does not apply to designated areas - smoker rooms and smoking areas, where smoking is allowed.
8. For safety reasons, it is inappropriate to leave children under 10 years of age unattended in a hotel room or in other areas of the accommodation facility.
9. Clients are not allowed to bring sports equipment, bicycles, motorcycles, engineering equipment and other similar items into their rooms. They should store those for safety and space reasons in other places, reserved for that purpose by the facility.
10. Ball and sports games can be played only at venues and spaces reserved for that purpose, so that peace, safety and rest of other clients is not disturbed.
11. Dogs and other animals can be allowed to stay by the accommodation facility, provided that the facility agrees with it and the owner demonstrates their safe health status (vaccination certificate, passport, etc.), for a fee in accordance with the valid price list and while respecting all the health and veterinary rules. Animals are not allowed in areas, where there are prepared or served food and drinks. It is not allowed to have pets in the room or other areas of the facility unattended by their owner or other accompanying person. Dogs must wear a muzzle in all public areas of the facility and they must be kept on a leash. Animals must not rest - lie on a bed or other equipment that serves for clients' relax. No facility's inventory which is used for preparing or serving food to customers should be used for feeding of animals. The animal owner or the accompanying person is fully responsible for the actions of an animal or damage caused by him.
12. The client is not allowed to behave unreasonably loud or noisily listen to the radio or TV in his room or in other areas of the accommodation facility.
13. In the period from 10 pm to 6 am, the client is obliged to observe the silent hours. Social events after 10 pm can be organised with the consent of the accommodation facility in areas reserved for this purpose.
14. Before leaving the facility, the client is obliged to close all taps in his room, turn off the lights and electrical appliances, lock the door with a key and return the key at the reception.
15. Clients address their complaints or suggestions to improve the activities of the facility to its managers through an entry into the Suggestions and Complaints Book located at the reception of the accommodation facility. The rules for claims are also available at the reception desk.
16. The client and the accommodation facility are obliged to comply with the provisions of these Accommodation Rules. The accommodation facility is authorised under applicable law to terminate a stay of a hotel's client prematurely, if he grossly violates good manners or otherwise egregiously violates his obligations, hence if he excessively or repeatedly disturbs during silent hours, damages property of the accommodation facility or otherwise harasses other clients etc.
17. These Accommodation Rules govern accommodation conditions under which the property provides accommodation and related services and are binding for the client from the moment of conclusion of the accommodation contract, and are available in a visible place at the reception of the facility.
18. These Accommodation Rules come into force on 1 May 2015.

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