

Hotel Policy

The following Hotel Policy is a contractual agreement between the Hotel Alfa and registered guests, visitors of the hotel, and accommodated guests during their stay. The most up to date Hotel Policy is available at the reception of the Hotel Alfa (further referred only as “the hotel”).

REGISTRATION: All guests of the hotel must be registered. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (*State driver’s license, passport, etc.*) at check-in. The hotel protects personal information according to the Personal Data Protection Act and the directive of the European Union and Board n. 2016/679, by which the directive 95/46/ES is cancelled.

🔒 **KEY CARD:** Guests will be provided a key card to access their room upon registering. The key card will remain valid through the end of their stay. There may be a charge for lost key cards.

🔒 **CHECK-IN:** Check-in time is 2.00 p.m. Early check-in may be possible based on availability or if the guest made arrangements in advance.

🔒 **NO SHOW:** Rooms will be held until 10 p.m. on the day of guest’s check in, unless agreed differently in advance. A No show cancellation fee is described in the separate hotel policy statement.

🔒 **CANCELLATION FEES:** 100 % from the price of booking when cancellation of the accommodation is less than 24 hours before check in.

🔒 **CHECK OUT:** Check-out time is 10 a.m. unless a later time is agreed to in advance. Late departure may result in an additional room charge of 50% to 100% of the regular room rate.

🔒 **ROOM DEFECTS:** The guest is obligated to inform the receptionist about any defects, irregularities, or damage immediately after their finding in the room. In case when workers of the hotel find damages in the room or its contents after the guest’s leaving of the room without informing the receptionist about the damages, the guest is obligated to pay for all damages in the room or in its contents.

🔒 **ROOM SUBSTITUTION:** Guests holding a confirmed reservation will not be charged a higher rate if the hotel provides a room of greater value.

🔒 **RESERVATION EXTENSION:** Extension of a room reservation is may be granted based on availability. The hotel may offer another room in different rate category. When extending the reservation, the receptionist is allowed to ask the guest to pay for the current room services received in the hotel.

🔒 **PAYMENT:** Payment for rooms and services provided by the hotel is as stated in the reservation documents. If the reservation is not confirmed, the hotel charges the rates according to the price list available at the hotel reception desk. Guest requests for a room or services in different price category than detailed in the reservation will be charged according to the price list for the revised request. Payment for rooms and services by the hotel is the last day of the guest’s receiving of the services.

🔒 **EXTENDED STAY:** Extended stays, e.g., month to month, the hotel may request interim payments.

🔒 **CHILDREN:** Children under 10 years of age must be accompanied by an adult at all times. This includes rooms and hotel public areas. In case of injury or accident, the responsible person for child is the person who is registered with the child for the room.

🔒 **PETS:** Pets are allowed only at cases when owner of the pet presents its health card and respects during accommodation all veterinary and hygienic regulations. Pets are prohibited to enter areas where food is stored, prepared, or served, and public areas. Pets may not be

left alone at anytime including the hotel room. Pets are prohibited to lie on a bed, sofa, or any other equipment which is aimed to be used by guest. It is prohibited to use shower bath, or hand basin for washing the pets. Person who stays with the pet in the hotel is responsible to cover the expenses for any damages made by pet in the hotel. The hotel charges fee for accommodation of pet per night according to the price list.

🔒 **SMOKING:** Smoking is permitted only in marked areas of the hotel! The hotel charges 100 € for smoking violations.

🔒 **ALCOHOL:** No one under the age of 18 may consume alcohol in the Hotel. The staff of the hotel may refuse to sell or serve alcohol to people who are younger than 18 years old and people who are apparently affected by alcohol, or by any other drug.

🔒 **PRIVACY:** The hotel staff are not allowed to provide guest information to any other person (with the exception of law enforcement with proper documentation) or allow visitors without guest approval.

- Guest visitors are allowed in hotel public areas. Visitors are allowed in guest rooms from 8.00 a.m. until 10.00 p.m. with the approval of the hotel reception. Hotel Reception may request visitor identification.

- Visitors staying in the guest room over two hours must register with the receptionist. Payment may be required for accommodation according to the actual price list.

- The receptionist may deny visitor access to guest rooms.

🔒 **Quiet Hours:** From 10.00 p.m. until 6.00 a.m., guests are obligated to keep peace at night. Social events after 10 p.m. are allowed only with the approval of the responsible worker of the hotel and in places designated for such purposes.

🔒 **SECURITY:** The guest is obligated to preserve his life and property of the hotel.

- Guests should keep the room locked at all times. Guests should confirm all visitors' identity before opening the door. In case of questionable visitors, guest should contact reception immediately.

- The hotel is not responsible for possible discrepancies or conflicts among guests/visitors of the hotel, but it makes unnecessary measures to preserve peace in its areas.

- The hotel is responsible for items brought to the hotel reception by guests for storage. Responsibility for stored items is described in the paragraph 758 of the Civil Code.

🔒 **APPLIANCES:** Guest provided electric or gas devices are not allowed. This does not refer to electric devices serving for personal hygiene of guest (razor, hair dryer, etc.). The hotel does not take responsibility for potential damage of guest's electric devices which appeared as a result of problems with electric energy.

🔒 **DO NOT DISTURB AND ROOM ACCESS:** The guest agrees and approves, during whole period of his accommodation in the hotel, entry of the workers of the hotel to his room as required to complete their duties. If guest does not want to let workers into his room, he puts the table with the tag "Do not disturb" on the upper side of the main room door. Management reserves the right to enter a room for reasonable purposes, such as an emergency, housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policy. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy is broken. Law enforcement will be granted immediate access to hotel property and rooms of evicted guests.

🔒 **ROOM ALTERATIONS:** Guests may not move furniture, alter electrical other installation in the room or in the area of the hotel.

- 🔒 **RELAX ZONE:** Guests are prohibited to use the relax zone when they are under influence of alcohol and/or drugs. Guests with medical issues use the services of the relax zone at their own risk. All visitors are required to obey relax zone regulations.
- 🔒 **LOST ITEMS:** The hotel is not responsible for forgotten and lost items in the area of the hotel.
- 🔒 The hotel is not responsible for any damages which were made to guest apart from the hotel.
- 🔒 **NON PUBLIC AREAS:** Guests shall respect rooms designated only for the workers of the hotel for safety reasons.
- 🔒 **FIRE ARMS AND AMMUNITION:** Guns are not allowed in the hotel.
- 🔒 **ILLICIT DRUGS:** It is strictly prohibited to use, hold, make, or preserve narcotic or psychotropic substances and poisons. This does not apply to medical drugs prescribed to the guest by a licensed doctor.
- 🔒 **FOUND ITEMS:** Found items are sent to the guest's address only after his request. Found items are stored in the hotel for period of 6 months before disposal.
- 🔒 Accommodated guest is obligated to turn the taps off, turn off the light and electric devices at the room, close the balcony door, windows, the main door of the room, and to deliver the key card to the reception.
- 🔒 **FIRE SAFETY:** The guest of the hotel and his possible visitors are obligated to obey the fire regulations displayed on every floor of the hotel near the elevator and in every hotel room. The hotel corridors are equipped by the fire alarms and hydrants. The hotel is allowed to charge damages or misuse of the fire alarms, fire extinguishers, and hydrants.
- 🔒 **DAMAGE AND/OR THEFT OF HOTEL PROPERTY:** The guest is responsible for damages of the hotel property according to the legal regulations of Slovak Republic. Compensation for damage of the hotel property and violation of safety regulations is decided by the owners of the hotel, considering degree of the damage.
- 🔒 **ENFORCEMENT:** The guest is obligated to this hotel policy. Violation of hotel policy may result in eviction of the guest.
- 🔒 **COMPLAINTS/SUGGESTIONS:** Guest complaints and suggestions are received by the receptionist, or by the owners of the hotel. Disagreements are resolved according to The Conflict Protocol displayed at the reception of the hotel.

These Accommodation Rules become effective in July 1, 2019.

Ing. Veronika Džerengová

General Secretary of the HOTEL ALFA s.r.o.

The Hotel Alfa ***

