

ACCOMMODATION RULES

Applicable for LOFT Hotel Bratislava & WILSON Palace

1. According to internal regulations, the hotel is obliged to respond on time to every reservation for accommodation. Reservations made in writing or in any other way, which have been confirmed by the hotel reception and have not been canceled by the customer in time, are mutually binding. The reservation department keeps records of all accepted and confirmed orders.
2. The hotel can only accommodate a guest who registers properly. To do so, the guest must present their personal document (citizen/identification card) or a valid passport to the reception staff. When registering foreigners, we proceed according to legislation.
3. Accommodation in the hotel is allowed only to persons who are not affected by infectious diseases and are not seen to have consumed alcohol or drugs.
4. In special cases, the hotel may offer the guest a slightly different accommodation, other than what the guest reserved, as long as it does not significantly differ from the previously confirmed order.
5. On the basis of pre-ordered accommodation, the hotel is obliged to accommodate the guest no later than **18.00** - until that time the hotel is obliged to hold the booked room for the guest, unless otherwise stated in the written confirmation.
6. The guest uses the room only for the period of time that has been agreed upon at the hotel reception, but no later than **11.00** on the last day of his/her stay. If the guest fails to do so within the specified time, the reception will charge an additional fee of **€ 10 per hour** (late check-out) or the price of the stay for the following day if the guest leaves after **17.00**.
7. If a guest requests an extension of their stay at the hotel, the reception reserves the right not to allow an extension of the stay, if the room is occupied by another guest for that date.
8. If a guest requests an extension of his/her stay at the hotel, the reception may offer him/her a room other than the one he/she was originally staying in.
9. For longer stays with the possibility of free cancellation, the guest is obliged to report any early departure from the hotel - shortening of the stay no later than **11:00 on the day of early departure**. Otherwise, the guest will have to pay the price of the accommodation for the following night. Shortening of the stay is subject to the conditions stated in the booking confirmation.
10. The guest is obliged to pay the pre-agreed prices for accommodation and other services upon check-in. The invoice is payable on presentation to the guest.
11. As a guarantee, for accommodation, services, and other expenses during the stay, the guest provides his/her credit card in the form of a pre-authorization or deposit, which is deposited at the reception of the hotel in the amount of the price of the stay and **150€** per room. For groups we require the deposit to be paid in cash/card. If the balance of the hotel account exceeds the amount of the guarantee, the hotel requires an increase in the amount of the guarantee or payment of the entire hotel account balance.
12. We request our esteemed guests to adhere to a non-smoking environment (including electronic cigarettes) from a fire-safety point of view in the hotel interiors without exception. In case of violation, the guest is obliged to pay a fine of 150€ for deep cleaning of the room.
13. The guest is obliged to keep money, jewelry, documents and valuable items in the safe in the hotel room or in the safe at the hotel reception.
14. The guest staying in the hotel room may accept visits from non-guests. The visitor shall present a valid form of identification at the reception desk and shall be entered in the guest book.
15. Guests are **not allowed to film for commercial purposes** in the room or in the common areas of the hotel without the consent of the hotel management.
16. In the room or in the common areas of the hotel, the guest may not move the equipment or make any interference with the electrical network of appliances or other installations without the consent of the hotel management.
17. Guests are not allowed to use their own electrical appliances in the hotel, except for electrical appliances used for personal hygiene (shavers or hair dryers, etc.).

18. When leaving the room, the guest is obliged to close the water taps, turn off personal electronic appliances, and close the door. The guest is fully responsible for any damages resulting from failure to comply with the above provision.
19. The guest is responsible for the assigned key card during the entire stay and is obliged to immediately report its loss to the hotel reception staff in order to prevent its misuse.
20. For safety reasons, children under the age of 10 are not allowed to be left unsupervised in the room and other common areas of the hotel. They are also not allowed to use the lift without supervision.
21. From **22.00** to **06.00**, the guest is obliged to respect the **silent hours**.
22. The guest is liable for damages caused to the property of the hotel according to the valid legislation of the Slovak Republic.
23. Motor vehicles may be parked in the hotel garage only in designated parking spaces for guests. A motor vehicle may not occupy more than one parking space, otherwise the **guest will be charged for as many parking spaces as their vehicle occupies**. A parking fee is payable at the hotel reception or at the parking meter at -1. floor.
24. We will gladly accept guest complaints and any suggestions for improvement of the hotel's accommodation and hospitality services in accordance with the Complaints Procedure and will purposefully seek to remedy any shortcomings.
25. Dogs and other animals are **not** allowed in the hotel.
26. While staying in the hotel premises, each guest is obliged to behave in such a way that his/her actions do not cause a fire. Guests' behavior in case of fire is regulated in the fire and alarm guidelines, which are published on each floor on the rooms together with the escape plan, at the exit to the staircase, which serves as an escape route.
27. Fire in the rooms is announced automatically by optical-smoke detectors installed in the hotel rooms. Push-button detectors are located in the corridors of each floor, at the door to the staircase, for the manual declaration of fire.
28. In the event of a fire, guests are obliged to sound the fire alarm and may use the portable fire extinguisher located in the corridor of each floor to extinguish the flames.
29. The hotel will arrange first aid or transport to hospital if the guest becomes ill or injured.
30. Access to an occupied hotel room is permitted to the housekeeper assigned to the room, the housekeeping manager, the head of the reception, the hotel manager and the maintenance staff when a technical fault is reported in the room.
31. In the public areas of the hotel and on the terrace, guests are requested to observe the principles of courteous behavior, it is not allowed to move around without clothes or shoes and wearing masks/themed costumes. In case of non-compliance with the above guidelines, the hotel reserves the right not to serve the guest.
32. Consumption of alcoholic beverages are not permitted in the Lobby/Reception area.
33. Guests' forgotten belongings are registered and stored for a period of 3 months. Forgotten items will only be sent to the guest when requested and at the guest's expense.

The guest is obliged to comply with the provisions of these hotel regulations. In the event of a serious breach, the reception or the hotel management may withdraw from the accommodation contract before the expiry of the agreed time, pursuant to **Section 759 para. 2 of the Civil Code**.

Guests are kindly requested to communicate any complaints and shortcomings personally to the hotel reception or the hotel management. Your complaints will be dealt with immediately.

These accommodation regulations are available to guests on our website, in the rooms and at the hotel reception.

In Bratislava on 25.08.2023

Ing. Juraj Holec
Managing Director