

HOTEL AND ACCOMMODATION RULES AND REGULATIONS

Applicable to LOFT Hotel Bratislava.

Operated by:

LOFT HOTEL, s.r.o., Štefánikova 4, 811 05 Bratislava, Company Id. No.: 51704099, VAT No.: SK 2120762215

1. The Hotel must respond in a timely manner to any accommodation booking request in compliance with its internal regulations. The booking of accommodation services performed in writing or in a different manner, which have been confirmed by the Hotel's reception desk and have not been cancelled by the Client in due time, are binding upon both Parties. The Booking Department must keep an account of all received and confirmed bookings.
2. The Hotel can only accommodate a duly registered Guest. For this purpose, the Guest must present their proof of identity (valid ID card or passport) to the reception staff. The registration of foreigners is subject to separate regulations.
3. Accommodation at the Hotel is only permitted to individuals not suffering from infectious diseases and not demonstrating signs of alcohol and drug use.
4. The Hotel may, in exceptional cases, offer another type of accommodation to the Guest than previously agreed upon, provided that it does not differ significantly from the original confirmed booking.
5. Based on the accommodation services booked in advance, the Hotel must accommodate the Guest at the latest by 6.00 p.m. – the Hotel must hold the booked room for the Guest until that time, unless otherwise stated in the written confirmation.
6. The Guest may only use their room for the period agreed upon at the Hotel's reception desk, until 11.00 a.m. at the latest on the last day of their stay. Should the Guest fail to do so within the specified timeframe, they will be charged for late check-out or for accommodation for the following day.
7. If an accommodated Guest asks the Hotel to extend their accommodation, the reception desk may offer them a different room than the one they were originally accommodated in.
8. A Guest who checks in before 8 a.m. must pay the rate for the entire previous night.
9. In the event of longer stays with an option to cancel their booking free of charge, the Guest must notify the Hotel of a potential earlier departure – should they decide to shorten their stay – at the latest by 11.00 a.m. on the day of the earlier departure. Otherwise they will have to pay for the following night as well. The shortening of a stay is subject to the rules stated in the booking confirmation.
10. Upon check-in, the Guest must pay the agreed-upon price for accommodation and other services. The invoice is due upon its submission to the Guest.
11. The Guest must verify the use of accommodation and services throughout their stay with their payment card via a pre-authorisation or a **deposit** to be paid at the Hotel's reception desk in the amount of the accommodation rate plus **€100** per room per stay as a guarantee for the services and other expenses. Groups are kindly asked to pay their deposit in cash. Should the balance of the Guest's deposit to the Hotel account be exceeded, the amount exceeding the balance must be paid to the Hotel.
12. We kindly ask our valued Guests to respect that the interior of the Hotel, without any exceptions, is a **non-smoking area** due to fire and safety reasons. In the event of a breach of this provision, the Guest must pay a penalty in the amount of **€100** for a thorough and repeated cleaning of the room.
13. Cash, jewellery, personal records, and valuables must be stored in the **safe** located in the Guest's hotel room, or in the safe at the reception desk subject to confirmation.
14. An accommodated Guest may receive non-accommodated visitors in the Guest's hotel room. Any visitor must present proof of identity at the reception desk and sign the visitor log book.
15. The Guest must not move any equipment or furniture in the room or common premises of the Hotel without the management's consent, and must not tamper with the power grid of the power equipment or any other installations.
16. The Guest may not use their own power equipment in the hotel building, with the exception of power equipment for personal hygiene (shavers or massagers, hair dryers, etc.).
17. Upon departure from the hotel room, the Guest must turn off the water taps, turn off the lights and other equipment in the room and adjacent areas, and close the door. The Guest bears full responsibility for any damages incurred on their own account. The Guest is liable for the magnetic card allocated to them throughout their entire stay, and they must notify the Hotel's reception staff immediately in the event the card is lost in order to prevent its misuse.
18. For safety reasons, it is not permitted to leave children under the age of 10 in the hotel room and other common premises of the Hotel without adult supervision, and is not permitted to let them use the lift without adult supervision.
19. The Guest must maintain **night-time peace between 10.00 p.m. and 6.00 a.m.**

20. The Guest is liable for any damages caused to hotel property pursuant to the applicable legislation of the Slovak Republic.
21. Motor vehicles may be parked in the hotel garage, but only in the spaces delineated for guest parking. Parking is subject to a fee that must be paid at the Hotel's reception desk or at the parking ticket payment machine on the -1st floor (first basement floor).
22. Guest complaints and suggestions regarding the improvement of the accommodation and hospitality services of the Hotel are welcome pursuant to the Code of Complaints, and we will systematically implement measures to remedy any deficiencies.
23. Dogs and other animals **are not allowed** on the hotel premises.
24. During a stay at the Hotel, each Guest must behave in a manner so as not to cause a fire. The actions of Guests in the event of a fire are subject to the relevant fire and alarm guidelines, which – along with the escape plan – are displayed on each floor in the rooms and next to the stairs exit, which serves as an escape route.
25. The fire alarm will go off automatically in every room via optical smoke detectors. Push-button fire alarms are installed in the hallways on every floor next to the stairwell door, which are used for manual fire alarm activation.
26. In the event of a fire, the Guests must declare a fire alarm and may use the portable fire extinguisher located in the hallway on every floor to put out the fire.
27. If a Guest suffers from an illness or an accident, the Hotel must provide first aid, or organise their transfer to the hospital.
28. An occupied hotel room may be entered by the chambermaid, to whom the given room was allocated, as well as by the hotel housekeeper, the reception manager, the resident manager, and the maintenance staff in the event of an announced technical malfunction in the room.
29. Guests are kindly asked to respect the principles of proper conduct on the public premises of the Hotel and on the terrace, and to not move around the Hotel without clothing or shoes or when wearing masks/themed costumes. In the event of a failure to comply with these regulations, the Hotel reserves the right not to attend to the Guest.
30. The consumption of alcoholic beverages is not permitted in the lobby/reception area.
31. Objects forgotten at the Hotel by Guests are kept and stored for a period of 3 months. The Hotel will only send forgotten objects to the Guest upon request and at the Guest's expense.

An accommodated Guest must comply with the provisions of these Hotel Rules and Regulations. In the event of a significant breach against these Rules and Regulations, the hotel reception or hotel management may withdraw from the Contract on Accommodation Services pursuant to Section 759(2) Civil Code, even prior to the lapse of the agree-upon period.

Guests are kindly asked to convey any complaints and deficiencies in person at the Hotel's reception desk or to the hotel management. Your complaints will be addressed immediately.

These Accommodation Rules and Regulations are displayed in the rooms and at the reception desk.

Bratislava, 1 July 2018

Ing. Ondrej Dobšovič
CEO