

Felicity Garni Hotel, Hontianska 4, 821 09 Bratislava

Accommodation Rules

1. The Felicity Garni Hotel (hereinafter the **Hotel** or the **Accommodation Provider**) can only accommodate clients who properly check in. For this purpose, the client must present his/her valid proof of identity to the respective employee of the Hotel. Immediately upon arrival, the Hotel shall issue a hotel card to the client indicating the room number, price for the night, duration of the stay and possibly other services.
2. The Hotel shall provide the client with the services to the extent and in quality determined by the applicable Decree on the Categorization and Classification of Accommodation and Catering Facilities, according to which the Hotel has been classified as Garni Hotel***.
3. With a repeated arrival to the Hotel by an already accommodated client, the client shall be required to identify himself/herself at the reception by the valid hotel card.
4. The accommodation in the Hotel shall be allowed only to persons not suffering from any infectious diseases.
5. In extraordinary cases, the Hotel may offer other than the agreed accommodation to the client, provided that it does not differ significantly from the confirmed order.
6. Based on the booked accommodation, the Hotel shall be required to accommodate the client at the latest by 6 p.m. – the Hotel shall keep the room reserved for the client until that time, unless stated otherwise in the order.
7. If the client asks for extended accommodation period and the Hotel has free accommodation capacity, the Hotel may offer some other room to the client than the one, in which the client is already accommodated.
8. The client shall be entitled to use the areas reserved for the client for accommodation for the period agreed with the Hotel.
9. Unless the check-out time is otherwise agreed in advance, the client shall check out from the Hotel no later than by 12:00 o'clock on the last day, by which time the client shall also vacate the room. Should the client be late in vacating the room, however not longer than by 2 p.m., the Hotel shall be entitled to demand the payment of a €15 fee. Should the client fail to vacate the room by 2 p.m., the Hotel shall be entitled to demand the payment of a fee equaling 100% of the accommodation price (list price) for the additional day of accommodation.
10. The client who checks in before 7 a.m. in the morning shall pay the price of accommodation for the entire previous night.
11. The client who requests accommodation before 12:00 o'clock, which is the reason why the room in question cannot be provided the night before to some other client, shall also pay the accommodation for the previous night.
12. When entering the room for the first time, the client shall check the condition and functionality of the room equipment in the client's own interest and shall immediately reports any defects at the reception.
13. The client acknowledges and agrees that the hotel staff, such as receptionist, room service, maintenance staff, or possibly hotel manager shall be entitled to enter the client's room to perform work-related duties for the whole duration of the client's stay.
14. The Hotel shall be responsible for items brought in by the client to the accommodation facility, as well as for any damage to the stored items, if such items are stored in a place reserved for that purpose or where they are usually kept; however, to the maximum amount set out by legal regulations (i.e. EUR 332).
The Hotel shall be responsible for cash, valuables or identity documents without limitation if the Hotel takes these items into custody and issues a confirmation to that effect. Where such valuables are not given into custody, the Hotel shall be responsible for any theft thereof by no more than EUR 332.

15. The Hotel shall not be responsible for any disagreements or conflicts between the clients. However, to the extent permissible by law the Hotel shall take necessary measures to restore order and peace inside the Hotel.
16. The Hotel has dedicated common public room serving for receiving visitors. Receiving visitors to the hotel rooms is possible between 8:00 a.m. and 10:00 p.m. and requires approval by the hotel staff.
17. In the event of discovering that a client is ill or injured, the Hotel shall arrange the provision of medical assistance, or possibly client's transport to the hospital.
18. Without the hotel management's consent, the client shall not be entitled inside the premises of the Hotel to move any equipment, perform repairs or interfere in any way with the electrical grid or any other installation or other room fittings.
19. The client shall not be allowed to use client's own electrical appliances in the Hotel's premises and particularly in the room. The exceptions to this rule include electrical appliances used for client's personal hygiene (shaving or massaging machines, hair dryers, etc.), mobile phones and laptops.
20. Pursuant to amendment to Act no. 377/2004 on the protection of non-smokers, smoking is strictly prohibited in all premises of the Hotel. Should the client violate this prohibition, the client shall be required to pay to the Hotel a fine equaling 100% of the price of accommodation in the Hotel for one night.
21. Between 10 p.m. and 6 a.m., the client shall be required to observe silent hours and refrain from any actions that might disturb other clients.
22. For safety reasons, it is not permitted to leave children younger than 10 years unattended in the room, corridors, lift or other areas of the Hotel.
23. Dogs or other animals may be accommodated only if agreed with the Hotel and under the conditions specified by the Hotel. Dogs must wear a muzzle in all public areas of the Hotel and must be kept on a leash. Pets must not rest – lie on a bed or other equipment used by the clients to rest. It is not allowed to use a bath, shower or washbasin to bath or wash any pets. When feeding the pets, it is prohibited to use any items used for making or serving food to humans. A person accompanying the pet shall be liable for all damages caused by the pet.
24. The client shall be entitled to use all the equipment of the assigned room and also the equipment located in common premises. The client shall be required to pay to the Hotel without undue delay for all damages caused by the client or persons who are client's responsibility.
25. When leaving the room, the client shall be required to close water taps, switch off electrical appliances, close the windows, take the room key and hand it over at the reception.
26. The client shall be required to pay for accommodation and other services in accordance with the valid price list that is posted at a visible place at the reception, and this upon arrival.
27. The client shall be required to observe the provisions of these Accommodation Rules from the moment of checking in to the Hotel. Should the client grossly violate these Accommodation Rules, under § 759 (2) of the Civil Code the Accommodation Provider shall be entitled to withdraw from the contract for the provision of accommodation service, and this even before the lapse of the agreed accommodation period.

If the client has any wishes or complaints during his/her stay in the Hotel, the client should contact the respective hotel staff who shall do their best to resolve the situation to his/her satisfaction.

We wish you a pleasant stay in our Felicity Garni Hotel and we are looking forward to see you again in the future.

These Accommodation Rules are available to clients at the Hotel's reception desk

In Bratislava, 1 January 2021

Michal Šprtrel, Managing Director

