

## Accommodation rules

1. Only guests that are checked in properly can stay at the Bešeňová\*\*\*\*+ hotel (hereinafter referred to as "hotel"). To check in, every client has to show their identification card, passport or another identification document to the respective member of the hotel staff. Guests with permanent addresses at the hotel location can stay at the hotel as well. Once checked in, every guest receives a hotel card with the name of the hotel, the name of the guest, the room number, the length of stay and the check-out time.
2. The hotel offers services in the scope and quality as specified by respective standard norms.
3. All the time while staying at the hotel, when leaving or entering the hotel, guests must have their valid hotel cards with them.
4. In special cases, the hotel can offer an accommodation unit which has not been arranged before unless it is much different from the one confirmed originally.
5. Based on individual reservations, the hotel is obliged to check in guests no sooner than at 03:00pm. Unless a deposit has been paid, the hotel is obliged to hold the respective reservation until 06:00pm on the day of arrival. Once a deposit has been received, the reception is obliged to hold the reservation for 24 hours from the time of the scheduled check-in. After the 24 hours, the respective accommodation unit can be used for other purposes/by other clients. Unless the reservation has been cancelled in writing or the reception has been asked to change it in advance, the respective client shall not receive any financial compensation and/or the reservation date shall not be changed.
6. Guests can use their rooms only during the time period arranged with the hotel in advance, i.e. from 03:00pm to 10:00am. Guests can use their accommodation unit(s) until 10:00am on the last day of stay. Late check-out is subject to availability and possible only if arranged with the hotel reception. The service is surcharged. Not respecting the check-out time may result in the following extra surcharges: until 12:00noon - €10, until 01:00pm - €15, until 02:00pm - €20. If any hotel guest fails to respect the times above, the hotel is entitled to charge them with a full rate for one more day.
7. Guests who check in before 06:00am have to pay the full rate for the previous night. When checking in after 10:00am, the surcharge is €20 per room. Early check-in must be arranged in advance and is subject to availability.
8. If a single room has been booked and the reservation has been confirmed, the respective guest shall be charged for a single room even if staying in a multiple-bedded room or a suite. The same applies if a double room is booked, the reservation is confirmed and the guests stay in a multiple-bedded room or a suite.
9. If any guest asks to stay longer at the hotel, the hotel is entitled to offer them another room than the one they were staying at or to turn down their request due to capacity reasons.
10. Guests staying at the hotel can store their money, valuables and jewels in a safe at the central reception (inside the building of the GALERIA Thermal Bešeňová \*\*\*\* hotel). Otherwise the hotel bears responsibility only in the amount which is specified by § 1 Government Regulation No. 87/1995 Coll., which implements certain provisions of the Civil Code as amended by Government Regulation No. 586/2008 Coll. and Regulation No. 281/2010 Coll., i.e. in the maximum amount of EUR 331.94.
11. Hotel guests can receive visitors in common rooms. If they do so in their hotel rooms, the visit must be approved by the reception staff, registered in the visitor's registration book and can be made only between 8:00am and 10:00pm.
12. When any guest gets seriously ill or injured, the hotel has to arrange necessary medical help or transport to hospital at the costs of the client.
13. No shifting, fixing or changes on the furniture, equipment, electrical and other installations etc. are allowed in hotel rooms and common areas without the permission of the hotel management.
14. It is not allowed to use personal electric appliances inside the hotel and especially inside the rooms, except appliances for personal hygiene (razors, massagers, hairdryers, etc.).
15. When leaving the room, guests are obliged to turn off the lights and all electric appliances in the room, close all water taps and windows, wash the dishes in the kitchenette (otherwise a €20 surcharge may be required for cleaning), lock the door and leave their chips at the reception. Lost chips are charged with a €10 fine + charge for used services. Any damage of the furniture or appliances inside the respective accommodation unit is charged with respective fines.
16. We suggest not leaving children under 10 years unattended in hotel rooms and other hotel areas due to safety reasons.
17. Dogs and other pets cannot stay at the hotel due to hygiene and safety reasons. There is a €50 fine/night for violation of this rule. In such case, the respective hotel guest must leave the hotel.
18. All guests are obliged to respect quiet hours from 10:00pm to 06:00am.

19. In accordance with relevant regulations, guests are responsible for any damage to the hotel's property that they cause. If any guest finds a damaged item inside their room or in common rooms, they are obliged to inform the hotel reception immediately.
20. Guests are obliged to pay for accommodation and all services provided in accordance with current rates, usually before arriving at the hotel. The bill has to be paid once received.
21. Every guest is obliged to pay a EUR 50, PLN 200 or CZK 1,500 deposit for tickets to the water park of Bešeňová on the last day of stay if they have bought some. The deposit will be paid back once the guest returns their chip at the reception.
22. Without notifying client(s) in advance, the accommodation provider is entitled to allow certain members of the staff, i.e. maintenance men, chamber maids and/or receptionists to enter the accommodation unit(s) for the purpose of repairs, refurbishing and/or in other cases when proper functioning of the facility needs to be guaranteed, and/or damage to the accommodation provider or clients' needs to be prevented. When entering the facility, the employees have to wear name badges.
23. Rooms are cleaned between 8:30am and 04:00pm. Other cleaning times need to be arranged at the reception. If any guests do not wish to be disturbed, they are obliged to use the respective door hangers. Towels are changed (and toilet paper and bin-liners are replenished) every other day. The bed sheets are changed after the third night spent at the hotel. If any guests wish to have the bed sheets or towels changed more often, there is a surcharge based on the current price list.
24. Accommodation rates and price lists of other services are available at the hotel reception.
25. Complaints or suggestions on improvements regarding the hotel and its operation shall be submitted to the hotel reception.
26. Forgotten items of hotel guests are stored in the lost property office of the hotel. Shall guests forget any of their personal belongings in the hotel room(s), they are obliged to inform the hotel reception no later than within 24 hours after checking out – by phone or by email. The hotel will do its best to find the reported (forgotten or lost) items of former hotel guests and inform the respective clients about the result. Found forgotten or lost belongings of former hotel guests shall be sent to them only upon their request and at their own expense.
27. All rooms, terraces, balconies and common rooms are non-smoking. A €100 fine is charged for violation of this rule.
28. All guests are obliged to leave their rooms in the same condition as they were when they checked in. If violating this rule, the guests will not be allowed to check out before they tidy up their rooms. In such case, the hotel reserves the right to charge the clients for additional hours of accommodation in accordance with the valid price list.
29. Tickets to the water park of Bešeňová – our reception accepts only water park tickets included in hotel packages or purchased at the reception desk. Discounts cannot be combined. Tickets purchased via GOPASS and discount portals can be used only once and only at main water park ticket offices. Children under 2 years (including) can use the water park for free. The reception gives chips only to clients who stay at the hotel and are registered properly in the hotel system. The chips can be used as means of payment, they are registered for the respective client's name(s) and linked with their hotel bills. It is thus important to take the chip everywhere one goes and not to exchange it with anybody else. When paying with the chip, every client is obliged to check their bill and file a potential complaint without undue delay if necessary. Any loss of the chip must be reported immediately so that the chip can be blocked. In such case, the hotel requires a €10 surcharge for the chip + the respective charge for used services.
30. The opening times of the Water park Bešeňová are published on the water park website. The water park times of operation end 15 minutes before closure. For more details about the current opening times, clients can ask at the reception. The opening times are subject to change.
31. Ski passes – ski passes can be purchased at the reception. Ski passes are activated on Gopass cards – they cannot be issued without Gopass cards. Ski passes are purchased for specific dates. The dates can be changed a minimum of 24 hours before the planned and marked date of use. Multiple-day ski passes are meant to be used on all marked consecutive days. The days cannot be chosen individually or changed. Ski passes are non-transferable and issued for specific clients. Every ski pass can be used only by the client it has been issued for.
32. Any surcharges for accommodation or other services in the water park or restaurants can be paid at the reception when leaving – in cash or by card. Every client is obliged to check their bill and file a complaint if there is a reason for it without undue delay.
33. All guests are obliged to follow these accommodation rules from the moment they check in. In case of any violation of these rules, the hotel management is entitled to withdraw from the accommodation contract before the originally arranged date of departure. By paying a deposit, every client agrees to be bound by these accommodation rules.

These accommodation rules are effective from 01/06/2015