

**ACCOMMODATION RULES OF  
ACCOMMODATION FACILITY – HOTEL ARENA**

**Kollárova 18, 917 01 Trnava**

(valid from 23 May 2017)

Business Company: City-Arena Hotel a.s.

Registered office: Kapitulská 5, 917 01 Trnava; Company ID No.: 50 252 895

Registered in the Commercial Register of District court Trnava, Section: Sa, Insert number: 10681/T

**Clause I.**

**Terms and conditions of accommodation**

1. The hotel can only accommodate a client who has ordered services which have been confirmed by the accommodation facility or has concluded a contractual relationship at the place of accommodation or is duly checked-in the accommodation. For this purpose, the client shall immediately present to the receptionist his or her identity card, passport or other valid identity document in accordance with Act No. 253/1998 Coll. on the reporting of the residence of the citizens of the Slovak Republic and the register of the residents of the Slovak Republic, as amended, and in accordance with the applicable legislation on the protection of personal data.

2. Any client who is not a citizen of the Slovak Republic (foreign national) is obliged according to Act no. 404/2011 Coll. on the residence of foreign nationals as amended, to sign an official form for the reporting of the residence, which is presented to him or her by a receptionist, while the client is obliged to check the truthfulness and completeness of the data.

3. The hotel reserves the right in exceptional cases to offer the client accommodation other than originally agreed, if it does not substantially differ from the confirmed order.

4. On basis of the accommodation order, the accommodation facility is obliged to accommodate the client on the arrival day from 14:00 (2:00 p.m.) until 24:00 (12:00 midnight). Until this time the hotel reserves the room for the client, unless otherwise agreed in the order. If the client does not arrive until 24:00 (12:00 midnight) on the day of arrival, the hotel can dispose of the room at its own discretion. In this case, it is presumed that the client has cancelled the order, unless it is agreed otherwise.

5. In case the client requests accommodation before 14:00 (2:00 p.m.) on the arrival day and the accommodation is able to accommodate the client, a surcharge may be charged for an earlier arrival, unless otherwise individually agreed in advance.

6. The client who checks in before 6:00 (6:00 a.m.) is obliged to pay the price of the accommodation for the whole previous night, unless otherwise individually agreed in advance. From the client requesting accommodation before 11:00 (11:00 a.m.), when the room was not leased the previous day, the hotel is entitled to charge 50% of the price of accommodation for the whole previous night, unless otherwise individually agreed in advance.

7. The client is obliged to check out of the room no later than 11:00 (11:00 a.m.) on the agreed day of departure. Until this time the client is obliged to make the room available, unless otherwise individually agreed in advance. If the client does not make the room available until 11:00 (11:00 a.m.), the accommodation facility is entitled to charge a surcharge for late departure, respectively the price for the stay for the whole following day, unless otherwise individually agreed in advance. The room is considered to be made available after the client takes all his or her belongings out of the room, hands over the hotel card at the reception desk and announces the check-out to the designated staff.

8. The client is obliged to report earlier departure from the hotel, respectively shorter stay, no later than 11:00 (11:00 a.m.) on the day of earlier departure. Otherwise, the client is obliged to pay also the price of accommodation for the next night.

9. If the client asks for an extension of the accommodation and the accommodation facility can accommodate the client, the accommodation facility may also offer other room for a price other than that for which the client was originally accommodated.

10. The hotel provides its clients with services as mutually agreed upon. The client pays the price for accommodation and provided services in accordance with the valid price list, usually upon check-out, but in special cases, the hotel reserves the right to request payment from the client in advance, respectively in advance upon arrival.

11. If the client is interested in a guaranteed reservation, the hotel is entitled to demand the client to pay a deposit of 100% of the total price of the reservation. Reservation is considered to be guaranteed by the hotel at the time of payment of the deposit.

12. The client is obliged to cancel the reservation of accommodation immediately after finding out that the client will not use the accommodation. Otherwise, a cancellation fee will be charged to the client for an uncanceled reservation of accommodation in accordance with cl. I sec. 13 of the Accommodation Rules.

13. In accordance with the General Terms and Conditions, the hotel is entitled to charge the following cancellation fees in the event of cancellation of ordered and confirmed services within the following periods:

13.1. Cancellation of the reservation in the number of rooms 1 - 3

- a) 1 day before the arrival, a cancellation fee is 100% of the first night price
- b) 2 or more days before arrival, without a cancellation fee.

13.2. Cancellation of the reservation in the number of rooms 4 or more

- a) 1 day before the arrival, a cancellation fee is 100% of the price of the ordered services
- b) 2-7 days (inclusive) before arrival, a cancellation fee is 80% of the price of the ordered services
- c) 8-14 days (inclusive) before arrival, a cancellation fee is 50% of the price of the ordered services
- d) More than 14 days before arrival without a cancellation fee.

## **Clause II.**

### **Liability of the accommodation facility and the client**

1. The client is liable for damage caused to the property of the accommodation facility according to the valid Slovak legislation. The client as the responsible representative is liable for the damage caused by the minors for whom he or she is liable, as well as for the damage caused by the persons and animals, that are in the premises of the accommodation facility and the client allowed them to stay in the premises.

## **Clause III.**

### **Generally applicable provisions**

1. The lobby bar of the hotel is reserved for clients' visits. In the room, where the client is accommodated, the client is allowed to receive visits only with the consent of the responsible staff or hotel management from 07:00 (7:00 a.m.) until 22:00 (10:00 p.m.). The hotel staff is not entitled to provide any information about accommodated clients to third parties (except for police officers after their legitimation and proof of justification to request such data) or to allow a third party to visit the client without the client's consent. In the event of a non-reporting of a visit, this is a serious breach of



the hotel's rules, the hotel considers such persons as clients and will charge them or the client accommodation price according to the price list.

2. In the hotel's room and common premises of the hotel, the client may not relocate any of the interior facilities, do any modifications and alterations to the hotel's facilities, interfere with the electrical system or other installation without the consent of the responsible staff or hotel management.

3. In the accommodation facility, the clients are not allowed to use their own electric, gas-portable appliances. This limitation does not apply to the use of electrical appliances installed in the room or portable electrical equipment (shaving machine, hair dryer and charger for normal consumer electrical appliances, etc.).

4. The client is obliged to report to the reception of the hotel, when checking in the room, any possible deficiencies, discrepancies or reservations, as soon as they are discovered by the client. The client is obliged to proceed in the same way, if the client finds out any damage to the room or its inventory. If the hotel finds out damage to the room or its inventory after the client's stay, without the client reporting these facts to the hotel's reception, the client is obliged to compensate the hotel for damage to the room or its inventory in full.

5. The client is obliged to report immediately any occurred deficiencies to the reception of the hotel.

6. The client is not allowed to take anything out of the room and any detected theft of the inventory of the room will be charged to the client's room account or additionally paid.

7. Entrance to the occupied hotel room in order to fulfill service duties is permitted to the chambermaid, receptionist, hotel manager and maintenance workers in case of reporting the technical disorder in the room.

8. Before leaving the room, the client is obliged to properly close all windows, close the water closures, turn off the lights in the room and adjoining rooms, switch off electrical appliances and properly close the front door. Any damage arising from non-compliance with these obligations shall be borne by the client. During the whole stay, the client is responsible for the assigned magnetic card and is obliged to immediately notify its loss to the hotel reception staff to avoid misuse.

9. From 22:00 (10 p.m.) until 06:00 (6 a.m.) clients are obliged to observe the quiet hours.

10. In case of illness or injury to the client, the accommodation facility will report the request for medical assistance or transfer to the hospital to the relevant health facility.

11. Dogs and other animals may be accommodated in the hotel only upon prior agreement and with the consent of the responsible staff or hotel management. The price for the accommodation of the animal is charged according to the valid hotel price list. In case of damage to the hotel facility by the animal, the client is obliged to pay the damage in full. The owner of the animal is fully liable for the animal. It is not allowed to leave the animal in the hotel room without the owner's supervision.

12. The hotel parking place serves exclusively the accommodated clients and its use is free of charge. The parking place is non-guarded, monitored by the camera system, while the camera system located in the parking premises serves primarily to ensure the control of the property of the hotel operator. The hotel is not liable for theft or damage to motor vehicles.

13. For safety reasons, children under 12 years of age may not be left without the supervision of an adult, neither in the hotel room nor in other hotel premises. In case of accident or damage to the hotel property, the person with whom the child is checked-in or the child's legal representative is liable for the child.

14. There is a strict smoking ban in all premises of the hotel. In the event of a breach of this ban, the hotel has the right to impose a fine of 100,- € to the client for each breach found.

15. During the stay at the hotel, each client is required to act in such a way in order not to cause a fire. In the event of a fire, the client is obliged to follow the instructions of the responsible staff in accordance with the fire-evacuation plan and upon arrival of the fire-fighting unit, in accordance with the instructions of the intervention commander. The fire-evacuation plan is made public on each floor in the rooms and at the exit to the staircase that serves as an escape route.

16. Fire in rooms is detected automatically, by optical-smoke detectors installed in hotel rooms. In the corridors of each floor at the door to the staircase, there are button switch detectors that are used to manually detect a fire.

17. In the event of a fire, clients are obliged to report a fire alarm and may use a portable device located in the corridor of each floor to extinguish the flame.

18. Complaints of clients, respectively any comments and suggestions for improvement of the accommodation facility are received by the hotel reception staff, respectively hotel management. The Complaints Policy is placed at the hotel reception.

19. The client and the accommodation facility are bound to observe the provisions of these accommodation rules, which are binding for both parties in their entirety. In the event that a client breaches any of the provisions of the accommodation rules, the management of the accommodation facility has the right to withdraw from the contract for the provision of the temporary accommodation service before the expiry of the agreed time and without the client's claim for return of the money.

These accommodation rules are available to the clients in the rooms and at the hotel reception.

In Tmava, on 23 May 2017

Renáta Vlasková  
The hotel operator

