

HORNONITRIANSKE BANE PRIEVIDZA a.s.,
v skratke HBP a.s., Matice slovenskej 10, 971 01 Prievidza

WELLNESS HOTEL * REPISKÁ**
Demänovská dolina č. 31, 031 01 Liptovský Mikuláš

ACCOMMODATION POLICY

1. Only customer who has ordered services and those were acknowledged by the hotel can be accommodated in Wellness hotel *** Repiska. Proof of identification has to be submitted to staff of reception for this purpose. Registration of customers from foreign countries is governed by a specific legal regulation.
2. Hotel issues hotel pass, where name of the hotel, customer name, room number, length of stay and the check-out time is stated. After repeated return to hotel, customer has to prove identity with valid hotel pass.
- 3 Hotel provides accommodated customers services to the extent determined by the applicable law, in an exceptional case can hotel provide customer with different accommodation unless it differs greatly.
4. On the basis of booked accommodation, hotel is obligated to book the room at least until 18:00, if it is not stated differently. After 18:00 room is cleared for use by the hotel.
5. Customer accommodated before 6am is required to pay full price of accommodation for the precedent night, customer who requires accommodation before 10am pays full price for precedent night if the room was not booked that night.
6. If the customer booked single-room and the booking has been confirmed, hotel charges customer for single-room even in the case of being accommodated in bigger room.
7. If customer requests a prolongation of accommodation, hotel can offer the customer different room than he was accommodated in.
8. Customer uses the room only in the time agreed on with the hotel. Customer is authorized to use rented accommodation up to 10am of the last day of stay. If check-out time wasn't agreed on differently, customer has to leave the accommodation not later than 10am of the last day of stay. Hotel can charge the customer for the next accommodation day if customer does not leave the room in aforementioned period of time.
9. In the event of disease or injury of the customer, hotel provides medical assistance or transfer to a hospital.
10. Customers are not allowed to use their own electric or gas-based mobile appliances anywhere in the hotel or rooms. This ban does not include usage of preinstalled appliances in the rooms or personal hygiene equipment.
11. Wellness hotel *** Repiska is non-smoking hotel, smoking is allowed in reserved premises.
12. It is not allowed to leave children unattended in the room or other premises of the hotel. In the event of injury or other non-predictable events, legal representative is held responsible for child.
13. Hotel is held responsible for items brought by customers to premises which are intended for accommodation or item deposition. Deposited items are those, which have been brought in by customer to the premises which are intended for his accommodation or stored in a certain place; or have been deposited to be safeguarded by entitled staff for this purpose.
14. Customer is not allowed to move appliances, make changes or interfere by any way with electric network or any other installation.
15. Customers are not allowed to bring sport utensils or items for which there is reserved place - ski room in the hotel's ground floor.

16. There are reserved premises for visits of accommodated customers. Customer can accept visits in his accommodation only with allowance from entitled staff of accommodation or director in time from 8:00 – 22:00.
17. Customer has to abide silent hours from 22:00-6:00. Social events after 22:00 can be organized only with allowance from director of the hotel and in the reserved premises.
18. Before the leave, customer has to turn off the lights, appliances, water faucet, close windows, balcony doors, lock the entrance doors in the room and adjacent areas in the room and hand in the room key at the hotel reception.
19. Allowance of entry of dogs and other animals can be given only in the case of 100% health of stated animal. This must be provided by the owner of animal with respective documents.
20. Customer is responsible for roughly polluting the premises, or property damage according to valid legal regulations. The hotel reserves the right to a financial compensation for putting the premises back to their original state (minimum 20 €).
21. Customer is obligated to pay for accommodation and provided services as per valid price list before, or latest at the last day of stay. Payment is payable after the submission.
22. Complaints, possible suggestions for improvement is accepted by directive of Wellness hotel ***Repiska, and are carried out according to Reclamation policy of Wellness hotel ***Repiska, which is published at the hotel reception.
23. Accommodation facility applies the cancellation terms in line with business conditions as follows:
- a) 21 and more days prior to arrival is cancellation of ordered services without cancellation fee
 - b) 20-14 prior to arrival is cancellation of ordered services with cancellation fee of 50% of the price of the services ordered
 - c) 13-7 prior to arrival is cancellation of ordered services with cancellation fee of 60% of the price of the services ordered
 - d) 6 – 3 prior to arrival is cancellation of ordered services with cancellation fee of 70% of the price of the services ordered
 - e) 2 – 0 prior to arrival is cancellation of ordered services with cancellation fee of 100% of the price of the services ordered
24. Customer is obliged to abide terms of accommodation policy. In case of a violation of this policy, directive has right to break the contract of provided accommodation / services.

This accommodation policy takes effect from 19.3.2018