

HOTEL BOOK

ACCOMMODATION RULES

1. Only a guest who has booked and had services confirmed by the accommodation provider, or with whom a contractual relationship has been concluded at the place of accommodation, or who is properly registered for accommodation, may be accommodated at Wellness Hotel *** Repiská. Upon arrival, the guest is obliged to present a valid identity card, passport, or another valid identification document to the reception staff. The registration of foreign nationals is governed by applicable legal regulations.
2. Upon check-in, the hotel issues a hotel card containing the hotel name, guest's name, room number, length of stay, and the time by which the room must be vacated on the last day of the stay. In case of repeated arrival at the hotel, the guest must present a valid hotel card.
3. The hotel provides accommodation services to guests at least to the extent required by applicable legal regulations. In exceptional cases, the hotel may provide different accommodation than agreed, provided it does not substantially differ from the confirmed reservation.
4. Based on a confirmed reservation, the hotel is obliged to accommodate the guest and reserve a room no later than 6:00 p.m., unless otherwise stated in the reservation. After 6:00 p.m., the hotel may freely dispose of the room. In such case, the stay is considered cancelled unless otherwise agreed with the hotel.
5. A guest who checks in before 6:00 a.m. is charged for the entire previous night. A guest who requests accommodation before 10:00 a.m., and the room was not rented during the previous night, is also charged for the previous night.
6. If a guest has booked a single room in advance and it has been confirmed, the hotel charges the single room rate even if the guest is accommodated in a multi-bed room.
7. If a guest requests an extension of stay, the hotel may offer a different room than the one originally assigned.
8. The guest uses the room within the time agreed with the hotel. The guest is obliged to vacate the room no later than 10:00 a.m. on the last day of the stay, unless otherwise agreed. If the guest fails to do so, the hotel may charge for an additional night.
9. In case of illness or injury of the guest, the hotel will ensure medical assistance or transportation to a hospital if necessary.
10. At Wellness Hotel *** Repiská, especially in hotel rooms, guests are not allowed to use their own electrical or gas portable appliances. This restriction does not apply to appliances installed in the room or bathroom, nor to portable electrical devices used for personal hygiene (e.g., electric shavers, etc.).
11. Wellness Hotel *** Repiská is a non-smoking hotel. Smoking is only allowed in designated areas.
12. For safety reasons, children must not be left unattended in hotel rooms or other hotel areas. The person accompanying the child or the legal guardian is responsible for the child during the stay.
13. The operator is responsible for items brought into the accommodation premises by guests and placed in designated accommodation or storage areas. Brought-in items are those taken into the room or handed over for safekeeping to the operator. The hotel is only responsible for money, jewellery, and other valuables if they have been accepted into safekeeping by an authorised employee upon receipt confirmation.

14. Guests must not move furniture, make alterations, or interfere with electrical wiring or other installations in hotel rooms or common areas without the hotel's management approval.
 15. Guests are not allowed to bring sports equipment or items into rooms for which storage areas are designated (e.g., ski storage on the ground floor).
 16. Visitors to accommodated guests are allowed in hotel common areas. In hotel rooms, visitors are permitted only with the consent of the responsible staff member or hotel management between 8:00 a.m. and 10:00 p.m.
 17. Quiet hours must be observed between 10:00 p.m. and 6:00 a.m. Social events after 10:00 p.m. are allowed only with the consent of hotel management in designated areas.
 18. Before departure, the guest is obliged to close water taps, switch off lights, turn off electrical appliances, close windows and balcony doors, lock the room, and return the key to the reception.
 19. Pets may only be allowed in the hotel with the operator's consent and upon proof of their health status.
 20. The guest is responsible for any damage caused to hotel property and for excessive soiling of premises. The hotel reserves the right to charge compensation for restoring the premises to their original condition, with a minimum charge of €20.
 21. The guest is obliged to pay for accommodation and services according to the valid price list, either in advance or no later than on the day of departure.
 22. Complaints, claims, and suggestions from guests are handled by hotel management in accordance with the complaints policy available at the reception.
 23. Cancellation conditions are governed by the hotel's commercial terms and are defined upon conclusion of the contractual relationship.
 24. The guest is obliged to comply with these accommodation rules. In case of violation, the hotel reserves the right to terminate the accommodation contract before the agreed time expires.
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These Accommodation Rules are valid from 14 January 2025.

COMPLAINTS PROCEDURE

To ensure the proper handling of complaints regarding defects in goods and services provided at Wellness Hotel *** Repiská, this Complaints Procedure is issued in accordance with Act No. 250/2007 Coll. on Consumer Protection.

1. Right to complain

1. The client has the right to complain about defects in provided services and defects in purchased goods, including the right to have them corrected, replaced, supplemented, or to receive a replacement service or a reasonable discount on the price of the services or goods provided.
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2. Subject of complaint

2. Defects in the quality of food and beverages intended for immediate consumption must be reported immediately upon discovery, primarily directly to the service staff.
 3. Defects relating to the quantity or weight of food and beverages must be reported before consumption begins.
 4. Complaints regarding other goods or services must be submitted at the hotel where the goods or service were purchased, without undue delay, based on a receipt or invoice. In the case of goods, no later than the end of the warranty period. Without proof of purchase, the hotel reserves the right not to accept the complaint.
 5. Complaints regarding accommodation services must be submitted without undue delay at the reception. The right to complain expires if it is not exercised within 6 months from the provision of the service.
 6. When submitting a complaint, the client is obliged to present all relevant documents related to the provided service or purchased goods.
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3. Complaint handling procedure

3.1 Food and beverage services

7. Food defects are considered irreparable. In such cases, the client has the right to request replacement, refund, or a discount.
8. If quality, weight, portion size, or temperature of food or beverages is not met, the client is entitled to immediate and free correction of the defect.

3.2 Accommodation services

9. The client is entitled to free and proper correction of accommodation defects, in particular:
 - a) replacement of defective or missing room equipment,
 - b) elimination of technical defects in the room (e.g., heating failure, low water pressure, lack of hot water, electrical supply failure, etc.).
 10. If technical defects cannot be removed and the hotel cannot provide alternative accommodation, the client is entitled to a discount on the accommodation price or to withdraw from the contract before the first overnight stay and receive a refund.
 11. If a significant change in accommodation occurs compared to the confirmed reservation and the client does not agree with alternative accommodation, the client has the right to cancel the contract before the first overnight stay and receive a refund.
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4. Complaint handling

12. Complaints are handled by the hotel director or an authorised employee, who is obliged to review the complaint and decide on the method of resolution.
 13. If the complaint cannot be resolved by agreement, a complaint report shall be drawn up, including a description of the service or goods, time of provision, and description of the defect.
 14. If the client submits documents or the complained item, this fact must be recorded in the complaint report.
 15. The validity of the complaint shall be decided immediately, or in complex cases within 3 working days.
 16. If professional assessment is required, the maximum period for handling the complaint is 30 days.
 17. The client shall receive a copy of the complaint report and information on how the complaint was resolved.
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5. Client cooperation

18. The client is obliged to provide necessary cooperation during the complaint process, especially by providing truthful information about the service or goods provided.
 19. The client must allow access to the room or area concerned, if necessary for assessing the complaint.
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6. Final provision

20. This Complaints Procedure is valid from 19 March 2018.