

# **ACCOMMODATION RULES**

## **BED AND BREAKFAST BIELA VODA**

DUBOVÁ 1

059 52 VEĽKÁ LOMNICA

MOBILE: +421 908 162 696

*Customers who rent a room commit to observe following rules.*

*If customer does not comply with these rules, the B&B is entitled to cancel the order.*

1. The Bed and Breakfast (hereinafter referred to as „B&B” or “guesthouse”) will accept only those clients who would check in properly. For this purpose, the client presents valid ID during the check-in process in the B&B.
2. The B&B provides services for the client at least to the extent and quality determined for appropriate category under which is the B&B classified (according to the Decree on the categorization and classification of accommodation and catering establishments).
3. Using accommodation in the guesthouse is permitted only to persons who are not affected by infectious diseases.
4. Personnel of the guesthouse are obliged to accommodate the client by 8:00 p.m. at the latest. The room will be reserved for the client until this time unless agreed otherwise.
5. If the client asks for extending the duration of the accommodation, the B&B may provide another room than the original one, in case the original room is already booked.
6. If the customer orders a single room and order was immediately confirmed, the client may be charged only for single room even if accommodated in a suite.
7. The customer may use the room during the time agreed with the guesthouse.
8. Unless agreed differently, the client will check out by 10:00 a.m. at the latest on the last day of stay and will move out of the room at the same time. If the client would not check out as mentioned above, the B&B reserves the right to charge the client for following day.
9. The client, who checks in before 6:00 a.m. shall pay full price of accommodation for the previous night.
10. Client may be charged full price of accommodation for the previous night, if requesting accommodation before 12:00 a.m. and therefore the room could not be rented the previous night.
11. It is in the best interest of the client to check the condition and functionality of the equipment in the room and report any faults immediately to the responsible person of the guesthouse. The same applies when using sport and leisure facilities in the B&B.
12. The client agrees that the maid, house keeper, maintenance or the manager of the guesthouse is entitled to enter any room in order to execute their duties.
13. The Bed and Breakfast is responsible for items brought in to the premises by clients, as well as the damage to these items, if those were stored in the designated area or where they are usually put off up to the amount set by governmental Regulation No.: 87/1995 which is 332,- € (10.000, - SKK). The guesthouse is responsible for the money, valuables and documents without limitation, if they were taken into safekeeping against a proof of using such service.
14. The Bed and Breakfast is responsible for any disagreements or conflicts between the guests, but to the extent legally possible. B&B will take the necessary measures to ensure peace and order in premises of the B&B.
15. The guests may receive visitors in their room only from 8:00 a.m. to 10:00 p.m. with the consent of the person responsible for the B&B after registering the visitor in the “guestbook”.
16. In case of illness or injury of the client the Bed and Breakfast makes sure that the medical assistance, or transport to hospital is provided.
17. The clients are not allowed to move equipment, make repairs, or any interference with telephones, radio, television, or to the power grid or other installations in the premises of the guesthouse.

18. In the premises of the B&B and especially in the room; no client is allowed to use their own appliances. This does not apply to electrical appliances serving the client's personal hygiene (shaving or massage machines, hair dryers, etc.). Furthermore, the client may use low-wattage appliances such as computers (laptops), printers, cameras and chargers for cameras, mobiles...
19. The client may not behave noisy in the room or corridors of the guesthouse, neither to listen to loud music or TV programme. **During the time from 10:00 p.m. to 6:00 a.m. silent hours must be observed!**
20. For security reasons it is not allowed to leave children under the age of 10 without adult supervision in the room, hallways and other public spaces of the B&B.
21. Pets are allowed only if the owner proves the health and safety while respecting all health and hygiene regulations. Stay with a pet requires the consent of the B&B's management. Animals are banned from the premises, where food and drinks are stored, prepared or served. Dogs must wear muzzle in all public areas and must be and kept on a leash. It is not allowed to leave pets in the guesthouse premises including the room unattended by its owner or accompanying person. Animals should not rest / lie on a bed or other equipment that is meant for the guests relax. It is not allowed to use the shower or sink for bathing or washing animals. For feeding animals should not be used inventory that is used for the preparation or serving of food to guests. The person who accompanies the animal is responsible for maintaining peace in the night time from 10:00 p.m. to 6:00 a.m. and bear responsibility for any damage to property of the guesthouse caused by the animal.
22. The client is not allowed to take the sports equipment and other items, for which there is designated storage area, to the room.
23. The client has the right to use all the equipment of the rented room and public premises of the B&B. The client is responsible for any damage caused to the guesthouse property under the applicable regulations.
24. The client is obliged to shut water taps, turn off electrical appliances and room lighting, close the windows and close the door when leaving the room.
25. Unless agreed otherwise, the client
  - pays a 50% deposit for accommodation for reserved period.
  - pays for the accommodation usually on arrival, if a deposit is paid, customer will only be charged the difference between the total value of accommodation and paid deposit.
26. If the client cancels the order
  - more than 30 days before planned arrival: cancellation fee is 0% of the deposit paid.
  - more than 10 and less than 30 days before planned arrival: cancellation fee is 50% of the deposit paid.
  - less than 10 days before planned arrival: cancellation fee is 100% of the deposit paid.
27. The client will pay the price for accommodation and other services and goods in accordance to the valid price list (unless agreed otherwise), which is available at the reception (in the bar) or on the website [www.penzionbielavoda.sk](http://www.penzionbielavoda.sk).
28. Complaints by guests and any suggestions to improve the services are accepted by management of the B&B on [penzion.bielavoda@gmail.com](mailto:penzion.bielavoda@gmail.com).
29. The clients are obliged to observe Accommodation Rules from the time they rented a room. If the guest seriously fails to comply with above mentioned rules, the B&B management has the right to terminate the accommodation prior to the expiry of agreed duration of the stay.

***These Accommodation rules are at client's disposal in their rooms, at the reception and on our website [www.penzionbielavoda.sk](http://www.penzionbielavoda.sk).***

In Velká Lomnica, on 1<sup>st</sup> of July 2012

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Ing. Robert Raffaj  
Manager of the B&B BIELA VODA