**ACCOMMODATION HOUSE RULES**

1. Only guests whose names are stated in the booking confirmation can receive accommodation. For this purpose, the provider shall check the guests' identity via their ID cards, passports or other identity documents on arrival.

2. In specific cases, guests can be offered other-than-agreed accommodation, as long as it is not substantially different from the already confirmed one.

3. Depending on booking confirmation, the provider is obliged to accommodate guests at no sooner than 1PM and no later than 8PM. Room(s) will be reserved within this period, unless stated otherwise in the booking confirmation, the accommodation becomes available only after the given period.

4. Since there is no reception area on the premises, guests receive keys to the rooms and the estate entrance upon arrival.

5. Guests shall check out no later than 11:00 AM. Guests shall vacate the rooms by the specified time, unless arranged otherwise in advance. If not, the guests may be charged an extra day by the provider.

6. The accommodation is to be paid for in full generally before or on arrival in cash or non-cash (bank transfer or deposit). The final accommodation sum, including other potential services, will be subtracted by the sum of the deposit payment.

7. Guests are entrusted with house keys throughout their stay including a remote control for the entrance gate and in case of their loss will be obliged to pay a €50 fine.

8. Guests have the right to use the unguarded parking lot adjacent to the estate.

9. **Smoking in bedrooms is strictly prohibited**, only designated areas may be used for this purpose. Violation of this rule results in a €100 fine.

10. Without the consent of the provider, guests are not allowed to make changes on the estate equipment or make adjustments to electrical and other installations that are in bedrooms and common areas.

11. Any inconsistencies (malfunctions) in bedroom equipment (lists thereof can be found in the bedrooms) shall be reported to the provider on arrival day, otherwise they will not be acknowledged. Any occurred malfunction during the stay shall be reported to the provider immediately upon becoming aware of it. Phone: **+421 917 930 100**.

12. Guests are restricted in the premises and especially in the bedrooms from using portable electric and gas appliances, excluding appliances used for personal hygiene (shaver, hairdryer, etc.).

13. Due to security reasons it is not allowed to leave children under 10 without adult supervision in bedrooms and other premises, especially in wellness areas. In case of an accident or other unforeseen circumstances the person(s) responsible is the one with whom the child is listed in the booking confirmation.

14. Accommodation is permitted only to persons who are not affected by infectious diseases.

15. The quiet hours are from 10PM - 6AM, guests are to keep that in mind.

16. Guests can receive visits only with the knowledge and approval of the provider, provided that they be listed and signed in the guestbook from 8AM - 10PM.

17. Before vacating their rooms, guests are obliged to close the taps tightly, turn off the lights in the room and bathroom, lock the front door and hand in the key in the designated area, or leave them in the room upon agreement.

18. The accommodation provider is not responsible for any money, valuables, documents as well as other items that guests bring with them into the premises.

19. Guests can move freely on the estate's areas designated for guests. Entry to the staff section is strictly prohibited.

20. Guests are responsible for property damage in full and in accordance with applicable regulations.

21. Upon arrival and signing a written declaration one of the guests becomes a representative of the accommodated persons, taking responsibility for loss and damage to the estate inventory. Furthermore, the representative shall make a deposit of €250 as security for damage and/or loss of estate inventory refundable on departure by the provider.

22. Animals are allowed only with the consent of the provider, provided that the owner proves their good health and will comply with all veterinary and hygiene rules during their stay. It is not allowed to leave animals unattended on the premises including bedrooms. In the event of inventory damage on the premises, guests are required to pay for the damage in full.

23. The premises are equipped with emergency plans that are exhibited in accessible and visible areas. Guests are obliged to follow this plan.

24. Guests have been notified about how to use the fire extinguisher and how to use the fire escape route.

24. Guests vacating the premises are required to check that the estate inventory is intact, wash the dishes, clean the kitchen, hand in the bed linen, towels, sheets and keys to premises and empty all trash into containers placed outside. If further garbage containers are required, contact the provider.

25. Guests are required to maintain order and cleanliness in the common areas and every major fouling will be charged as a separate item.

26. Guests shall comply with these house rules. In the event of a severe breach, the provider may terminate the accommodation agreement and seek full compensation.

27. Guests agree that the estate staff have the right to enter their rooms in order to perform their duties, e.g. housekeeping, handyman or the provider if needed.

28. Villa Valča provides services at least within the mandatory minimum set by the Ministry of Economy regulation no. 419/2001 Coll, which regulates the categorization of accommodation facilities and classification markings on their division into classes.

29. Contact the provider for complaints or improvement suggestions.

**Vila Valča staff wishes you a nice stay**

Drawn up by: Mgr. Peter Murin Signature:

Date: 1. 10. 2015 Stamp: