



Accommodation rules

Dear guests, please read these Accommodation rules carefully. If you find information you basically disagree with, please discuss your requirements with the hotel reception staff. In case of violation of these Accommodation rules the hotel will bill the guest for incurred damages in terms of these Accommodation rules or upon the value of the damaged or destroyed equipment.

1. Only guests with ordered services that have been confirmed by the accommodation provider may be accommodated in chalets of the Hotel Lopušná dolina. Upon arrival, the guests are obliged to provide valid identification documents (ID-card, passport) to the facility staff.
2. Upon arrival, the guests shall pay the agreed amount for the accommodation plus the deposit amounting to €50, which will be returned to the guests upon departure in case that the chalet will be in the same condition upon departure as upon arrival. After payment the guests shall receive 1 key from the front door of the chalet. Other hotel services during the stay will be provided upon the mutually agreed offer under material and price conditions agreed in advance.
3. The accommodation facility provides services in the range and quality determined by the applicable decree on the categorising and ranking of accommodation establishments, in terms of which the chalets have been categorised (Coll. No. 277/2008 from June 26 2008).
4. Check-in time is from 02.00 p.m. to 08.00 p.m., any other check-in time must be agreed with the accommodation provider in advance.
5. Check-out time is on the day of the departure until 10.00 a.m. Shall the guests stay longer, they will be charged for another day in terms of the valid price list.
6. With the handover of the chalets, guests also take into use the equipment of the object according to the equipment list placed in the chalet and are fully responsible for any losses, damages or complete devastation of the chalet or its equipment. Any damages caused deliberately or by negligence shall be deemed for partial or complete damage of the property and financial compensation will be charged for them.
7. Unregistered visits and their stay-over is strictly forbidden in the whole object without the agreement of the owner of the object.
8. The guest in the accommodation facility cannot move the interior equipment arbitrarily, make any changes or alterations of the electric or other fixtures and fittings, move kitchen equipment and other devices into another chalet or outside without the agreement of the accommodation provider.
9. The guests receive one set of keys for the rented chalet. Loss of the key will be charged with €30,-.
10. In the chalets the guests are forbidden to use their own appliances except for appliances for personal hygiene, e.g. a hair dryer, shaver etc.
11. Bedsheets, hand towels, bath towels, dish towels, blankets and table linen are always clean and undamaged upon arrival of guests. The bedsheets are

designed for the all-week-long stay. An extra change of the bedsheets shall be charged with

€2,- for each set (bedsheets, hand towels and a bath towel).

12. The accommodation provider is to be informed on any failures or malfunctions of devices, appliances and other flaws in the chalets on the day of the arrival so that they can be repaired or supplied at the hotel reception (or call +421 905 264 151).

13. Clean your shoes thoroughly before entering the chalet. It is recommended to use slippers/another pair of shoes inside. It is forbidden to enter the object wearing sports shoes (ski boots, hiking shoes etc.). A very dirty chalet will be charged with € 20,-.

14. It is strictly forbidden to smoke in all rooms of the chalet and lay a fire near the chalet and in the whole chalet area, except for reserved areas and fireplaces. If the fire is not under supervision, the accommodated guests must put it out. A kettle and equipment for goulash cooking can be rented for a fee. All rented equipment must be returned in a clean and undamaged condition.

15. In case of higher temperature in the chalet the guests are recommended to set the required temperature on thermostats of heating units to a lower degree. On the day of departure, the guest is obliged to put the equipment back into its original state, i.e.: wash, dry and put the dishes to its original place, switch all appliances off the network, close valves of water taps, switch off the lights, close the windows and lock the entrance door.

16. Accommodation of pets is only permitted upon agreement with the accommodation provider. It is forbidden to leave animals without the supervision of their owner.

17. The accommodation provider is not responsible for the loss or theft of personal effects carried into the chalet. The hotel administration recommends not to leave valuables out, but to have them locked in the hotel safe for one's own interest. It is also recommended not to leave the ski equipment, bicycles etc. in front of the chalet or in the rooftop cargo carrier or roof box of the car.

18. For safety reasons it is not advisable to leave children under 10 years in the chalet without the supervision of adults. The accommodation provider is not responsible for any related accident, injury or other contingencies.

19. Sports equipment e.g. tennis rackets, badminton equipment, balls etc. can be rented at the reception for a fee.

20. Please keep the night peace from 10.00 p.m. to 06.00 a.m.

21. Before departure the guests are obliged to check the chalet and leave it in the same condition as it was at the arrival.

CANCELLATION FEES:

- the full advance payment will be returned in case of cancellation of the stay 21 days or more before the commencement of the stay,
- the cancellation fee is 100% of the advance payment in case of cancellation of the stay less than 21 days before the commencement of the stay,
- the advance payment will not be returned by cancellation of the New-Year's-Eve stay due to the period of the cancellation.

We wish all our guests a nice stay and a lot of

great experience in Lopusná dolina.