

Accommodation Rules

Provider of services: ZÁMOK VÍGLAŠ s. r. o., registered office at Kremnická 24, 851 01 Bratislava, Company ID (IČO): 35 967 641, registered in the Commercial Register of the Municipal Court Bratislava II, Section Sro, Insert No.: 38543/B, operation: Hotel Grand Viglaš, Zámocká 602, 962 02 Viglaš

I. Conditions and Method of Accommodation

1. Only a Client who is duly registered for accommodation can stay at the Hotel. For this purpose, the Client must present to the reception staff immediately upon arrival a valid identity document such as an ID card, passport, or other valid identity document pursuant to Act No. 253/1998 Coll. on the reporting of residence of citizens of the Slovak Republic and the register of inhabitants of the Slovak Republic, as amended. The accommodation facility is, according to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation, GDPR), obliged to protect clients' personal data. More information on personal data protection is available at www.grandviglas.com.
2. Every Client who is not a citizen of the Slovak Republic is obliged, pursuant to Act No. 48/2002 Coll. on the residence of foreigners, as amended, to sign a completed official residence registration form provided by the reception staff upon arrival, and the Client is obliged to provide truthful and complete information.
3. Clients, in the interest of protecting their health and safety, are obliged to inform the Hotel reception upon arrival of any health difficulties or disabilities in order to ensure appropriate and timely medical assistance if needed, or special arrangements for evacuation and other unexpected events. The accommodation facility may only be used by persons who are not affected by infectious diseases.
4. If a Client's health condition requires barrier-free access to the room or other hotel premises, the Client must inform the Hotel when booking accommodation.
5. After checking the Client's identification and registering them in the reservation system, the reception staff will immediately hand over a key card to the hotel room. Loss of the key card is subject to a fixed charge of EUR 5 as a lump-sum compensation for damages.
6. The Hotel reserves the right in exceptional cases to offer the Client accommodation other than originally agreed, provided it does not substantially differ from the confirmed booking.
7. Based on the booked accommodation, the Client may check in on the day of arrival between 14:00 and 18:00. If the Client does not report their arrival by this time, the Hotel may dispose of the room after 18:00, unless otherwise agreed with the Client. The Hotel is obliged to accommodate the Client by 18:00. If the Client has paid a deposit, the Hotel shall hold the reservation until 22:00. If the Client does not arrive by this deadline, the Hotel will proceed according to the cancellation terms.

8. If the Client requests an extension of the stay, the Hotel has the right to offer a different room, possibly in a different price category than the original accommodation.
9. The Client must check out by 10:00 on the day of departure and vacate the room unless otherwise individually agreed. For late check-out, the Hotel is entitled to charge the Client:
 - a) EUR 20 for check-out by 12:00 on the agreed day of departure;
 - b) EUR 40 for check-out by 14:00 on the agreed day of departure;
 - c) EUR 80 for check-out by 17:00 on the agreed day of departure;
 - d) 100% of the room price according to the Hotel's Price List for check-out after 17:00 on the agreed day of departure.

These charges are payable by the Client without entitlement to additional hotel services related to accommodation.

10. The room is considered vacated once the Client has removed all belongings, returned the key card at the reception, and notified the reception staff of the check-out.

For Clients checking in before 14:00, the Hotel is entitled to charge:

- a) The full price for the previous night if arrival is before 12:00;
 - b) EUR 20 if arrival is between 12:00 and 14:00.
11. The Hotel provides services to Clients in the agreed scope. Payment for accommodation and services is made according to the valid price list, usually as a deposit before the stay and the balance upon departure. The price list for temporary accommodation and other services is available at the Hotel reception. These provisions do not affect payment conditions under individual contractual agreements.
 12. The Client is obliged to report any defects, discrepancies, or objections immediately upon moving into the room. The Client must also report any damage to the room or its inventory discovered during their stay. If damage to the room or inventory is found after the Client's departure, the Client is obliged to compensate the Hotel for the full extent of the damage.

II. Liability of the Hotel and the Client

1. The Hotel is not responsible for jewelry, money, and other valuables that are stored outside the hotel safe in the rooms or that were not deposited in the safe at the reception upon request.
2. The Hotel is liable for total damage to items, including jewelry, money, and other valuables, only up to the amount set by the implementing regulation to Act No. 40/1964 Coll., Civil Code, as amended. Without limitation, the Hotel reimburses damage to items if they were handed over to the Hotel for safekeeping with a separate confirmation. The Client must claim compensation for damage at the Hotel without undue delay after discovering the damage, but this right expires if not exercised no later than 15 (fifteen) days from the day the damaged Client became aware of the damage.

3. The Hotel is liable for valuables and money only if they were accepted for safekeeping based on a confirmation into the hotel safe at the reception.
4. The Hotel offers a safe at the reception for storing valuables, money, and jewelry. If the Client decides to leave such items or other documents in the room, they should use the safe located in the room. Using the safe in the room is not considered acceptance of items by the Hotel for safekeeping.
5. According to § 434 of the Civil Code, the Hotel is liable for jewelry, money, and other valuables only up to the amount established by implementing regulation No. 87/1995 Coll., which sets the amount at €332. However, if the damage was caused by persons working at the Hotel, compensation is paid without limitation.
6. The Client is liable for damage caused to the hotel property according to applicable legal regulations and the relevant provisions of the General Terms and Conditions (GTC). The Client, as a responsible representative, is liable for damage caused by minors under their responsibility, as well as by persons and animals present on the Hotel premises and whose stay there was permitted by the Client.
7. Upon leaving the room, the Client is obliged to close all water taps, turn off the lights, switch off electrical appliances, and ensure that the entrance door is properly locked.
8. Parking in front of the hotel is free of charge. Providing a parking space at the Hotel does not create a contract for safekeeping or storage between the Hotel and the Client; therefore, the Hotel is not responsible for theft or damage to motor vehicles and/or their accessories. The Client is obliged to ensure the proper locking and securing of the vehicle.
9. From 22:00 to 06:00, Guests are required to observe night quiet hours. Social events may be organized with the consent of the responsible Hotel staff after 22:00, and only in designated areas.
10. The Client acknowledges that Hotel staff (e.g., housekeeping for cleaning, maintenance personnel in case of malfunction, manager for inspections, etc.) may enter the Client's room if necessary. If the Client does not wish staff to enter, they should display a "DO NOT DISTURB" sign on the outside of the room door. In such cases, entry by Hotel staff is only permitted if necessary due to urgent circumstances (e.g., risk of accident, breach of accommodation conditions, disturbance of other guests, health concerns, etc.).
11. Dogs and other animals may be accommodated in the Hotel premises only with the consent of the responsible staff or Hotel management, provided the owner proves the animal's good health condition. The fee for animal accommodation is charged according to the current valid price list. The following rules apply to accommodation of dogs and other animals:
 - a) Dogs and other animals are prohibited from entering and staying in areas where food is stored or prepared or where meals and drinks are served.
 - b) Dogs and other animals are prohibited from entering the wellness center.
 - c) In all public areas of the Hotel, every dog must wear a muzzle.

- d) Dogs or other animals must not rest—lie—on beds or other furniture intended for the Client's use.
- e) Inventories used for preparing or serving meals for Clients must not be used for feeding animals.

The Client is obliged to ensure that the pet does not damage the Hotel's property in any way; otherwise, the Client is liable for damages as if they caused them personally.

III. General Provisions

1. The Hotel's social areas are designated for receiving visitors of the Client. Visitors may be received in the Client's room only with the consent of the responsible staff member or Hotel management, between 08:00 and 22:00.
2. On the day of departure, the Client is obliged to report any minibar consumption.
3. Hotel staff are not authorized to provide any information about accommodated Clients to third parties, except for police officers who identify themselves and justify the request, nor to allow visits of third parties to the Client without their consent.
4. Failure to report a visitor constitutes a serious breach of the Hotel's general contractual conditions. The Hotel may consider such persons as Clients and charge accommodation fees according to the price list to them or to the Client.
5. Use of personal electrical or gas appliances by the Client is not permitted in the accommodation facility and especially in the room. This restriction does not apply to electrical appliances installed in the room or portable electrical devices intended for Client hygiene (e.g., electric shaver, hairdryer) and chargers for common electrical devices.
6. The Client must not move the interior furnishings, make any changes or modifications to Hotel equipment, or interfere with the electrical or other installations in the room or common Hotel areas without the consent of the responsible staff or Hotel management.
7. For safety reasons, children under 12 years of age are not allowed to be left unattended, either in the room or in other Hotel premises.
8. The Client is not allowed to bring items into the room that the Hotel has designated to be stored elsewhere. The Client can inquire about storing such items at the reception.
9. In case of fire, the Client is obliged to follow the instructions of the responsible staff (in accordance with the fire-evacuation plan) and, upon arrival of the fire brigade, the instructions of the incident commander.
10. Smoking is strictly prohibited in hotel rooms as well as inside the Hotel premises. Violation of the smoking ban may result in a penalty of €100 charged to the Client. If a false alarm is triggered from a hotel room due to smoking, the Client will be charged a fee of €1000.
11. In the event of illness or injury to the Client, the Hotel will provide first aid. If necessary, the Hotel will arrange for medical assistance or transport to a hospital.

12. Any defects that occur must be reported immediately to the Hotel reception.
13. Complaints, remarks, or suggestions for improving the Hotel's services are received by Hotel management.
14. Complaints are handled according to the Complaint Procedure, which is available at the Hotel reception and on the Hotel's website.
15. Both the Client and the Hotel are obliged to comply with the provisions of this Accommodation Policy, which is binding for both parties in full. If the Client breaches any of the provisions of this Accommodation Policy, Hotel management has the right to terminate the accommodation contract before the agreed time without any refund to the Client.
16. Information services are provided by the reception continuously, either in person or by phone.
17. Clients may express comments and recommendations for service improvement by filling out a questionnaire in the hotel room or by sending an email to recepcia@grandviglas.sk.
18. The Hotel displays a visible evacuation plan and directions for evacuation accessible to all Clients. Clients are obliged to follow these instructions during their stay.
19. This Accommodation Policy comes into effect on 01 October 2023.

In Viglaš, 01 October 2023

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ZÁMOK VÍGLAŠ s. r. o.
Ing. Tomáš Sokologorský, MBA
General Manager