

## ACCOMMODATION RULES for HOTEL ARCADIA \*\*\*\*\* Bratislava

Hotel operator:

URBIA Hotels, s.r.o., Panská 14, 811 01 Bratislava

1. ARCADIA hotel may provide accommodation only for the guests with booked and confirmed services or for guests with whom contractual relation was established upon their arrival to the hotel or for those who are registered for accommodation. For this purpose, guests are obliged to identify themselves to receptionist of ARCADIA hotel upon their arrival by showing their identity cards, passport or other valid ID card. Registration of foreigners' stay shall be governed by specific legislation.
2. In specific cases, ARCADIA hotel is permitted to offer different accommodation than originally agreed, provided that the new one does not significantly differ from the original accommodation.
3. Based on confirmed booking, it is mandatory for hotel operator to accommodate guests from 3pm until midnight. The room has to be booked for the guest by that period, unless otherwise agreed in the order
4. Guests are obliged to check out of their rooms at hotel reception no later than by 11am of the following day. By that time, guests are obliged to leave the room unless individual arrangements were made in advance. In case of failure to meet this requirement, hotel is permitted to legitimately charge for another day of stay.
5. Guests who wish to be accommodated prior to 3pm are obliged to pay full price of accommodation also for preceding night, unless otherwise individually agreed in advance.
6. Cancellation fees are applicable in compliance with terms of trade; i.e. in case that guests cancel booked and confirmed services for individual clients (1 to 6 persons) - 1 day prior to arrival, no fee will be charged. Validity of cancellation of individual (1 to 6 persons) booking starts at 11am one day prior to arrival. In case that a guest or guests wish to be accommodated later, it is vital to notify the hotel about the time of arrival and guarantee the reservation by credit card. To acquire guaranteed booking, guests need to provide credit card data: type, number and validity of credit card. Guaranteed reservations are valid all through the night. In case of guests' utter failure to arrive for their guaranteed reservation, the hotel shall charge cancellation fee amounting to 100% of booked services.
7. Cancellation terms and fees for groups and events with 15 and more persons will be agreed upon once order is confirmed in written form.
8. The hotel reserves the right to waive cancellation fees due to special consideration without such action having any effect on cancellation terms and fees forming part of individual contracts concluded in written form.
9. Not guaranteed reservation is always valid until 4 pm on the day of guest's arrival unless otherwise agreed or unless the reservation does not allow for its cancellation.
10. Guests are obliged to pay for provided accommodation and services based on valid price list upon their checkout; in case of unguaranteed reservation, guests are obliged to pay full amount prior to their arrival without such action having any effect on payment conditions negotiated in individual contractual agreements.
11. Potential price discrepancy between ordered and provided services will be settled by payment of the outstanding balance or a refund of excess at the end of the stay.
12. Guests are not allowed to perform any alteration on furniture setting, equipment or electrical and other supplies in rooms and social area of Arcadia hotel without prior consent of hotel staff in charge or hotel management.

13. Guests are not allowed to use their own electric, gas – portable appliances in Arcadia hotel rooms and related premises. This restriction does not apply to the use of electric appliance installed in the room or portable electrical appliance serving for guests' personal hygiene (razor, hair dryer, etc.).

14. The hotel Arcadia guests are not allowed to make video and audio recordings for commercial purposes without permission of the hotel management. The judgement of whether it is a record for commercial purposes will be made in a particular case by the management of the hotel, until proven otherwise. In the event of records being made with the intent to use them for commercial purposes without the permission of the hotel management, the hotel is entitled to immediately cancel the guest's accommodation and prevent entry into the hotel. With respect to other guests' and visitors' privacy, it is prohibited to make video and audio recordings in the area of Arcadia Spa (wellness) for any purpose.

15. Smoking is permitted in restricted Arcadia hotel areas.

16. It is forbidden to use drugs or other narcotics in the rooms and in the hotel Arcadia.

17. For security reasons it is not allowed to leave children under 10 without adult supervision in rooms and other areas of the hotel Arcadia. In the event of an accident or other unforeseen circumstance, a responsible person is the one with whom the child is registered to stay at Arcadia hotel.

18. Guests are not allowed to bring any sports equipment into the rooms or to places not designated for this purpose, neither are they allowed to store other instruments in their rooms for which there are designated places in the hotel Arcadia.

19. From 10pm until 6am, guests are obliged to observe the curfew. They may organize social events after 10pm only with the consent of the responsible official or management and only in hotel premises designated for this purpose.

20. There are reserved public spaces in the hotel Arcadia to receive visits from guests. Hotel guests may receive visits in the room where they are staying only with the express consent of the competent official accommodation section of Arcadia hotel management from 8am to 10pm.

21. Before leaving the rooms at Arcadia hotel, guests are required to close the taps, turn off the lights in the room and adjacent areas, turn off electrical appliances that are found in the room, close the balcony door and close or lock the front door rooms and hand in the card lock (or key) at the hotel Arcadia reception, unless otherwise agreed with the management of the accommodation section of Arcadia hotel.

22. To provide for safety of your valuables, each hotel room is equipped with safe. Apart from that, our guests are welcome to use services of reception safe. In case of lost jewels, money or other valuables, hotel guests may claim liability of hotel staff only if such loss was caused by hotel staff. Such liability is governed by Section 433 to 436 of the Civil Code.

23. Dogs and other animals are allowed at Arcadia. Dogs and other animals may be present in the hotel Arcadia with the consent of the hotel management, provided that the owner shows their harmless condition. The price for accommodation of animals is charged according to the current hotel price list.

24. Guests are responsible for damage caused to property of Arcadia Hotel under the applicable laws of the Slovak Republic.

25. Complaints, claims, comments and suggestions to improve the operation of the hotel shall be handed in to management of Arcadia hotel or they may be filed under the Complaints Procedure of Arcadia, which is to be found at the reception.

Accommodation rules valid as of September 7, 2007

In Bratislava on September 7, 2007

Acad. painter Milan Nemeč

Hotel Arcadia Director