

HOTEL POLICY/HOUSE RULES

1. Hotel can only accommodate properly registered guest. ID card, passport or other valid proof of identity is required to be submitted upon arrival to the respective employee of the hotel. Guest having domicile in the place of the hotel can also be accommodated. Accommodation Card will be issued by the hotel upon arrival with stated name of the hotel, name of the guest, number of the room, room rate / day, duration of the stay and check-out time on the last day of the stay.

Check - in starts after 14:00.

2. In special cases hotel can offer a guest other than agreed accommodation, unless it differs substantially from the confirmed order.

3. If a guest asks for prolongation of the accommodation, the hotel may offer another room than the room where the guest was originally accommodated.

4. Hotel is liable for money and valuables only in case they are deposited in the hotel safe.

5. In case of sickness or injury of a guest, hotel will provide medical aid or transport to hospital.

6. Guest may use the room during the time period agreed with the hotel. Unless the accommodation time was agreed in advance, the guest will check out until 12:00 on the last day at the latest and will free the room at this time. In case the guest fails to do so until 18:00, hotel is entitled to charge EUR 40.00. After 18:00 hotel may charge the full room rate. Guest is obliged to hand over the cards from hotel room at the hotel front desk.

7. Guest who accommodates before 6:00 shall pay the room rate for the entire previous night. Guest who requires accommodation before 12:00 and the room was not leased during the previous night, will pay for the previous night.

8. Without management consent the guest must not relocate equipment, make adjustments and any interventions to electric network or other installations in the room or common areas of the hotel.


9. Guests are not allowed to use own electric devices in hotel and especially in the rooms. This regulation does not apply to electric devices for personal hygiene of the guest /shaver, massage device, hair dryer etc./

10. Due to the safety reasons it is not suitable to leave the kids up to 10 years without supervision of adults in the room or other common places of the hotel.



TATRA HOTEL SLOVAKIA, a.s.
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11. Guests are not allowed to take sport tools and subjects to the room, for the storage of which another place is designated – SKI ROOM /skis, ski shoes, bikes, sleigh, roller skates, skates/.

12. The hotel may accommodate dogs and other animals under the condition that the owner demonstrates their unobjectionable health condition. Accommodation price is defined pursuant to valid price lists. The hotel cannot accommodate the dogs in reconstructed rooms. The dogs are not allowed to move freely in the hotel, they must be accompanied by the owner and on a dog-lead.

13. Guest is obliged to keep the silent hours from 22:00 until 7:00.

14. Guest is liable for damage caused to property of the hotel in full extent pursuant to the valid regulations.

15. Guest is obliged to pay the price in line with the valid pricelist for the accommodation and provided services, generally before the termination of the stay, however maximum for 5-day stay. The bill is payable upon submission.

16. Pricelist for temporary accommodation and accessory services can be viewed at the hotel front desk.

17. Complaints of guests and eventual improvement proposals are accepted by the hotel management.

18. Guest is obliged to return the undamaged room with all the equipment after the termination of the stay.

19. Guest is obliged to observe the provisions of these house rules. In case of breach, the hotel management may repudiate from the contract on providing accommodation before the lapse of the agreed time.

20. All the hotel premises are non-smoking. Failure to observe this rule will be charged with EUR 50.00.

House rules are valid from 1 January 2017.



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