

ACCOMMODATION REGULATIONS - PRIMMA HOTEL

1. The hotel can only accommodate guests who check in properly. To this end, the visitor will present his / her personal identity card, identification card (ID card) or a valid passport to the staff at the hotel reception. Upon arrival, the receptionist will issue the guest with an accommodation card stating his name, room number, length of stay, access card and wrist chip.
2. The use of the hotel is only allowed to persons who are not affected by infectious diseases.
3. In special cases, the hotel may offer the guest other than the agreed accommodation, as long as it does not differ significantly from the already confirmed order.
4. According to special regulations (§51 of the Postal Code), the accommodation facility accepts postal deliveries addressed to the accommodated guest or to guests who have accommodation services ordered. These postal deliveries must be delivered to the addressees and, if this is not possible, returned.
5. The hotel will provide medical assistance in case of illness or injury of the guest, or transport to hospital.
6. The hotel provides guests with services to the extent specified in Decree no. 419/2001 MH SR, which regulates the categorization of accommodation facilities.
7. The guest uses the room for the time agreed with the hotel upon arrival.
8. The non-accommodated guest is obliged to report his visit at the hotel reception. Visits to hotel rooms are allowed from 08:00 until 22:00.
9. The guest will charge his stay on arrival at the hotel reception. The guest will check out by 10.30 on the day of departure at the latest, at the same time vacating the room. If the guest does not do so within the specified time, the hotel may charge the next day.
10. The guest is entitled to a room from 14.00. If staying before 6:00 AM, you will pay the price of the previous night.
11. In the room or common areas of the hotel, the guest may not move the equipment, make repairs and any interventions in the electrical network or other installation without the consent of the hotel management.
12. In the hotel building, especially in the rooms, guests are not allowed to use their own electrical appliances, with the exception of electrical appliances used for personal hygiene of the guest (shavers, or massage machines, hair dryers, etc.).
13. When leaving the room, the guest is obliged to close the water taps, turn off the electric lighting and other appliances (radio, TV, etc.) in the room and adjacent areas, and close the door. At the end of the stay, on the day of departure at check-out, the guest will hand over a magnetic card and a wrist chip at the reception.
14. For safety reasons, it is not allowed to leave children under the age of 12 unattended in the room and other common areas of the hotel. The person who is registered with the child is fully responsible for the child.
15. Guests are not allowed to bring sports equipment and items for which there is a place for storage.
16. Safes, located at the reception, are used by guests to store valuables.

17. Under the Civil Code, the hotel is liable for § 758 and the § 433 provisions for items brought into the hotel by the guest, as well as for damage to stored items if these items have been stored in a place reserved for that purpose. The hotel is only liable for money and valuables if it has been deposited against a certificate of acceptance issued under the § 434 Civil Code.
18. In the time from 22.00 to 6.00 hours, the guest is obliged to respect the silence hours.
19. There is a fire policy in a visible place in the hotel - guests are obliged to follow it during their stay.
20. Smoking is allowed only in the reserved areas of the hotel - outdoor areas and terraces. The hotel rooms and public areas of the hotel are strictly non-smoking. The hotel is entitled to charge EUR 100 for violation of this prohibition.
21. The complaint procedure is available at the hotel reception.
22. The guest is responsible for damages caused to the hotel property according to the valid legal regulations. When occupying the room in his own interest, the client checks the condition and functionality of the equipment in the room and is obliged to immediately report any defects at the reception.
23. The guest is obliged to provide information at the hotel reception about the departure for an individual tour and to register in the book of walks and tours.
24. It is possible to enter the hotel premises by motor vehicles only on access roads and to park with vehicles only in reserved parking spaces for accommodated guests.
25. For accommodation and other services, the guest is obliged to pay the prices agreed in advance upon arrival. The bill is due upon presentation to the guest.
26. Complaints from guests and any suggestions for improving the hotel's activities are accepted by the hotel reception.
27. It is forbidden to take dogs to the rooms and other common areas of the hotel.
28. The accommodated guest is obliged to comply with the provisions of the accommodation regulations. In case of gross violation, the hotel under § 759 par. 2 of the Civil Code may withdraw from the contract for accommodation services before the expiration of the agreed time.
29. The hotel is not responsible for any disagreements or conflicts between the guests, but to the extent possible to take the necessary measures to ensure order and peace in accommodation and other hotel areas.