



ACCOMMODATION RULES

Hotel Avance***, Medená 9, 911 02, Bratislava

- 1.** Hotel Avance, operated by company Anassa s.r.o. is a public accommodation facility categorized as a hotel of class ****, in which is for payment provided temporary accommodation and additional services for the public
- 2.** The hotel can provide accommodation only to the guest who is registered. For this purpose the guest will right on his arrival show the receptionist of the hotel his identification card, passport or any other valid document to prove his identity.
- 3.** The hotel operator is entitled to request a deposit of 100% from a client who did not pay for hotel booking: - additional payment amount due immediately upon arrival, or - Identification data of credit card, or - the composition of cash repayments. A hotel operator can use all options at the same time.
- 4.** The hotel guest will be immediately provided by an accommodation card with the name of the hotel, guest's name, number of the room, length of stay and time when to leave the room on the last day of the stay.
- 5.** The hotel provides its guests with services in a scope and quality corresponding to the specific definition in the Accommodation and Food Service Categorisation and Classification Announcement, this hotel is classified in the category of **** hotel.
- 6.** All rooms, as well as other hotel areas are considered non-smoker. This rule does not apply to the mezzanine balconies and terraces on the 6th floor of the hotel, where these areas are equipped with ashtrays. The hotel has the right to charge the penalty of 500 EURO in case this rule is not accepted.
- 7.** The guest is obliged to show the valid accommodation card of the hotel at each arrival to it on request.
- 8.** On the special occasions the guest may be offered another accommodation than reserved if it does not substantially differ from the confirmed order.
- 9.** If a customer orders a single room in advance and the order was confirmed, the hotel charges only the price for a single room, even if the accommodating the client in multiple room is in its own initiative.
- 10.** If the guest asks for the room before 10 am and it was not rented in the previous night, he will pay for the accommodation in the previous night as well.
- 11.** Use of hotel accommodation is allowed only to persons who are not affected by infectious diseases.
- 12.** According to the booked accommodation the hotel is responsible to accommodate the guest the soonest at 2 pm and the latest at midnight.



- 13.** If the guest would like to prolong his stay, the hotel can offer him also another room than that one where he was originally accommodated.
- 14.** If the accommodation time was not pre-arranged, the client has to check out not later than 12 am of the last day, at the same time he has to leave the room. If the client fails to do so in due time, the hotel may charge him the stay for another day.
- 15.** Client agrees that during the whole duration of the lease, the hotel housekeeper, maid, handyman or manager of the hotel have the right to enter in order to perform their duties.
- 16.** The guest can invite visitors only with the agreement of the Accommodation Officer after putting down the name to the book of visits from 8 am to 10 pm. The receptionist has right to request an identification document (ID card, passport) from the visitor.
- 17.** These accommodation rules are binding for all visitors to the rooms. A customer who booked the accommodation and is accommodated in the room is responsible for its compliance with the person, respectively persons who visited him in the room.
- 18.** In justified cases the receptionist has right to disallow the visit.
- 19.** In the case of illness or injury the hotel will arrange the medical treatment or transport to the hospital.
- 20.** No furniture may be removed; no electrical changes or alternations may be made to wiring installations in the rooms or communal areas without the approval.
- 21.** In the hotel and especially in the rooms the guests are not permitted to use their own electrical appliances except for those ones used for personal purposes (shaving, massage, etc).
- 22.** The client is supposed not to make noise in the room or other hotel areas, listen to loud TV or radio programs. Excessive noise is prohibited between the hours of 8 pm and 6 am.
- 23.** In case of violation of this regulation, after repeated warnings of the receptionist or other authorized hotel staff or the police, the hotel operator is entitled to cancel the reservation in the morning next day without refund of deposit paid for the accommodation.
- 24.** If the client used the offer of the minibar he must pay for consumption at the time of departure from the property at the latest. Otherwise the hotel operator is entitled to charge detected state by the current price list additionally from the credit card.
- 25.** If the client damaged or discarded the equipment in any way he must report it immediately to the hotel reception, at the latest at the time of his departure. It's up to the hotel operator how he will resolve the indemnity from the responsible client.
- 26.** For safety reasons, children under the age of ten cannot be left without adult supervision in rooms or in other hotel premises.
- 27.** Accommodation of pets is allowed only under assumption that their proprietor proves their good health status and during a stay he keeps all veterinary and hygienically regulations. The approval of the hotel management is needed for accommodation of pets. Pets are banned from entering and staying in those areas, where food is stored, prepared or where food and drinks are served. Dogs must be muzzled and kept on a leash in all public areas of the hotel. It is not allowed to leave pets in



the hotel areas, including hotel room, without a control of guest (proprietor or accompanying person). Pets cannot rest – lie in bed or other devices, which serve to relax of guest. It is not permitted to use the shower or sink for bathing or washing pets. Inventory, which serves for preparation or serving of meals to guests cannot be used for feeding pets. A person who accompanies the pet is responsible for keeping the silent in the period from 10 p.m. to 6 a.m. and bears a responsibility for any damage caused by pet on the hotel property. For accommodation of pet hotel charge 10,- € per night.

28. The guests are not permitted to bring sport and other equipment to the rooms, there is a special place to store them.

29. The guest is responsible for all the damages caused by his carelessness on the property of the hotel according to the valid law regulations.

30. Before the departure the guest must close the water taps, switch off the light in the rooms and close the windows.

31. Client without the guaranteed reservation typically pays an account on arrival.

32. The accommodation and services must be paid according to the valid price list.

33. The accommodation and services must be paid according to the valid price list, which is available at the hotel reception.

34. The fire regulations, evacuation plan and an indication of the direction of evacuation from the hotel are placed on visible and for all guests available place. Guests are required to follow these instructions during they stay.

35. Complaints, claims, reviews, any comments and suggestions to improve the operation of the hotel are accepted by hotel management.

36. Book of suggestions and complaints is available in an accessible place in the hotel reception.

37. Client is obliged to keep these accommodation rules from the time he rented a room. In case of serious violation of these rules, the hotel management has the right to terminate the contract for the provision of accommodation services before the expiry of the agreed period.

38. During a stay, the employees of the hotel have the right to enter the premises reserved to the client in order to perform their duties ; it does not apply if the doors are marked with tag “Do not disturb”.

39. Individual client or a guide for group tours is required before the stay to pay the agreed advance payment for accommodation and other services, on request, cash, by bank transfer or by credit card. Client who has paid the price of agreed services in advance is obligated to provide information on his credit card during check-in. We guarantee that we do not abuse information from credit card. In case the client will refuse accommodation, despite the reservation, the hotel is entitled to charge NO SHOW (cancellation fee) for 1 night or as agreed in special contract.

40. If duration of stay of an individual client exceeds 7 days, client pays for accommodation and other services of a period agreed with hotel in advance, however the longest period can be 1 calendar week of stay.



- 41.** Hotel offers its guest parking. In case, you have a bulkier car, we will reserve a parking place with easy access for you. Please, write this request in the reservation. For safety reasons we recommend not leaving expensive belongings in the car.
- 42.** Individual client is obligated to pay the price of accommodation and other provided services which exceeds the amount of received advance payment during the checkout. Individual client is a natural person who is accommodated in his or her own name and own account. Client agrees that the hotel can process the personal data in accordance with Act. 52/1998 Z. z.
- 43.** The hotel can process the personal data of client only in the relation of providing the accommodation and other services, and with foreign people also for needs for immigration police.
- 44.** The hotel is committed to take steps during processing the personal data of clients, so the personal data of clients cannot be misused.
- 45.** Hotel may terminate the contract before the expiry of the agreed period, if despite the warning in advance the client grossly violates decency or grossly or repeatedly violates the obligations of the accommodation rules
- 46.** When claiming the services provided the hotel and guests are required to act under the Complaints Procedure, available on request at the reception.
- 47.** The hotel operator is not liable for the things that the client, respectively travelling companions left in the car in the guarded or unattended parking lots and garages.
- 48.** The hotel operator is not responsible for the vehicles of hotel clients parked at the parking places.
- 49.** The price list of hotel services is disposal at the hotel reception.
- 50.** The guest is required to observe the additions of the accommodation rules, the general moral and ethical rules customary in the Slovak republic. In the case that he will violate it, the operator has right to withdraw from providing all its services before agreed time.
- 51.** Information on GDPR: 55.1 Hotel Avance processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, the General Regulation on the protection of personal data
- 51.1.** For the purposes of registration of the accommodation, the following personal details shall be processed: name, surname, place of residence, date of birth, ID number, obtained from the guest's identity document, which was provided prior to the accommodation.
- 51.2.** Personal data will be handled by the Hotel Avance manually and automated directly by its designated employees and by the processors assigned by Hotel Avance under the Personal Data Processing Agreement.
- 51.3.** List of entities to which personal data may be accessed: Police SR.
- 51.4.** Personal data will be processed by Hotel Avance for 10 years from the last visit to the hotel.
- 51.5.** The guest has the right to have access to their personal data processed at Avance Hotel, their repair or deletion, or restrictions of processing, and the right to object to processing.



51.6. The guest shall also be entitled to obtain personal information from the Avance Hotel and the guest / landlord, upon request of the guest, shall provide the data subject without undue delay in a structured, commonly used and machine-readable format, or provide upon request by the guest to another unambiguously appointed administrator. This right does not apply to personal data that is not automated.

51.7. If a guest considers that unauthorized processing of his or her personal data is involved, he may address a complaint to the supervisory authority which is the Office for the Protection of Personal Data (www.uoou.sk) for the territory of the Slovak Republic.

52. Accommodation rules are valid since 1.1.2018 These accommodation rules are available for clients at reception

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