

Accommodation and complaints procedure

Accommodation regulations

Conditions and method of accommodation

1. Only a guest who is properly registered for accommodation can be accommodated in the apartment. For this purpose, the guest signs a rental contract immediately after arriving at the apartment in accordance with Act no. 135/82 Coll. on the reporting and registration of the residence of citizens in the valid version and in accordance with Act no. 428/2008 Coll. on the protection of personal data as amended. He then leaves the contract at the apartment after he leaves.
2. Every guest who is not a citizen of the Slovak Republic (foreigner) is obliged pursuant to Act no. 48/2008 Coll. about the stay of foreigners in the valid version, fill out and hand over to the reception the official form on the report of stay, presented by the reception staff upon arrival, while all required data must be given truthfully and completely.
3. In exceptional cases, the hotel can offer the guest accommodation other than the one agreed upon.
4. Based on the ordered accommodation, on the day of arrival, the guest can check in from 2:00 p.m. until 10:00 p.m. Until this time, the company reserves the apartment for the guest, unless there was a different request in the order and the company confirmed it. If the guest until 10:00 p.m. does not report his arrival after 10:00 p.m. the company may dispose of the apartment freely, unless otherwise agreed with the guest. If the guest has paid a deposit, the company is obliged to hold the reservation until 10:00 p.m. Provided that the guest does not start the stay even after this date, the company is not obliged to return the advance payment to the guest, or proceeds according to cancellation conditions.
5. From 10:00 p.m. until 6:00 a.m. are accommodated guests are obliged to observe night silence.
6. The company provides its guests with services to the extent mutually agreed upon.
7. The guest will check out of their stay by 10:00 a.m. at the latest. The apartment will be vacated by this time, unless otherwise agreed individually in advance. If the guest does not vacate the room by 12:00 p.m., the accommodation facility may charge an additional €20.00, unless otherwise agreed in advance. The room is considered vacated after the guest has removed all his belongings from the room, handed over the apartment key to the key box.
8. The company is entitled to charge the following cancellation fees if the guest cancels his stay reservation in writing or electronically within the following periods:

more than 7 days before the start of the stay free of charge

less than 7 days before the start of the stay, 100% of the accommodation price

Responsibility of the accommodation facility and the client

1. The company is not responsible for things, money and valuables of the accommodated persons, which the guests leave unattended.
2. The guest is responsible for damages caused to the property of the accommodation facility according to applicable regulations. The guest, as a responsible representative, is responsible for damages caused by minors for whom he is responsible, as well as for damages caused by persons who are in the premises of the accommodation facility and whose stay was allowed by the guest.
3. The guest is obliged to act in such a way that there is no damage to health, property, nature and the environment. As part of prevention, the guest will have the entrance door locked even during their stay in the facility. Before opening the door to strangers, he checks the reason for their request to enter the accommodation area and, in case of doubt about the validity of such a request, immediately contacts the reception. Before leaving the accommodation facility, the guest will properly check that the windows and doors are closed and that the appliances are turned off.
4. In case of extreme pollution, ask the staff to change the bed linen or to clean the apartment.

General provisions

1. In the room and common areas of the company, the guest may not move the interior equipment, make any changes and adjustments to the equipment, interfere with the electrical network or other installation without the consent of the responsible employee.
 2. Guests are not allowed to use their own electric, gas - portable appliances in the accommodation facility and especially in the apartment. This restriction does not apply to the use of electrical appliances installed in the room or portable electrical devices (shaver, hair dryer and chargers for common consumer electrical devices, etc.).
 3. In the event of a fire, the guest is obliged to follow the instructions of the responsible workers (in accordance with the fire-evacuation plan) and, after the arrival of the fire protection unit, the instructions of the intervention commander.
 4. For safety reasons, it is not allowed to leave children under the age of 12 without the supervision of an adult in the apartments. In the event of damage, the person with whom the child is registered to stay in the apartment and who is responsible according to law is responsible for the child.
 5. Smoking is allowed only in designated areas on outdoor terraces. Smoking is prohibited inside the entire building. For violation, the company reserves the right to fine the guest €100.
 6. In case of illness or injury of the client, the accommodation facility reports the request for medical assistance or transport to the hospital to the relevant medical facility.
 7. Dogs and other animals are prohibited from entering the facility, with the exception of a guide dog.
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1. Before leaving the room, the guest is obliged to properly close all the windows, turn off the water taps, turn off the lights in the apartment, turn off the electrical appliances located in the apartment, properly lock the entrance door of the apartment and hand over the room key to the key box.

2. We charge €10 for the loss/damage of the room key.
3. The guest is obliged to immediately report any defects to the reception.
4. Guest complaints, or any comments and suggestions for improving the operation of the accommodation facility are governed by the complaints procedure.
5. The guest and the accommodation facility are obliged to comply with the provisions of these accommodation rules, which are binding for both parties in their entirety. In the event that the guest violates any of the provisions of the accommodation rules, the management of the accommodation facility has the right to withdraw from the contract for the provision of temporary accommodation service before the end of the agreed time and without the guest's right to a refund.
6. Emergency phone numbers:
 - o Police / Polizei: 158
 - o Emergency health service / Nothilfe: 155
 - o Fire and rescue service / Feuerschutz: 150
 - o Integrated rescue system: 112

Return policy

The customer's right to complain

In the event that the customer is provided with services of a lower quality or a lower scope than was agreed in advance or as usual, the customer has the right to complain.

Claim application

If the customer discovers the reasons and facts that may be the subject of a complaint, he is obliged to apply for a possible complaint immediately without unnecessary delay to the responsible worker in the establishment where the service was provided. In the interest of a quick processing of the complaint, it is expedient for the customer to present documents about the provision of the service (copy of the order, invoice, etc.) when making a complaint, if such a document is available. If the nature of the claimed service requires it, it is necessary for the customer to also present the item for which the fault is blamed when applying the claim. The head of operations or an employee authorized by him is obliged, after a careful examination, to decide on the method of dealing with the complaint immediately or within a specified period.

Defects can be removed

1. Accommodation services

In the area of accommodation services, the customer has the right to free, proper and timely elimination of deficiencies, i.e. j. replacement or addition of small equipment within the scope of Decree MH SR no. 125/1995 Coll.

Unremovable errors

1. Accommodation services

In the event that it is not possible to eliminate technical defects in the hotel room (failure of the heating system, poor hot water supply, etc.), and if the hotel cannot provide the customer with other alternative accommodation and the room will be rented to the customer despite these defects, the customer has the right on the:

for a reasonable discount from the price according to the valid price list

o cancellation of the confirmed order or contract before the overnight stay and refund

In the event that, due to a unilateral decision of the operation, there is a significant change in the accommodation compared to the confirmed accommodation on the contract and the customer does not agree to alternative accommodation, he also has the right to cancel the confirmed order or contract before the overnight stay and return the money.

Deadlines for making claims

The customer is obliged to personally participate in handling the complaint, he is obliged to provide objective information regarding the service provided. If the nature of the matter requires it, the customer must allow the hotel staff access to the space rented to him for temporary accommodation, so that it is possible to verify the justification of the claim.

Final provision These complaints and accommodation regulations take effect on March 1, 2024

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