

## Accommodation rules

1. Only clients that are checked in properly can stay at the cottage settlement. When checking in, every client has to show their identification card, passport or another identification document to the respective member of the settlement staff.
2. The cottage settlement offers services in the scope and quality which are specified by respective standard norms.
3. In special cases, the cottage settlement can offer an accommodation unit which has not been arranged before unless it is much different from the one booked originally.
4. Based on the respective reservation, the cottage settlement is obliged to check in guests no sooner than at 4:00pm. Unless a deposit has been paid, the cottage settlement is obliged to hold the respective reservation until 6:00pm on the day of arrival. Once the deposit has been received, the reception is obliged to hold the reservation for 24 hours from the time of the scheduled check-in. After the 24 hours, the respective accommodation facility can be used for other purposes/by other clients. If the reservation has not been cancelled in writing or the reception has not been asked to change it in advance, the client(s) shall not receive any financial compensation and/or the reservation shall not be changed to another date.
5. If any client asks to prolong their stay, the cottage settlement is entitled to offer another bungalow or suite than the one the client was staying in, or decline the request due to capacity reasons.
6. Clients staying at the settlement can store their money, valuables and jewels in a safe at the reception. Otherwise the hotel bears responsibility only in the amount which is specified by § 1 Government Regulation No. 87/1995 Coll., which implements certain provisions of the Civil Code as amended by Government Regulation No. 586/2008 Coll. and Regulation No. 281/2010 Coll., i.e. in the maximum amount of EUR 331.94.
7. Clients staying in a bungalow/suite can receive visitors from 8:00am to 10:00pm only if approved by the reception staff and once these visitors sign the visitor's registration book.
8. When any client gets seriously ill or injured, the cottage settlement has to arrange necessary medical help or transport to hospital at client's expense.
9. Clients can use their accommodation units only during the period arranged with the cottage settlement, i.e. from 4:00pm to 10:00am. Clients are entitled to use their accommodation units until 10:00am on the last day of stay. If failing to do so, the cottage settlement is entitled to charge the following fees: check-out until 12:00am - €20 (A and B type cottages) and €40 (C type) per cottage, check-out until 02:00 p.m. - €30 (A and B) and €60 (C type) per cottage. Unless the respective payments and times are settled, the cottage settlement is entitled to charge the guest(s) for another night.
10. Clients who check in before 10:00am have to pay the full rate for the previous night. When checking in after 10:00am, the surcharge is €20 per cottage. Early check-in must be arranged in advance and is subject to availability.
11. No shifting, fixing or changes on the furniture, equipment, electrical and other installations etc. are allowed in accommodation units and common areas of the cottage settlement.
12. It is not allowed to use clients' personal electric appliances in the cottage settlement and especially inside the bungalows/suites, except appliances for personal hygiene (razors, massagers, hair dryers etc.)
13. Before checking out, clients are expected to wash and place the dishes they have used into cupboards. They are obliged to close all water taps, turn off the lights inside the bungalow/suite, close the windows, turn off all electrical appliances, lock the door and leave the bungalow/suite key at the reception. There is a €70 penalty fee for losing the bungalow/suite key and a penalty fee in case there is any damage to the property/items inside the accommodation unit caused by the client.
14. We suggest not leaving children under 12 years unattended in the bungalow/suite and in other common areas of the cottage settlement due to safety reasons.
15. Dogs and other pets cannot stay at the cottage settlement due to hygiene and safety reasons. There is a €60 fine/night for violation of this rule.
16. All guests are obliged to respect quiet hours from 10:00pm to 6:00am.

17. In accordance with relevant regulations, all guests are responsible for any damage to the cottage settlement's property they cause.
18. Guests are obliged to pay for accommodation and all services provided in accordance with current rates usually before arriving at the cottage settlement. The bill has to be paid once received.
19. Guests are obliged to pay a deposit for used services in the amount of EUR 100 / PLN 400 / CZK 3,000, i.e. for chips that serve as water park tickets and for using services in the water park. The deposit or its aliquot part shall be paid back to the respective client when they check out and return their chips at the reception.
20. With or without notifying the client(s) in advance, the management is entitled to allow certain members of the staff, i.e. maintenance men, chamber maids and/or receptionists to enter the accommodation unit(s) for the purpose of repairs, refurbishing and/or in other cases when proper functioning of the facility needs to be secured, and/or damage to the accommodation provider or clients needs to be prevented. When entering the facility, the employees wear name badges.
21. Towels are changed (plus toilet paper and bin-liners are replenished) after the third night spent at the settlement. The personnel leave them on a bench in the entrance hall, based on the number of used towels. The bed sheets are changed after the fifth night. If clients wish to have their bed sheets or towels changed more often, there is a surcharge according to the current price list.
22. Accommodation rates and price lists of additional services are available at the cottage settlement reception.
23. Complaints or suggestions for improvements of the cottage settlement and its operation shall be submitted to the management via the reception.
24. Shall clients forget any of their personal belongings in their accommodation unit(s), these might be searched for only if the clients place a request regarding the matter no later than within 24 hours after they check out. The accommodation provider cannot guarantee that the forgotten item(s) will be found and thus no financial compensation can be claimed. Found belongings shall be sent to the clients only upon their request and at their own expense. This does not apply to foods and cosmetics which will be liquidated.
25. Clients are obliged to follow these accommodation rules from the moment they check in. In the case of any violation of these rules, the management of the cottage settlement is entitled to order the respective client(s) to leave before the originally arranged date of departure without any refund. By paying a deposit, every client agrees to be bound by these accommodation rules.
26. All bungalows/suites are non-smoking. A €50 fine is charged for violation of this rule and shall be deducted from the deposit of the respective client.
27. Clients are obliged to leave their bungalow/suite in its original condition. If violating this rule, the respective client will not be allowed to check out if they do not tidy up their bungalow/suite. In such case, the settlement management reserves the right to **charge the clients for additional accommodation hours in accordance with the current price list.**
28. Tatralandia water park **tickets** – only water park tickets included in hotel packages or purchased separately at the reception are accepted. Discounts cannot be combined. Tickets purchased via GOPASS can be used only at the main water park ticket offices and only once. Children under 5.99 years (including) have free entry. The reception gives chips only to clients who stay at the settlement and are registered properly in the hotel information system. The chips can be used to pay for services. They apply to specific names of clients and their hotel bills, which is why it is important to take them everywhere or not to exchange them with anybody else. Every client is obliged to check their bill when paying with the chip. If making a complaint, this must be done without undue delay. If a chip gets lost, every client is obliged to report it immediately so that the chip can be blocked as soon as possible. In such case, there is a EUR 10 surcharge for the chip + used services.
29. **Ski passes** – ski passes can be purchased at the ski reception. Ski passes are activated via Gopass cards, i.e. they cannot be purchased without having a Gopass card. Every ski pass is issued for a specified date. Multiple-day ski passes must be used on the respective consecutive days and the period cannot be interrupted. Ski passes are non-transferable and issued with the names of the respective holders. They can be used only by their owners. The use of ski passes is governed by specific GTC which are published on the website of the operator of the respective ski resort.

30. Surcharges for accommodation or other services used in the water park or in restaurants can be paid in cash or by credit card at the reception when checking out. Every client is obliged to check their bill. If making a claim, this must be done without undue delay.

These Accommodation rules are effective from 28.01.2019.

**Tatry mountain resorts, a.s.**

Demänovská Dolina 72, 031 01 Liptovský Mikuláš  
 Company number: 31 560 636  
 registered in the Commercial Register of District Court Žilina  
 Section: Sa, Insertion No.: 62/L  
 operator of the hotel: Holiday Village Tatralandia

**Package service rates**

**Accommodation rates**

	<b>Accommodation</b>
<b>DELUXE suite</b>	From €99.00 / 4 pax
<b>Suite 4+1</b>	From €59.00 / 4 pax
<b>Bungalow 3+1</b>	From €84.00 / 3 pax
<b>Bungalow 7+1</b>	From €200.00 / 7 pax
<b>Extra bed</b>	€13.00 / person

- Every price covers 1 cottage and 1 night and applies to the basic occupancy.
- The rates don't include the local charge for guests staying in the area: €1 / person over 10 years / day.
- Children under 5.99 years can stay for free when sleeping with their parents.

**Service rates**

	<b>Adults</b>	<b>Students</b>	<b>Children 6-11.99y.</b>
<b>Hotel breakfast</b>	€10	€10	€7
<b>Hotel dinner</b>	€14	€14	€10
<b>1-day water park ticket</b>	From €26	From €22	From €18
<b>3-hour sauna world ticket*</b>	From €12	From €12	From €7.20

- Every price is per 1 person.
- \*children under 6 years cannot enter saunas.
- Children under 5.99 years can use the water park of Tatralandia for free.
- Ski passes are available only during the winter season.

\*All rates include VAT.

The refundable €100 deposit for furniture and appliances is not included in accommodation rates.

## Damage refund rates (apply to damage caused by clients)

Lost or damaged furniture/appliances.

All rates are per 1 item and include VAT.

Items	Rates including VAT
Bedside reading lamp	€10
Bedside wall-mounted lamp	€25
Pillow, quilt, blanket	€25
Towel, dishcloth	€5
Towel	€10
Net curtain, curtain	€20
Bathroom mirror	€25
Heating unit	€100
Kitchen equipment	€10
Jug kettle	€15
Microwave oven	€75
Fire extinguisher	€40
Lost key	€70
Lost chip	€10
TV	€250
Disturbing of quiet hours	€100
Cleaning of a very dirty room	€50

- Damage that is not specified in the price list, e.g. equipment damage is dealt with and evaluated by the hotel staff individually based on the extent of the damage.
- This price list is to be considered as a basic document for the current General Terms and Conditions.
- If asked by any client, a damage report shall be issued by the respective accommodation facility.

The prices apply from 1.1.2017.

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