

## HOUSE RULES

### CHECK-IN

Guests must be 18 years or older with photo identification to check-in. Guests under the age of 18 must be accompanied by an adult for the duration of stay.

The Hotel reserves the right to check photo identification.

Room keycards are issued to the registered guest(s).

Please return all room keycards to Front Desk upon check-out.

Check-in time is 2 PM. Early check-in is offered based on availability.

If you require a guaranteed check-in for arrival prior to 2:00PM, then pre-registration and payment may be required.

Please contact Front Desk staff directly to make reservations

### CHECK-OUT

Check-out time is 10.00AM

If you would like to request for a later check-out time, please inform Front Desk by 10:00AM. on the day of check-out.

The late check-out fee is 30 EUR until 03:00 PM and subject to availability,

Check-outs past 3:00PM will be subject to a full-day's rate.

Unpaid bills, pre-arranged services and related costs for food and drinks consumed, must be paid upon departure.

In case of unpaid bills, the hotel will enforce its claim against the guest in legal form, the costs of which will be paid by the guest, (including legal fees).

Luggage storage is available free of charge at reception.

### VISITORS

Only registered guests may stay in the rooms of the hotel and apartments. Please welcome your visitors in the lobby. (This includes food deliveries).

The Guest is responsible for the behavior of their visitors, including any damage done.

The hotel charges an additional daily price for any guest that does not appear in the original registration information, completed on check-in.

## CHILDREN

As the parents, guardians, or chaperones of children aged 12 and under, you are personally and legally responsible for, and must supervise them at all times, throughout the hotel premises. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the hotel property unsupervised.

## PETS

Pets are not allowed in the hotel.

## DAMAGE OF HOTEL PROPERTY

The registered guest is liable for any damage caused (whether-a deliberate, negligent, or reckless act) to any room or any other part of the hotel's premises or hotel property. This applies to damage caused by the registered guest or any person in their party, during the period of stay.

Hotel Foldana reserves the right to retain your credit card and/or debit card details as presented at registration and charge it to compensate any damage. Should this damage come to light after the guest has departed, we reserve the right, and you the guest hereby authorizes us, to charge their credit or debit card for any damage incurred to room or the Hotel property during the stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.??

## SMOKING

The hotel is a non-smoking hotel. This means that smoking and the use of electronic cigarettes are prohibited in the hotel's enclosed spaces (including guest rooms), community areas, and in the entire open area of the hotel, except for designated smoking areas, outside only.

The hotel staff is entitled to warn guests and any other person in the hotel, to comply with this Regulation and to stop smoking. ~~or smoking.~~

There is a fire alarm system throughout the hotel, which detects even the smallest amount of smoke. If anyone smokes in a prohibited area, an initial penalty of 100 EUR will be charged. A second offense will incur a penalty of 300 EUR. A 3rd offence will result in the guest being asked to leave the hotel immediately with no refunds being given. If the offender is not a guest of the hotel they must leave the premises immediately or the Police will be called.

## HOUSEKEEPING

Housekeeping is provided daily between 8:00AM to 16:00PM.

If staff see the "Do Not Disturb" sign during this period, room cleaning will not be carried out. Therefore the guest cannot claim compensation.

Please note that for environmental reasons, only towels placed on the floor in the bathroom are replaced by the hotel, and bed linen is provided every 3 days.

## QUIET HOURS

Hotel quiet hours are 10:00PM to 8:00AM. If you become aware of a disruptive guest, please contact Front Desk staff immediately by phone or in person. The hotel staff are entitled to warn the disruptive guest and ask them to cease and desist immediately. Failure to comply will result in the guest being asked to leave the hotel immediately, with no refunds being given.

## SAFETY

The hotel operates a closed-circuit camera system for the property and personal safety of guests and the hotel, which continuously records 24 hours a day, in the building and its external (street) and internal (courtyard) environment.

In the event of the sounding of the fire alarm, the guest is obliged to follow the escape route displayed on the back of every room's main door. On hearing the fire alarm, the guest is obliged to immediately leave the hotel via the stairs. **THEY MUST NOT USE THE LIFTS, only the stairs!** In the event of a guest smelling smoke or seeing a fire, the guest must contact reception immediately.

In the hotel room, it is forbidden to operate your own iron, kettle, coffee maker or any other electrical appliance. Acceptable are usual travel devices such as laptops, notebooks, tablets, chargers, cameras and camcorders.

The hotel is not liable for damage to the property (hail, tree pruning, falling branches, etc.); fire, infections and diseases or any damage caused by a crime or by terrorist acts.

## **DAMAGE TO ROOM**

Guests are obligated to use their rooms in a way preventing any damage on equipment and furnishing.

However, if you notice any damage to furnishing and equipment in your room, please report it to the Front Desk immediately after entering your room for the first time.

