

ACCOMMODATION POLICY

1. In AZUL Hotel&Restaurant, only the guest, who has booked and has a confirmed reservation of accommodation by the hotel or if it comes to accommodation contract in place of accommodation or has already checked in, can be accommodated. For these purposes the guest shows to the receptionist of the hotel AZUL their valid ID card, passport + visa if they're necessary (registration of foreigners is adjusted by separate law) and he gets the hotel card, which he needs to show every time he arrives at the hotel.
2. Hotel can, in special cases, offer to guest different accommodation than the one contracted if it is not significantly different from confirmed reservation but never for a higher price that was confirmed, If failure to comply with conditions was caused by hotel.
3. Additional bed can be provided only on request of the guest, it is advised to request this in reservation at least 48 hours beforehand.
4. Hotel is entitled to guarantee payment (or the check in of the guest) by written order with payment details, credit card number or cash or bank account transfer. By this, payment conditions based on contract of accommodation are not breached. Pricelist of services for temporary accommodation and other services is available at the hotel reception. Hotel provides to their guests services within mutual agreement. Guest pays for the stay and other services in accordance with pricelist generally at the end of stay. Possible price difference between the ordered and provided services is settled at the end of the stay by charging or refunding the guest.
5. Based on the ordered accommodation, hotel must accommodate the guest (Monday-Friday) from 14:00 to 20:00 and (Saturday-Sunday) from 15:00 to 20:00. Hotel will reserve the room until this time, unless contracted otherwise. If guest does not check in till 20:00 and their reservation is not guaranteed by credit card or contract, the room can be offered for sale by the hotel.
6. If guest checks in before 6:00, they will be charged full amount for previous night. If guest insists on checking in before 14:00, hotel can charge early check in fee 20 EUR.
7. Guest is required to check out and report their departure to the reception latest 11:00 – Monday-Friday and 12:00 – Saturday-Sunday, unless contracted otherwise. Until this time guest vacates the room and returns the room card to the reception. If guest does not do so, hotel can charge him late check out fee (till 17:00 – 20 EUR) or the following night (after 17:00).
8. In case, the guest requests to prolong their stay, the hotel can offer them a different room in different price range than the original one.

9. In the room and public areas of hotel AZUL the guest must not make any changes to the equipment or electric or other installation. Further it is not allowed to use their own electric, gas and portable devices. This restriction does not include portable personal hygiene devices (shaving machine, hair dryer, etc.).
10. Smoking is not allowed in all areas of the hotel AZUL. In case of breaking of the regulation, the hotel may charge the penalty of discretion.
11. For health and safety reasons it is not allowed to leave children under the age of 10 unattended in rooms and public areas of the hotel. In case of an injury or other unexpected circumstances, adults who checked in with a child is responsible for it in AZUL.
12. From 22:00 to 6:00 hotel guests must respect quiet hours. Organizing of social events after 22:00 must be approved by a responsible person and the events can be held only in designated areas
13. There are designated common areas for visitors of guests accommodated in the hotel AZUL. Guests can only accept visitors in their rooms with the hotel's responsible worker's approval between 8:00 to 22:00.
14. Before leaving the hotel room the guest is obliged to close the water taps, switch off lights in the room and other areas, turn off electric devices, close the windows and close and check the doors. Electricity and water supply will automatically turn off when hotel card key is removed from the sensor.
15. Hotel is responsible for items carried in by guests only in areas designated to store them. In rooms the valuable items can be stored in a built-in safe. We kindly ask the guests to store their especially valuable items such as jewelry, cash and expensive devices in our central safe at the reception.
16. Pets are not allowed.
17. The guest is responsible for any damages of hotel property according to law of the Slovak Republic.
18. Parking in the outside parking lot is free of charge.
19. In case of an injury or sickness of a guest, hotel staff will provide medical assistance or transfer to a hospital if needed or requested so.
20. Emergency regulations are placed in a visible and accessible area for all accommodated guests. Guests are obliged to follow those in case of an emergency.
21. Remarks and complaints as well as suggestions for our improvement can be submitted to the staff of each department verbally or in a written form.

22. Guests are obliged to follow these general terms and conditions. In case of a breach, hotel is entitled to withdraw the accommodation contract immediately.

This accommodation policy is valid since 1. 4. 2017, last update 11. 1. 2018.