



## HOTEL RULES

Dear guests, to ensure safety and comfort of the Hotel guests during their stay, we have clarified some guidelines.

Room check in is from 2 p.m. Check out is until 12 p.m.

Guests are given the key card upon registration at the reception and are kindly asked to lock the rooms. Guests are required to handover their keys to the receptionist upon departure. If guests lose or do not return the key card they are obligated to pay the penalty of 5 EUR.

Rooms can only be used by guests who are duly registered at the reception with a valid identity document.

From 21:00 to 07:00 hours is the time of night peace. We invite every guest to be careful during this period and not cause noise that can disturb other guests.

Disturbing other Guests is not allowed. Hotel keeps the right to refuse further hospitality to the Guest who disturbs other Guests or on other way disrespects House Rules.

We assume that the Guests are familiarised and fully understand the Hotel Rules at the beginning of their stay in our Hotel.

For your convenience we have provided a safe deposit box, located in the wardrobe in your room. Hotel bears no responsibility for any damage or loss of your personal belongings. In case of any loss, you are kindly requested to immediately inform Reception. We suggest you to double check safe deposit box in your room upon your departure from the Hotel.

All rooms have air conditioning. Please note that air condition does not work if windows are opened or if windows are not properly closed.

Hotel is entirely non-smoking. In case of non-compliance with this rule, Hotel is obliged to charge the penalty of 70 EUR according to the local Law.

Wi-Fi internet is free and available in entire hotel. Password is provided at the Reception and on your key card folder.

Linen is changed every third day. Used towels are changed daily.

In all Guest rooms DO NOT DISTURB sign has been provided. Hotel rule is that this sign cannot be displayed longer than 24 hours. After this time, Hotel reserves the right to enter the room due to Safety and Security reasons.

Hotel guests must have appropriate clothes and footwear when they are moving through the public spaces of the hotel.

It is not allowed to take explosive, weapons, inflammable materials or other dangerous chemicals in to the hotel.

It is not allowed to bring food and beverage from outside in the hotel. Hotel keep the right to move this food and beverage.

It is not permitted to use iron, hot plates, electric heaters or any other heater device.



Day use is until 6 p.m.

For your convenience hotel has arranged the parking in front of the hotel. Hotel takes no responsibility for any damage or loss of your vehicle on the parking.

Airport transfers are available 24 hours. The official price list of this service is published at the Reception.

For any damage caused by the Guest to the hotel property, the Guest is due to cover the cost of damage to the Hotel.

Guests may have visitors in their rooms which must be registered at the Reception. Visits are allowed until 8 p.m. and in case of extended visit (after 8 p.m.), hotel will charge additional amount of 15 euros including VAT per person per night, as a supplement for the next guest.

Hotel keeps the right to require a guarantee for extra expenses during reservation process or at the check in. Minimum amount to be deposited is 3.000 RSD per room per night.

Payment guarantee is required. In case of a long stay the services are to be paid on the weekly bases.

Payments are in local currency according to the official average rate of National Bank of Serbia on the arrival day.

All departures after 12 p.m. will be considered as late departure and additional cost of 20 EUR per hour will be applied to Guest's hotel account. If departure is after 6 p.m. an extra night including breakfast, will be charged. Please check for details with Reception.

If during your stay, for whatever reason, you need to check out earlier, it is necessary to inform Reception 24h prior departure. Otherwise full night stay with breakfast will be charged.

In case of cancellation of further Guest stay by the Hotel caused by misbehavior and disrespect of Hotel Rules, Hotel reserves the right to charge for full length of stay as per reservation.

Minibar is filled daily. Please fill-in the prepared form for the notification of your minibar consumption, and submit it to the Reception prior to departure.

In case of fire alarm, please follow instructions from the evacuation plan attached on the inside of your main room door.

It is not allowed to take out from the hotel the room inventory (pillows, blankets, towels).

If you have any suggestion on hotel service or if you have any technical problem in your room, please be free to inform us at your earliest convenience. In case of late notice for any complaints that you might have, when hotel has no chance to react, those situations will not be considered as a reason for accommodation rate discount.

We wish you a pleasant stay!