

## Accommodation rules and regulations

Applicable to DIMAEL Hostel & Apartments, Bratislava – Rača.

- a. / The earliest possible arrival is possible from 09:00 on the first day of stay. A standard registration is from **12:00 p.m.** There is a **fee of €10** for late check-in (after 8 p.m.), unless otherwise agreed. Check out is possible **until 10:00 a.m.** on the last day of the stay. If the guest requests a different check-in to the accommodation than stated, at least one day before check-in, contact the reception by phone at **+421 947 911 946** and agree on the exact check-in time.  
A guest who requests accommodation on the day of arrival **before 09.00 a.m.** and therefore the room cannot be given to another guest the previous night, the accommodation price for the previous night will also be paid. The same condition applies if the guest requests the end of the stay **after 10:00 a.m.** on the last day, he will pay the price for the next night.  
**Exceptions** to this rule can be individually agreed upon only if there is free accommodation capacity.
- b. / The operator of the Dimael accommodation facility reserves the **right to immediately terminate** the stay if the guest has caused significant damage to the accommodation facility and its equipment, or if the guest's behaviour during the stay is indecent and bothers other guests. At the same time, it reserves the right not to allow a further stay for guests who have engaged in the above-mentioned behaviour in the past.
- c. / The operator of the accommodation facility **does not allow** to accommodate persons who show signs of an infectious disease and has the **right not to accept** persons who are under the influence of alcohol or other addictive substances.
- d. / For the accommodation and services provided, the guest is **obliged** to pay the price in accordance with the valid price list (or the agreed price) no later than on the day of arrival at the accommodation, unless otherwise agreed.
- e. / **The price list** for accommodation and other services is published on the website [www.dimael.sk](http://www.dimael.sk).
- f. / The operator reserves the right to **change room prices**, future unconfirmed reservations based on demand and the market.
- g. / Immediately upon arrival, the guest is required to present a **valid identity document** (citizen's card or passport) from which data can be obtained. If the actual number of persons is higher than stated in the order, the operator has the **right not to accommodate** extra persons if he does not have the available capacity for this.
- h. / **In exceptional cases**, the operator of the accommodation facility may offer the guest different accommodation than was originally agreed upon, if it does not differ significantly from the original order.
- i. / If the guest has requested an extension of the stay, the operator can also offer him a room other than the one in which he was originally accommodated, depending on the available capacity.
- j. / The operator of the accommodation facility is **not responsible** for the things that the guest brings, nor for the damage caused to stored things.
- k. / The guest agrees that authorized persons **have the right** to enter his room during the entire rental period for the purpose of performing their official duties.
- l. / Smoking is strictly prohibited in the entire interior of the accommodation facility, except in designated areas. This violation can be solved by the operator with a fee of **100€**.

- m. / The guest can receive visitors in the room **only with the permission** of the accommodation operator and that too between 8:00 a.m. and 8:00 p.m., otherwise receiving visitors is prohibited.
- n. / For safety reasons, **it is not advisable** to leave children under 10 without adult supervision either in the room or in other social spaces.
- o. / The entry of dogs and other animals into the premises of the accommodation facility **is not allowed**.
- p. / **From 22:00 to 06:00** there **are quiet hours** in the premises of the accommodation facility. If the guest does not respect this rule even after being warned, the operator has the right to immediately terminate his stay.
- q. / In the event of disagreements or conflicts between guests, the operator has the right to take the necessary measures to ensure order and peace in the accommodation premises.
- r. / The guest **may not move** the equipment in the room or in the social areas of the accommodation facility, carry out modifications or any interventions in the electrical network or other installations without permission.
- s. / Guests **are not allowed** to use their own electrical appliances in the accommodation facility. This regulation does not apply to electrical appliances used for the guest's personal hygiene (shaver, hair dryer, curling iron...)
- t. / **It is forbidden** to cook with your own electrical appliances in rooms that do not have a kitchen.
- u. / If the guest uses the kitchen for cooking, he is **obliged to use** a hood or ventilate the room.
- v. / Before leaving the accommodation facility, the guest is obliged to turn off the water taps in the room, turn off the light in the room, close the window, turn off the air conditioner, TV, lock the door and hand over the key to the reception (if leaving outside reception opening hours, leave the key in the room in the door from the inside sides.)
- w. / The guest is **obliged** to check the room when starting the stay, whether everything is in order, without defects or damage, or damage must be reported in advance. The guest who caused the damage by his own actions **is responsible** for the damage caused to the property of the accommodation facility. The guest is obliged to report any malfunctions of the equipment at the reception so that they can be removed and damage to the property does not occur.
- x. / If the guest damages the property of the accommodation facility during his stay, he is **obliged to pay** compensation for the damage without delay.
- y. / The guest is **obliged** to maintain order and cleanliness in the common areas, and greater pollution of the premises will be charged as a separate item.
- z. / In case of loss of the room key, the client is obliged to report this loss immediately and pay compensation in the amount of **20€**.
- aa. / **It is forbidden** to handle open flames (light candles, use lighters and matches) in the entire interior of the accommodation facility
- bb. / In the event of a fire, the guest is obliged to notify this fact by phone. **no. 155** without undue delay. If possible and safe, the guest will remove flammable materials from the vicinity of the fire and prevent the fire from spreading. The guest **is obliged** to follow the fire alarm guidelines.
- cc. / By sending the order, **the guest expresses** his consent for the operator to process his personal data in accordance with Act No. 428/2002 Coll., on the protection of personal data as amended and until further notice, and that he has familiarized himself with the applicable accommodation conditions and accommodation rules devices.

dd. / The provided personal data of the guest will be processed by the operator for the purpose of offering the services provided by the operator and, in the case of foreign nationals, also for the processing of the residence report for the needs of the foreign police.

ee. / By confirming the order (by e-mail, in writing, payment of the invoice, payment of the stay, consent or personal agreement), **the guest confirms** that he has familiarized himself with these terms of the General Binding Accommodation Conditions, understands them, and agrees with them and accepts them in full. **The guest is obliged** to comply with these provisions as well as the accommodation rules that apply during the stay. If he violates these legal regulations, the operator of the accommodation facility has the right to withdraw from the provision of accommodation services before the end of the agreed period and demand compensation for the damage incurred.

By confirming the reservation, I confirm that I have understood the terms and conditions and accept them in full.