

ACCOMMODATION REGULATIONS

The management of "Villa Herkules" hotel *** will greatly appreciate your cooperation in following these rules and regulations, the purpose of which is to ensure peaceful and safe stay of our Guests.

1. Hotel rooms are rented from 2 PM until 10 AM the next day. Renting guest rooms should be understood as rent of 1-, 2- or 3-person rooms or apartments as whole.
2. To register, you need an identity document with a photo.
3. If the time of stay cannot be defined when renting the room, it is assumed that the room is rented for one day.
4. Staying in the room beyond 12 am shall be treated an extension of the stay.
5. If the Guest plans to extend the stay beyond the period indicated on the day of arrival, they should request that at the reception desk until 10 am of the day of expiration of the room rent period. The reception will extend the stay depending on available options.
6. Reservations in "Villa Herkules" *** are valid until 5 pm on the day of planned arrival, unless the Guest informs about change of the time of arrival beforehand.
7. The Guest staying in "Villa Herkules" *** with a dog, cat or other animal is obliged to inform the receptionist about that fact during reservation and pay a relevant fee accordant with the applicable Hotel Services Price List
8. "Villa Herkules" *** accepts the following payment cards: Visa, Maestro.
9. "Villa Herkules" *** may refuse to accommodate a Guest who grossly violated the rules and regulations during their previous stay by causing damage to the hotel property or another Guest, the hotel employee or otherwise disturbed a peaceful stay of another Guest or operation of the hotel.
10. Earlier leave for reasons not attributable to the hotel (illness of the Guest staying in the hotel, illness of a family member and other random events related to the Guest, forcing them to leave "Villa Herkules" *** earlier) do not entitle to request return of the amount for not used services.
11. "Villa Herkules" *** will not be responsible for valuable items left in hotel rooms.
12. In case of complaints related to the quality of services, the Guest is asked to report them at the reception desk as soon as possible, as this will allow the hotel workers to act immediately.

"Villa Herkules" * is obliged to ensure the following:**

1. Conditions for full and unrestricted rest for Guests.
2. Safe stay, including maintaining confidentiality of information related to Guests.
3. Professional and attentive service in terms of all provided services.
4. Efficiency of technical devices.

Upon a Guest's request, "Villa Herkules" * will provide the following services free of charge:**

1. Provide information related to stay and travel.
2. Waking up at indicated time.
3. Rental of iron.
4. Storage of luggage.
5. Storage of leisure appliances.

Upon the Guest's request, "Villa Herkules" * will provide the following services for a charge:**

1. Medical and relaxation treatments in rooms on the 1st and 2nd floor – visit rooms 201 and 209 for additional information
2. Treatments in the Salt grotto – room no. 101 – visit rooms 201 and 209 for additional information
3. Rental of bathrobes – additional information may be obtained at the reception desk on the ground floor
4. Sales of cosmetics and personal care products – additional information may be obtained at the reception desk on the ground floor
5. Room service from 8 am until 8 pm – phone 100

6. Laundry, ironing and cleaning of underwear and cloths from Monday to Friday – additional information may be obtained at the reception desk on the ground floor

ACCOMMODATION RULES

1. The hotel Guest does not have the right to invite additional persons to stay for a night in an assigned room without fulfilling the obligation to accommodate them in the hotel or hand over the room to another guests on their own.
2. Persons not accommodated in “Villa Herkules” *** may stay in hotel rooms from 8 am until 10 pm.
3. The Guests of “Villa Herkules” *** are obliged to respect the night quiet time from 11 pm until 7 am the next day.
4. Behaviour of Guests and persons using services may not disturb peaceful stay of other Guests. “Villa Herkules” *** may refuse to provide further services to a person who violated this rule.
5. When leaving the room, the Guest must remember to turn the tap off, turn the lights off and check whether the door is closed and leave the room key at the reception desk.
6. The hotel Guest takes full material responsibility for any damage or destruction of equipment and technical devices of “Villa Herkules” *** caused by them or by Guests visiting them.
7. The parking spaces near the guest house are unguarded and provided for a fee. “Villa Herkules” *** does not take any responsibility for damage or loss of a car, other vehicle or its equipment and luggage left at the parking lot.
8. Due to fire safety, it is forbidden to use heaters, electric machines, irons and other similar devices that are not a part of equipment of “Villa Herkules” *** in the rooms.
9. Personal items left in the hotel room by a leaving Guest will be sent back to the address indicated by the Guest. The shipment will be sent at the expense of the receiver. In case of lack of a relevant request, the hotel will keep those items for a period of 1 month.

FIRE SAFETY INSTRUCTIONS

Every person staying in “Villa Herkules” *** is obliged to observe provisions of the fire safety instructions. In order to maintain appropriate fire safety, it is forbidden to:

- smoke tobacco or other drugs in the entire premises of “Villa Herkules” ***; throwing stubs on the floor, in dustbins or greenery areas
- store combustible, flammable or explosive materials in the rooms
- use electrical devices, such as stoves, heaters etc. in the rooms
- leave combustible items or materials on heating devices or in their vicinity
- use open flame devices in the rooms (camping stoves, alcohol ovens etc.)
- use damaged electrical, gas or heating devices, or repairing them on your own (all noticed damage should be reported to the personnel of “Villa Herkules” ***),
- leaving activated lighting devices or other electrical power receivers in the rooms,
- using firefighting equipment for purposes different than its intended purpose.

In case of noticing fire in the room or in the corridor:

- immediately inform the reception or the manager of “Villa Herkules” ***,
- start to extinguish fire using the firefighting equipment and other available means,
- escape to the staircase, following the direction indicated by signs (white arrow on a green background),
- in case of finding smoke on the corridor, do not open the room door, seal it using bedding, open a window and wait for evacuation.

Persons who fail to follow the firefighting provisions are subject to penalties provided in the Criminal Code and the Code of Petty Offences.