

**ACCOMMODATION REGULATIONS FOR THE ACCOMMODATION FACILITIES OF SORECA, spol. s r.o.**  
**Valid and effective as of 1 August 2024****Article I.****Conditions and method of accommodation**

1. Upon arrival at the accommodation facility, the client shall present a valid identity document (identity card, passport) to the relevant reception worker pursuant to Act of the NR SR No. 253/1998 Coll. on Reporting the Residence of Citizens of the Slovak Republic and the Register of Residents of the Slovak Republic, as amended. The reception worker will issue an accommodation card with the name of the accommodation facility, the client's name, room number, length of stay and the time the room is to be vacated on the last day of the stay and will give the client a room key. For organisational reasons, a client who parks a motor vehicle in the accommodation facility's parking lot or in its area must report the motor vehicle registration number to the reception staff upon arrival at the accommodation facility. The accommodation facility, in line with Act of the NR SR No. 18/2018 Coll. on the Protection of Personal Data, as amended, is obligated to protect the client's personal data. The accommodation facility has no obligation to accommodate a client who does not submit a valid identity document.
2. Each client who is not a citizen of the Slovak Republic (is a foreigner) is obligated, pursuant to Act of the NR SR No. 404/2011 Coll. on the Stay of Foreigners, in the valid wording, to fill out and hand over to the reception an official form on the report of the stay, presented upon arrival by the reception staff, and all required data must be given truthfully and completely.
3. The use of the accommodation facility's services, in line with Act of the NR SR No. 355/2007 Coll., is permitted only to persons who are not affected by communicable infectious diseases.
4. The accommodation facility reserves the right in exceptional cases to provide the client with different accommodation than was originally agreed, unless it differs significantly from the original order.
5. The accommodation order made by the client becomes binding for the accommodation facility after the reservation has been confirmed by the hotel reception, and the prescribed advance payment has been credited to the accommodation facility's account.
6. On the basis of ordered accommodation, the accommodation facility is obligated to accommodate the client from 2:00 p.m. to at the latest 12:00 a.m., unless otherwise stated in the order. After midnight, the accommodation facility is authorised to cancel the client's order or to withdraw from the contract and may freely make use of the room. The client must be informed about such cancellation or withdrawal from the contract and must also be informed about such a possibility in advance.
7. In the event that the client does not start his or her stay by midnight at the latest (in line with the previous point) without informing the operator about a later start of the stay in advance, the operator is authorised to offer the room reserved by the client for use by other clients. In such a case, the client has no right to a refund of the price of the stay paid by him, nor to any other financial or non-financial compensation or compensation or damages.
8. If the client ordered accommodation in advance, and the order, including the price of the accommodation, was confirmed to the client in writing, and the accommodation facility accommodates the client in a room with a higher price for accommodation for operational reasons, the accommodation facility shall charge the client the confirmed price.
9. If the client requests an extension of his stay, the accommodation facility may offer him a different room in a different price range than the one in which he was accommodated.
10. The client shall use the room at the time agreed with the accommodation facility. The client is entitled to use the accommodation (room) until 10:00 a.m. on the final day of a stay in the accommodation facility. He will also leave the room by this time, unless agreed otherwise. If he does not do so within the specified time frame, the accommodation facility may charge him the price of the stay for the following day.
11. Any client who checks in before 6:00 a.m. will pay the price of accommodation for the entire previous night.
12. Upon repeated arrival at the accommodation facility, the client is obligated to present a valid accommodation card.
13. The client is obligated to pay the price for accommodation and services provided in line with the applicable price list and payment conditions of the accommodation facility.

**Article II.****Responsibilities of the accommodation facility and client**

1. The accommodation facility is responsible for things brought into the accommodation facility and stored in a place reserved for this purpose or where they are usually stored, as well as for damage caused to the stored items, unless the damage occurs otherwise.
2. If the accommodation facility has a safe or a dedicated room for safekeeping cash, jewellery and other valuables in the reception area, the client is obligated to place such items in the safe or reserved room. The accommodation facility is responsible for the client's belongings taken into custody according to applicable legal regulations, if they were taken into custody on the basis of a written document confirmed by the signature of the responsible employee.
3. The client is responsible for damages caused to the property of the accommodation facility based on valid legal regulations. The responsibility of the client also applies to damages caused by minors or persons incapable of legal acts for which they are responsible.
4. The client shall, in his own interest, check the condition and functionality of the equipment in the room immediately after arriving and immediately report any deficiencies at the reception of the accommodation facility. The client shall not remove or repair any identified deficiencies.
5. For the loss or destruction of a hotel room key, the client is obligated to immediately pay the price according to the valid price list at the reception of the accommodation



facility. This, however, shall not affect the actual compensation for damage caused by such loss of the key to the client.


6. The client may park his vehicle in the hotel parking lot during his stay. This parking lot is not guarded. The accommodation facility bears no responsibility for things left in the vehicle in the hotel parking lot by the client, his visitor or escort.

### **Article III. General provisions**

1. The premises of the hotel lobby and sales centres of the accommodation facility are available for receiving visitors. The client may receive visitors to the hotel room only from 8:00 a.m. until 10:00 p.m. with the consent of the reception worker on duty, after signing in the guest book. The reception worker is not authorised to allow visitors into the hotel room without the client's consent.
2. It is possible to drive to the accommodation facility in motor vehicles only along the access roads and to park in designated places. The use of sound and light signals and long-term leaving the engine running are not allowed.
3. The client agrees that during the whole stay the hotel housekeeper, maid, manager of the accommodation facility and the maintenance worker have the right to enter the room for the purpose of performing their official duties.
4. The client may not move the interior equipment, carry out repairs or any interventions in telephone devices and television receivers, make adjustments or any interventions in the electrical wiring or other installation in the room or in the social areas of the accommodation facility without the consent of the accommodation facility's management.
5. The client is prohibited from using his own electrical appliances in the accommodation facility, with the exception of electrical appliances used for personal hygiene (shaver, hair dryer, etc.).
6. In the event of a fire, the client is obligated to follow the instructions of the responsible workers, in line with the fire evacuation plan posted in an accessible place, and after the arrival of the firefighting unit, to follow the instructions of the intervention commander.
7. Smoking is prohibited in hotel rooms and other areas of the accommodation facility. This does not apply to designated areas – smoking rooms and areas where smoking is permitted.
8. For safety reasons, it is not advisable to leave children under the age of 12 without adult supervision either in the hotel room or in other areas of the accommodation facility.
9. Clients are not permitted to take sports equipment, bicycles, motorcycles, technical equipment and other similar objects into the rooms, which for safety and space reasons can be stored in another place set aside by the accommodation facility.
10. Ball and sports games may only be played on sports fields and spaces designed for this, so that the peace, rest and safety of clients are not disturbed.
12. Dogs and other animals may be accommodated by the accommodation facility for a fee in line with the valid price list, under the assumption that the accommodation facility agrees to this and that the owner proves that the animals are in good health (vaccination certificate, passport, etc.)

while observing all hygienic and veterinary regulations during the stay. Animals are not permitted to enter areas where food and drinks are prepared or served, or wellness areas and swimming pools. Animals may not be in the room or other areas of the accommodation facility without the supervision of the owner or an accompanying person. Dogs must wear a muzzle in all public spaces of the accommodation facility and must be kept on a leash. Animals are not permitted to rest – to lie on a bed or other equipment that serves for the rest of the client. The equipment used by the accommodation facility to prepare or serve food to clients may not be used to feed animals. The owner of the animal or accompanying person is fully responsible for the behaviour of the animal and for any damage caused by the animal. At the same time, the accommodation facility reserves the right, in order to protect the health of its employees, not to clean such a room if the room is continuously occupied by a pet without the supervision of its owner. The client is responsible for proper cleaning and disposal of pet waste in the hotel premises as well as its surrounding area.

13. The client must not behave in a noisy or unreasonably loud manner in the room or in other areas of the accommodation facility.
14. The client is obligated to observe nighttime quiet hours from 10:00 p.m. to 6:00 a.m. Social events may be organised after 10:00 p.m. in premises designated for this purpose, but only with the permission of the management of the accommodation facility.
15. Before leaving the accommodation facility, the client is obligated to shut off the water taps in the room, switch off the lights and electrical appliances, lock the door and hand over the key to the reception.
16. The client addresses any complaints and any suggestions for improving the operation of the accommodation facility to the management or reception staff. The process for filing a complaint is also available to the client at the reception of the accommodation facility.
17. The client and the accommodation facility are obligated to comply with the provisions of these accommodation regulations. The accommodation facility is entitled, in line with applicable legislation, to prematurely terminate the accommodation of the client, if the client grossly violates good manners or otherwise violates his obligations, i.e., excessively or repeatedly disturbs the nighttime quiet, damages accommodation facility property, otherwise disturbs other clients, etc., if the client has been notified in advance by the accommodation facility of the given unacceptable behaviour and the possibility of early termination of the accommodation.
18. These accommodation regulations regulate the conditions under which the accommodation facility provides accommodation and services related to it. They are binding for the client from the moment the accommodation contract is concluded (point 5 of Article I of these accommodation regulations) and are available in a visible place at the reception of the accommodation facility.
19. These accommodation regulations become valid and effective on 1 August 2024.

  
**SOREA, spol. s r. o.**  
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