

HOTEL ARÉNA | NERUDOVA 12 | 040 01 KOŠICE

HOTEL ARÉNA ACCOMMODATION RULES

1. The accommodation facility may accommodate only fully registered guest. For this purpose any guest is obligated to submit his identity card, valid passport or other valid document proving his identity immediately upon arrival to the employee of the accommodation facility. It is possible to accommodate citizen with the permanent residence in the place of accommodation facility. Employee at the reception will return the document back to the guest right after all the information has been entered into the system.
2. Foreign client (who is not the citizen of the Slovak republic) is obligated to complete and submit to the reception notice of the stay, submitted to the guest upon his arrival by the employee of the accommodation facility, while all the requested information must be true and complete.
3. Services offered to guests are in accordance with the current regulation of the Ministry of Economy of the Slovak Republic no. 277/2008 Z. z., which categorises the Hotel.
4. In some circumstances, Hotel may offer alternative accommodation in a similar accommodation as one booked in advance
5. Advanced booking of a single room that was confirmed by the Hotel, will be charged for a single room price even if Hotel offers on its own initiative double room or apartment.
6. If the guest requests an extension of his stay, the hotel has right to offer him a room other than the one in which he was originally accommodated.
7. The accommodation facility is responsible for all the stuff brought by the guest and provides the storage for the valuable stuff situated safely at the reception. For jewelry, money and other valuables the accommodation facility is liable only in that case that will receive signed reliable confirmation from the guest.
8. The guest may receive visits in the room only with the consent of the responsible employee or management of the accommodation facility from 08:00 a.m. to 10:00 p.m.
9. In case of a serious illness or injury the hotel will ensure that the guest receives medical treatment and if necessary will arrange transfer to the hospital.
10. The guest uses the room during the time agreed with the hotel. If the time of check-out is not agreed in advance, the guest should leave the room no later than 10:00 a.m. Check-in is possible from 2:00 p.m. Check out after 10:00 a.m. is possible in case, when the room is not reserved for other guests checking in that day. In case of later check-out the hotel will charge 20€ for every extra hour.
11. In the room and social premises of the accommodation facility the guest is not allowed to relocate interior equipment, make any adjustments on the hotel equipment, make any interventions to the electrical or other installation without the consent of responsible employee or the accommodation facility management.
12. In the accommodation facility and especially in the rooms the guests are not allowed to use their private electrical equipment. This regulation doesn't concern electrical equipment used for personal hygiene of the guests (razor, masage machine, etc.) and chargers for mobile phones, tablets or laptops.
13. Before leaving the room, guests are asked to close water taps, turn off the lights in the room and close the doors.
14. For security reasons it is not allowed to leave children younger than 10 years unattended in the premises of the accommodation facility.
15. Guests are not allowed to take to their room sporting gear and equipment for which the hotel has a designated storage room.
16. From 10:00 p.m. to 06:00 a.m. the guest is obligated to respect quiet hours.
17. For the damages on the property of the accommodation facility the guest is liable according to the valid legal regulations.
18. The guest is obligated to pay the cost of accommodation and the provided services according to the valid price list of the accommodation upon arrival unless otherwise agreed. The stay is considered to be paid when the guest receives the bill.
19. Price list for the temporary accommodation and other services is available for the insight on the reception of the accommodation facility.
20. The management of HOTEL ARÉNA receives complaints and recommendations for improvement regarding activities of the accommodation facility in accordance with the Complaints Procedure, which is stored at the hotel reception.
21. The book for guests suggestions for improvements or complaints is located at the reception.
22. The parking lot is free of charge for customers of the HOTEL ARÉNA.
23. The guest is obligated to follow these Accommodation rules. In case of contravene the management of the accommodation facility has the right to step aside from providing the accommodation services and from the accommodation agreement before expiry of the time agreed for the accommodation.
24. Breakfast is served in the hotel restaurant from 07:00 a.m. to 10:00 a.m., at the weekends and bank holidays from 08:00 a.m. to 10:00 a.m.
25. The staff of the accommodation facility is entitled to deny sale or serve alcoholic drinks to persons younger than 18 years and to persons visibly under the influence of alcohol.
26. HOTEL ARÉNA is a non-smoking. Smoking in the hotel and inside the hotel rooms is forbidden. In the event of a contravene of this regulation, the hotel may impose a fine according to applicable regulations.
27. The guest is responsible for the loss of the hotel's key. The loss will be charged to the guest according to valid regulations. The guests are required to report a loss immediately at the reception of the accommodation facility.