



CHÂTEAU RÚBAŇ

ACCOMMODATION POLICY  
**CHÂTEAU RÚBAŇ GUESTHOUSE\*\***  
AND RESTAURANT



CHÂTEAU RÚBAŇ

## ACCOMMODATION POLICY

1. The Hotel CHÂTEAU RÚBAŇ GUESTHOUSE\*\* and restaurant, located at 941 36 Rúbaň 1, provides accommodation to individuals whose bookings have been duly confirmed by the provider and who are duly registered to use the accommodation services. To that end, the persons provide their IDs, passports or other identification documents to the respective Hotel employee upon their arrival. Individuals having a permanent address at the Hotel's location are also entitled to be provided with accommodation services.
2. The provider provides services to guests within the scope defined by the offer.
3. Cars can enter the Hotel area through access roads, with parking only allowed in reserved places for Guests.
4. Under exceptional circumstances, the provider can offer accommodations to the guest other than the room previously agreed upon, provided it does not substantially differ from the originally confirmed booking.
5. Guests can check in from 2 pm, or earlier if previously agreed, or if the current circumstances allow for an earlier check-in upon the Guest's arrival. The provider shall hold a booked guestroom until 6 pm unless stated otherwise in the booking. If the Guest does not check by that time, the booking is automatically cancelled after 6 pm.
6. Upon check-in, at the request of the Hotel the Guest shall pay a deposit of €50 per person per night to cover any food and beverage costs incurred. Alternatively, the Guest can provide their payment card details and grant permission to deduct the sum of the expenses from that card.
7. The Guest will be held liable for all damage to the Hotel's property and fittings in accordance with the relevant legislation. The Guest shall notify reception of any potential shortcomings or defects directly upon entering the guestroom. The same process is to be followed should any damage to the guestroom or its fittings be discovered. If the Hotel notices any damage to the room or its fittings after the Guest has completed their stay without informing the reception of the defects, the Guest shall pay the full amount for the damage caused to the room or its fittings.
8. If Guests book a single room in advance and their booking is confirmed, they will be charged only for this guestroom even if they are assigned a guestroom with more beds. If Guests wish to extend their stay, they may be offered a guestroom other than the one in which they were initially accommodated.
9. The Hotel is liable for damage caused to the guests, or for damage caused to items brought into the Hotel by or for the guests, unless there is another factor causing the damage. The items that are brought in, means those taken to the guestroom or storage, or those that were handed to the Hotel or left with an employee of the Hotel.
10. The liability of the Hotel for jewelry, cash and other valuables is limited to the amount provided by the legislation.
11. The Hotel cannot be requested to safeguard any valuables.

Vienna DC, a.s.

so sídlom 941 36 Rúbaň 1, IČO: 46457518, DIČ: 2023422676, IČ DPH: SK2023422676,  
spoločnosť zapísaná v Obchodnom registri Okresného súdu Nitra, Oddiel: Sa, vložka č. 10529/N  
IBAN: SK46 5200 0000 0000 1347 0976, SWIFT: OTPVSKBX



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12. Claims for damages must be lodged with the Hotel promptly. The right to lodge a claim is forfeited if not applied within 15 days after the day the injured party discovered the damage.
13. The Hotel provides parking Guests free of charge, but will not be held liable in accordance with § 435 of the Civil Code. The Hotel does not offer guarding services in the parking area and is not liable for the security of the parked car or of any of its equipment.
14. The lounge area is intended for welcoming visitors. Guests may receive visitors in their room between 8 am and 10 pm upon approval by the reception employee and after signing the visitor book.
15. If a Guest becomes ill or injured, the provider will call for medical assistance or a transfer to a medical institution.
16. Guests may use their room during the time previously agreed on with the Hotel. Guests must vacate the guestroom by 12 pm on the departure day. If the duration of the stay is not clearly defined by prior agreement, Guests must check out by 12 pm on their day of departure and vacate the guestroom at the same time.
17. If the guestroom is not vacated on time, the Guest shall pay a contractual penalty as follows: if the guestroom is vacated by 6 pm on the check-out day, château rúbaň is entitled to a contractual penalty of 50 % of the full price for the room per day; with the departure after 6m of the check-out day, château rúbaň is entitled to a contractual penalty of 100 % of the full price for the room in question per day.
18. Guests shall not rearrange furniture in the room or in common areas, such as the Hotel lounge, without the approval of Hotel management, or make any alterations or tamper with the electricity or any other fittings.
19. Guests shall not use their own electrical appliances in the Hotel, especially not in the guestroom. This does not apply to electrical appliances designed for personal hygiene (electric shavers, massage tools, hairdryers, etc.).
20. It is prohibited to smoke on the premises of the Hotel and the restaurant.
21. Prior to leaving the Hotel room, Guests shall shut off the taps, switch off the lights, lock the room and leave the key or the key card at the reception desk in the designated place.
22. Guest will be charged €20 for the loss of the room key and for key lock cylinder replacement.
23. For safety reasons, it is not recommended to leave children under the age of 12 unattended in the guestroom or elsewhere on the Hotel premises.
24. Guests are not permitted to bring animals into the Hotel and restaurant premises.
25. Guests are expected to adhere to the night-time quiet rules between 10 pm and 6 am. With the permission of the provider, events may be organized after 10 pm; however, these events may only take place in the reserved areas and not in the guestrooms.
26. The Hotel entrance closes at 10 pm. The Hotel reception is manned for twelve hours daily, there is also a phone number at Guests' disposal. Guests coming back at a later hour are asked to use the key to the main entrance to the Hotel area.

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27. Guests shall pay for accommodations and services, such as wellness, etc., according to the current pricelist and usually prior to completing their stay. The bill can be paid in cash, or by invoice. The Hotel can request a payment in advance in cash or through a bank transfer, as well as a cash advance or payment card details given in advance to cover any incidentals. A payment card payment can take place either before or after receiving the Hotel services, based on the information needed for the payment given by Guest. By providing their payment card details, Guests grant their approval for use of the card. The Hotel has the right to deduct an additional sum from Guest's payment card to cover any discrepancies discovered after the Guest's departure from the Hotel – such as the cost of damages or penalties - to which the Guest gives their approval. The Hotel is, however, obligated to inform the Guest in writing – via email – of any additional deductions from the Guest's payment card and to provide the reasons for such additional deductions.
28. The accommodation pricelist with prices for other services is at the Guest's disposal for perusal at the Hotel reception.
29. The complaints of the accommodated Guests or potential suggestions for improvement can be left at the Hotel reception.
30. Fire safety instructions are located in a visible place available for the Hotel Guests. Guests are obligated to follow the instructions therein contained during their stay. In the event of fire, Guests shall follow the instructions of the employees in charge (as specified in the fire evacuation plan) and those of the fire captain once the fire fighting team arrives.
31. Guests are expected to fully adhere to all points of this accommodation policy. In case there is a breach of this policy on the part of a Guest, the provider has the right to withdraw from the accommodations contract before the scheduled departure date.
32. Guests will be held liable in accordance with the current legislation for all damage caused to the Hotel property. Guests will be held liable for all damage caused by Guests who are minors and for whom they bear legal responsibility. Guests will be also held liable for all damage caused by individuals who have entered the premises because Guest has allowed them to do so.
33. In accordance with Act No. 428/2002 the Data Protection Act, as in effect, Guests grant their permission for the processing of their personal data by the Hotel. The provided personal data can only be processed by the Hotel in connection with the provision of accommodation or other services.

This accommodation policy is valid as of 7 June 2017.