



Thank you for choosing **Villa GLORIA** as your accommodation facility.
Our aim is to provide you with quality accommodation services.
We wish you a pleasant stay and we believe that you will take use of our services in the future as well. On the behalf of reliable functioning of our services it is necessary for our guests to observe the following Housing Rules.

HOUSING RULES

1. The private accommodation is only authorized to accommodate a guest upon presenting a valid ID card, passport or any other valid proof of identity immediately upon arrival from 2 p.m. to 8 p.m. A later arrival time can be prearranged with the caretaker.
2. Guests are to check out by 10 a.m. on the last day of their stay at the latest, and they are obliged to have vacated the room by this time. If the guest fails to do so, the private accommodation is entitled to bill him/her for another day's stay. The guest can prearrange an exception from this clause in exceptional cases with the caretaker of the facility.
3. Shall a guest ask for accommodation before 6 a.m. he/she will be billed for the whole previous night.
4. The private accommodation does not accommodate guests under influence of alcohol and psychotropic substances. It is entitled to abort accommodation of a guest in reasonable cases, primarily if the guest disturbs other guests by his/her behavior, violates the night-time peace, damages external or internal facility of the private accommodation or otherwise disrupts the peaceful state of the accommodation facility. The caretaker or the owner of the facility decides on the immediate cancellation of accommodation. If the guest fails to vacate the accommodation facility voluntarily, the caretaker will call the security service for ensuring a compulsory execution of the decision to immediately cancel the accommodation.
5. The facility can accommodate registered dogs and other animals only on condition that their owner proves that they are healthy and pose no health risk by presenting a bill of health. The animals will be charged a fee according to the applicable price list.
6. The private accommodation offers its guests services in accordance with the corresponding valid categorization of accommodation facilities.
7. On the basis of a confirmed booking the facility is obliged to accommodate a guest at latest till 6 p.m. and it is obliged to reserve the room for the guest up to this time unless the booking stipulates otherwise.
8. A guest may only receive visitors with the consent of the caretaker of the private

- accommodation during the period from 8 a.m. to 10 p.m. The entrance hall and the common room are available for receiving visitors.
9. The rooms serve the guests mainly for relaxation. Guests are to observe night-time peace in the period from 10 p.m. to 8 a.m. and are to be considerate to other guests accommodated during their entire stay.
 10. The guest is liable for damages caused to the property of the private accommodation in accordance with the applicable laws and regulations. For that purpose the guest is obliged to defray a refundable deposit of EUR 50, - upon arrival to cover the eventual damage or its part caused by damaging the facility, or the appliances.
 11. Upon every longer departure from the room, guests are obliged to turn off all water faucets, as well as the lights and bedside lamps, check that the windows are closed and shut the door (including the balcony door). It is not permitted to leave any electric appliances on unattended.
 12. If a guest is leaving for a day trip, we recommend notifying the reception of the trip destination, route and anticipated arrival time, so in case of emergency the mountain rescue or other rescue teams can be engaged for the sake of the safety of our guest.
 13. For security reasons, it is not appropriate to leave children under 10 years of age without adult supervision in the room or other areas on the premises. It is also not permitted to leave any kind of animals unattended.
 14. In the event that a guest ends his/her stay before the agreed period has elapsed (e.g. due to unfavorable atmospheric conditions), the facility has the right to charge the guest with the whole length of the prearranged stay as was stipulated in the confirmed booking.
 15. Inside the private accommodation it is prohibited:
 - to smoke
 - to use own electrical appliances, other than personal computers (laptops) and appliances which are used for the guest's personal hygiene (electric razors, hairdryers, etc.)
 - to modify or interfere with the electrical network or any other installations on the premises
 - to move furnishings and remove them
 - to store the ski equipment in the room (for this purpose there is an equipped ski room on the ground floor of the facility)
 - to dry mushrooms and other forest fruits
 - to remove bed sheets, blankets, or towels from the rooms and use them for tanning, bathing, eventually other purposes.
 16. The caretaker has the right to enter the rooms without the presence of the guest, especially for service and safety reasons. The maintainer can enter the room upon a reported malfunction on the reception. The guest is obliged to report all malfunctioning devices, which he/she discovers upon arrival or during the stay to the caretaker of the facility.
 17. Motor vehicles can be parked on the designated parking lots.
 18. The private accommodation is liable for items that have been brought into the private accommodation by an accommodated person, i.e. for damages on stored items as long as they have been stored in the areas reserved for this purpose and that only in the range of general laws and regulations. The private accommodation is only liable for money and valuable items in the event that the items were handed over for the purpose of safekeeping to the caretaker. The private accommodation is not liable for damages, which have been caused by

- own negligence of the guest, e.g. by not properly locking the room, ski room or the entrance door of the facility, by leaving the windows or balcony door open, by losing the entrance card or keys, etc.
19. The whole entity of the private accommodation is monitored by a camera surveillance system and protected by a safety system linked with a nonstop security service. Should the guest believe to be in distress, eventually notice a threat to the facility or his/her possessions, he/she may immediately contact the caretaker or initiate an alarm in the room, by which the security service will be called for, and require an intervention. In the case that a guest initiates an alarm, e.g. activates the security signaling or sets off fire alarm by accident, he/she is obliged to cover the cost of the arriving intervention unit in accordance with its valid price list.
 20. The staff of the facility takes care of eventual illness or treatment of small injuries within feasibility, upon request of the guest, or ensures the provision of medical assistance or, as the case may be, arranges for the guest to be taken to hospital.
 21. Guests are obliged to observe the provisions of these Housing Rules during their whole stay. In the event that a guest is in breach of these rules, the caretaker of the facility has the right to repudiate the agreement on the provision of accommodation services before the agreed period has elapsed. The caretaker or the property owner can repudiate the agreement on the provision of accommodation services before the agreed period has elapsed in the events, beside breaching these rules, when it is reasonable for protecting the property of the private accommodation as well as out of operative or technical reasons, when without prejudice it will not be possible to continue with the provision of accommodation (e.g. long-term cessation of energy supply not caused by the operator, influence of the elements, damage to the private accommodation or malfunction of technical appliances and other).

We wish all of our guests a pleasant stay.

On behalf of improving our services we welcome the opinions and suggestions of our guests, which can be interpreted directly to the caretaker or sent to: Villa Gloria, s.r.o., Bencúrova 14, 821 04 Bratislava or to rezervacie@villagloria.sk