



## THE HOTEL INTERNAL ORDER POLICY

- Check-in of individual guests to the hotel from 14:00 o'clock, check-out – from 12:00 o'clock. (Check-out of groups till 11 o'clock)
- Full responsibility for the health, safety, good behavior of children under the age of 16 staying in the hotel and compliance with these rules is assumed by parents or accompanying adults. Children under 16 and persons with disabilities are only admitted to the swimming pool, accompanied by adult persons who are responsible for their safety and life. Children under 14 years of age are not allowed to exercise in the gym. Children aged 14 to 16 can exercise in the gym without parents, but their parents take full responsibility for their children, their behavior and any kind of injury to them.
- We kindly ask you to return the key upon the departure to the hotel administrator. In case you lose the key, we will include the key production fee of EUR 15 to your account.
- The Royal SPA Residence Hotel is a non-smoking area. We kindly ask you to smoke only in designated areas. No smoking in rooms and balconies. Failure to comply with this requirement requires a daily charge of EUR 60 per day for the extra room cleaning measures.
- For your own safety, we ask that only registered people stay in the rooms.
- We inform that guests pay for all persons actually living in the room.
- If a guest does not leave the room till 14:00 o'clock and if we have no possibility to contact him/her or if the guest does not pay maliciously for the services rendered and does not leave the room on the administration's request – the administration reserves the right to transfer the items contained in the room to the premises of the hotel.
- The hotel administration reserves the right to enter the hotel guest room for guests safety.
- Guests with pets are not accepted to the hotel.
- In order to ensure your peace, please keep your valuable items in the hotel safe, located at the reception. The hotel is not responsible for the things left by guests.
- You can reach the SPA centre directly from all floors of the hotel. It is not allowed to go to the SPA center with outdoor footwear. In the SPA center, rubber slippers are recommended for use in wet rooms. The SPA centre is a relaxing and peaceful area – so please leave your cell phones.
- You can cancel the booking of procedure in the SPA center no later than 3 hours before the start of the procedure. If you do not arrive at the procedure in time and without prior notice, the money is not refunded.
- For unused services in programs, the money is not refundable.
- Thank you for taking care of the inventory. If you cause damage to it (estimated by the hotel administration), you will be held materially responsible.
- Rooms are cleaned daily from 9:00 to 18:00 o'clock, when guests are absent.
- Bed linen, towels and bathrobes are changed every 3 days.
- Ambulance – Primary Service is free. Call No 112 or apply to the reception number 607.
- For your own convenience, please let us know if you notice the machinery or equipment failures; inform the reception about it and the defects will be immediately removed.
- From 23:00 till 6 o'clock the hotel has a peace time. Please respect the rest of your neighbors. If you have any concerns about the rest, please inform the hotel reception at tel. 607
- For Your security the hotel's public areas are equipped with video surveillance cameras.
- Individuals can pay by cash (EUR) or by bank credit cards.
- Please use electrical appliances for their intended purpose. Please contact the reception office for instructions on using the devices or for troubleshooting.

*Royal SPA Residence Administration  
The Hotel reception (phone 607)*

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