



Accommodation regulations

service provider

Ranč Regetovka, Regetovka 26, 086 33 Zborov

Valid from **01.08.2020**

Operator: **PAVLIČKO a partneri, s.r.o.**, Zámocká 10, 811 01
Bratislava
ID: 51 685 035
VAT Number: SK2129779562
Registered in the Commercial Register of the District
Court Bratislava I, Section Sro, File No.128376/B

The client who rents the room also undertakes to comply with the accommodation regulations. If the client violates the accommodation regulations, the management of the accommodation facility has the right to cancel the order or respectively to charge penalties for breach, damage, or theft of a hotel property.

1. Only a guest who is registered for accommodation can be accommodated in the Regetovka Ranč. Check-in means that the guest presents their ID, passport, or other valid ID to the receptionist upon arrival at the hotel.
2. Based on the ordered and guaranteed accommodation, unless otherwise agreed, the Regetovka Ranč is obliged to accommodate the guest from 14:00.
3. The reception of Ranč Regetovka works in the regime from 08:01 - 21:59, while in the time from 22:00 - 08:00 the staff of Ranč Regetovka is available at the tel. number: +421 911 33 88 13.
4. During the check-in, the receptionist will explain to the guest the conditions of accommodation and provision of services, room equipment, basic orientation and security information about the Ranč Regetovka and the conditions of using the parking lot belonging to the Ranč Regetovka.
5. The guest will end his stay no later than 11:00. on the day of the agreed departure. Until then, the room will be vacated, unless otherwise agreed. If the guest does not do so, the hotel is entitled to charge the guest for the next day of stay, unless otherwise agreed.
6. If the guest requests an extension of the accommodation, the accommodation facility can accommodate the guest if the Ranč Regetovka has free capacities. In this case, the Ranč Regetovka may provide the guest with a room other than the one in which he was originally accommodated.
7. Common areas of Ranč Regetovka, its rooms, restaurant, conservatory and lounge are non-smoking areas. Smoking and the use of open flames are strictly prohibited in these areas. In case of violation, the guest will be fined 30 EUR. If the guest violates the smoking ban in the room, Ranč Regetovka has the right to increase the agreed price of accommodation by € 100 per day on which he violated the smoking ban. Ranč Regetovka is obliged to inform the guest about such an increase in the price of accommodation at the latest at the end of the accommodation - check-out. In the event of a false alarm and a call to the fire brigade, the customer is obliged to pay for such call in full.
8. The area in front of the main entrance with an ashtray and the outdoor terrace of the

Ranč Regetovka are reserved for smokers.

9. In the rooms and the common areas of Ranč Regetovka, it is not allowed to make changes to the equipment, relocate equipment, make repairs or any interventions in telephones, radio or television receivers, or in the electrical network or other installation without the consent of the hotel management.
10. The guest is not allowed to use their own electrical appliances in the accommodation facility and especially in the room. This Regulation does not apply to electrical appliances used for the personal hygiene of the guest.
11. The guest is not allowed to bring to the room sports equipment and items for which storage a designated place is set by the Ranč Regetovka i.e. ski boots.
12. For safety reasons, it is not allowed to leave children under the age of 10 unattended in the room or in other areas of Ranč Regetovka.
13. Accommodation of persons suffering from infectious diseases is not allowed in the accommodation facility.
14. The guest has the right to use all the facilities of the rented room and common rooms. The guest is responsible for all damages caused to the property of the accommodation facility according to the valid regulations and is obliged to pay for the damage caused to the property of the hotel property (see sanctions, appendix no. 1).
15. The guest is obliged to close the water taps when leaving the room, turn off electrical appliances and room lighting, close the windows and close the doors when leaving.
16. Night rest on the Ranč Regetovka is from 22:00. to 06:00. The behaviour of the guest at the Ranč Regetovka during the night rest must not disturb the other guests of the Ranč Regetovka. High television volume, noisy talking, singing, loud conversations in the corridors, terraces and the like are not suitable. Social events can be held at the hotel after 22:00. only with the consent of the hotel management.
17. The guest pays the bill for accommodation and services provided by the Ranč Regetovka according to the confirmed order. If the order is not confirmed, Ranč Regetovka charges prices according to the valid price list, which is located at the reception. Prices can be changed by Ranč Regetovka if the guest requests a different room category and other services than services confirmed in the order. In this case, the prices apply in accordance with the valid price list of the Ranč Regetovka. The price for accommodation and services provided by Ranč Regetovka is due no later than on the day of the agreed last day of services.
18. Messages and mail for guests of Ranč Regetovka are carefully managed and passed on to the guests.
19. Ranč Regetovka does not allow entry and accommodation of animals in the hotel.
20. Forgotten things of guests in the Ranč Regetovka are registered and stored for a period of 6 months. At the end of this time, the Ranč Regetovka hands over the forgotten items to the local Lost and Found Department. The Ranč Regetovka sends the forgotten things to the guests only upon the guests' request.
21. The employees of Ranč Regetovka can enter the guest's room in case it is necessary to eliminate the fault, ensure cleaning and replenishment of room accessories, or provide the necessary medical assistance.
22. The accommodation facility is not liable for items brought into the accommodation by the guest, as well as for damage to stored items, unless these items were stored in a place reserved for that purpose or where they are usually stored, up to a maximum of EUR 331 provided for in the Regulation. Government 87/1995. The accommodation facility is responsible for money, valuables, and documents only if they have been taken into custody with a confirmation.
23. If the guest interrupts the stay, the guest is entitled to a refund of the price of accommodation only in rare and serious cases, and only with the consent of the accommodation facility. In case the customer wants to cancel the stay before arrival, the hotel has the right to charge a cancellation fee in the amount of:
 - o for cancellation 30 to 21 days before arrival in the amount of 0% of the price of cancelled services
 - o for cancellation 20 to 11 days before arrival in the amount of 15% of the price

- o of cancelled services
 - o for cancellation 10 to 6 days before arrival in the amount of 35% of the price of cancelled services
 - o about cancellation 5 days to 48 hours before arrival in the amount of 70% of the price of cancelled services
 - o by cancellation less than 48 hours before arrival in the amount of 100% of the price of cancelled services
 - o Fees will not be charged in case of force majeure / death, natural disaster, etc./, if the customer submits the relevant official document within 7 days.
24. The guest is obliged to comply with the provisions of these accommodation regulations from the moment he rented the room. In the event of a serious breach of it, the management of the pension has the right to withdraw from the contract for the provision of accommodation services even before the expiry of the agreed period.
25. These Accommodation Regulations and the legal relations established on the basis thereof are governed by Slovak law. Other rights and obligations of Ranč Regetovka and the guest, which are not included in either the Accommodation Regulations or the General Terms and Conditions for the provision of accommodation services at Ranč Regetovka, are governed by the relevant provisions of the Civil Code.

These rules are available to guests in the rooms and at the reception of the accommodation facility.

In Regetovka, 01.08.2020