

HOUSE RULES

Hotel FERUM***

Please note that accommodation at Hotel FERUM*** (hereinafter the “hotel”) is governed by the following house rules:

1. Registration for accommodation

- Only a guest who is properly registered for accommodation may stay at the hotel.
- Upon arrival, the guest shall present the receptionist with an identity card, passport or other valid proof of identity.
- Guests with permanent residence at the hotel's location may also be accommodated. When registering foreign nationals, the hotel proceeds in accordance with special legal regulations.

2. Check-in and Check-out

- Guests may check in from 2:00 p.m. Earlier check-in is possible only in exceptional cases, by prior arrangement.
- The guest is obliged to vacate the room and check out by 10:00 a.m. at the latest on the last day of their stay, unless the departure time was agreed otherwise.
- In the event of a late check-out, the hotel reserves the right to charge for the following day's stay.

3. Extension of stay

- If a guest requests an extension of their stay, the hotel may offer them a different room than the one originally occupied.

4. Payment terms and prices

- The guest shall settle the bill for accommodation and services provided according to the confirmed booking or the hotel's valid price list.
- Prices may change if the guest requests a different room category or different services than originally booked.
- The bill for accommodation and services provided is due at the latest on the day the stay is agreed to end.

5. Cancellation of booking

- The hotel accepts a cancellation free of charge up to 4:00 p.m. on the preceding day.

6. Interference with equipment and rooms

- In the rooms and common areas, the guest may not make any changes to the equipment or carry out any work on the electrical or other installations without the consent of hotel management.

7. Use of appliances

- The use of personal portable electrical or gas appliances is not permitted in the hotel or in the rooms.
- This restriction does not apply to appliances installed in the room or to portable devices used for personal hygiene (shaver, hair dryer, etc.).

8. Night quiet hours

- Guests are required to observe night quiet hours from 10:00 p.m. to 6:00 a.m.
- Organizing social events after 10:00 p.m. is only possible with the consent of the responsible employee or hotel management, in designated areas.

9. Smoking

- Smoking is permitted exclusively in designated areas of the hotel.
- The hotel charges a fee of EUR 50 for violating the smoking ban in the room or in undesignated areas.

10. Visitors

- The hotel's common areas are designated for receiving visitors. A visit to a room is only possible with the consent of the responsible reception employee.

11. Leaving the room

- Before leaving the room, the guest is obliged to turn off the taps, switch off the lights, turn off electrical appliances, close the door, and hand in the card/key at reception.

12. Valuables and liability for belongings

- The hotel is liable for items brought by the guest into the areas designated for that purpose and handed over to a reception employee.
- The guest is obliged to store jewelry, money, cameras, laptops and other valuables in the room safe. The operator is not liable for valuables not stored in the safe.

13. Liability for damage and withdrawal from the contract

- The guest is liable for damage caused to the hotel's property in accordance with the applicable legal regulations of the Slovak Republic.
- The guest is obliged to comply with these house rules. In the event of a breach, the hotel has the right to withdraw from the accommodation services contract before the agreed period expires.

14. Complaints and grievances

- Complaints, grievances and suggestions are received by the responsible reception employee or hotel management.

These house rules take effect as of 10 March 2025.