



## Rules of Accommodation

**The guest who rents the room commits himself/herself to observe at the same time the accommodation rules stated below. If the guest violates these rules, the management of the Centrum Salvator has the right to cancel the order.**

1. Centrum Salvator can only accommodate guest who checked in properly. For this purpose, the guest presents to the relevant staff member his valid identity document in accordance with Act no. 135/82 Coll. on reporting and registration of residence of citizens as amended and in accordance with Act no. 428/2008 Coll. on the protection of personal data as amended. The visa will be submitted only if the guest comes from a country from which visa is required by the international agreements. Visa for entering the Slovak Republic is issued in the form of a visa sticker in the foreigner's travel document. On the ground of valid visa, foreigner is entitled to stay in the Schengen area during the period of validity of the visa.
2. Centrum Salvator provides services to the guest at least in the scope and quality determined by the relevant decree of the categorization and classification of accommodation and catering facilities, according to which the hotel is classified, i.e. j. guesthouse \*\* on the basis of the decree of the Ministry of Economy of the Slovak Republic no. 277/2008 Coll., which establishes classification signs for accommodation facilities when classifying them into categories and classes, as amended.
3. All accommodated guests must carry the electronic key with them at all times. , hereinafter referred to as the "chip" and the room key, which he received at the beginning of his stay. The fee of EUR 100 will be charged for the loss of the chip and keys.
4. Accommodation in Centrum Salvator is permitted only to persons who are not affected by infectious diseases. In special cases, the Centrum Salvator can offer the guest accommodation other than the agreed one, unless it substantially differs from the confirmed order.
5. On the ground of the ordered accommodation, Centrum Salvator is obliged to accommodate the guest at the earliest at 2:00 p. m. and at the latest at 9:00 p. m. - until this time, the room will be reserved for the guest, unless otherwise stated in the order. If guest announces arrival after 9:00 p. m., he/she will pick up the keys in the SAFEBOX, following the instructions of the reception. In this case, the guest pays for the accommodation on the first day after arrival, in the morning till 8:00 a. m. If the guest requests prolongation of accommodation during his stay, Centrum Salvator can offer him a room other than the one in which he was accommodated, in the case of free capacities.
6. The guest is granted to use the room during the period agreed with Centrum Salvator. If the time of accommodation has not been agreed in advance, the guest shall check-out by 10:00 a. m. on the last day at the latest, and vacate the room at the same time. If the guest does not do so within the specified period, the hotel may charge him the rate for the following day according to the valid price list. In the case of prolonging the stay after 10:00 a. m. for the time agreed with the reception, max. until 2:00 p. m, the guest will pay the agreed amount,



namely 10 % of the overall current price per night and room category, for each hour of the prolonged stay.

7. A guest who checks in before 7:00 a. m. will pay the price of the entire previous night's accommodation. A guest who requests accommodation before 2:00 p. m., therefore the room could not be given to another guest the previous night, pays for the accommodation for the previous night as well.

8. When entering the room, the guest checks in his own interest the condition and functionality of the equipment in the room, and immediately reports any defect to the reception.

9. The guest agrees that the representative of the owner of the Centrum Salvator, or authorized personnel (employees) have the right to enter the room for the purpose of performing official duties.

10. The chamber-maid enters the guest's room exclusively for the purpose of cleaning and changing towels, if the room is marked by the guest with a tag on the door for this purpose. A guest staying in the hotel category named "pension\*\*" based on decree 277/2008 Coll. is entitled to a change of towels every three days, bed linen once a week, and daily cleaning of the floor and bathroom.

11. Centrum Salvator is responsible for the things brought by the guest into the accommodation facility, as well as for damage to the stored things, only if these things were stored in a place reserved for this purpose according to § 433 to § 437 of the Civil Code. Centrum Salvator is responsible for money, valuables and documents, if they have been taken to the deposit on the basis of a written acceptance protocol. If these valuables have not been put into the deposit, Centrum Salvator is not responsible for their stealing, and the accommodated person is not entitled to compensation for damages. Centrum Salvator provides service for sending lost and found items, if the person staying claims his/her forgotten items within 15 days of the end of the stay and at the same time provides an address for returning of the found forgotten items. Centrum Salvator stores forgotten items for 3 months from the time they are found, the resident can pick them up either in person, or through entitled mediator, or request that they will be sent. The shipping service for lost and found items is charged according to the valid price list, which takes into account the real costs of shipping.

12. Centrum Salvator is not responsible for possible disagreements or conflicts between guests, but to the extent of legal possibilities, it will take the necessary measures to ensure order and peace in the accommodation and common areas.

13. Centrum Salvator runs designated common areas for receiving visitors. Reception of visitors in the hotel rooms is allowed only for the necessary time during the daytime, in justified cases and only after reporting to the reception.

14. Centrum Salvator will ensure the access of medical assistance or transport to the hospital in case of illness or injury of the guest.



15. Either in the room or in the common areas, the guest can not move the equipment, carry out repairs or make any interference into the telephone devices, hair dryers or in the electrical network or other installations and devices forming the inventory and equipment of the room. It is forbidden to smoke or use narcotics in the rooms and in the entire interior and exterior of the hotel area. The hotel secures the protection of non-smokers, and in case of violation of this ban, Centrum Salvator may impose a fine of EUR 300 due to pollution of non-smoking areas. Smoking is permitted only outdoors in the place marked "smoking zone". It is prohibited to carry any weapons and ammunition. At the time of the fire alarm, the guest is obliged to follow the instructions of the staff and after the arrival of the firefighters, their instructions.

16. Guests are not allowed to use their own electrical appliances in the Centrum Salvator facility and especially in the room. This regulation does not apply to electrical appliances used for personal hygiene or for work with the guest's own devices of common use (e.g. razors, mobile phone chargers, hair dryers, notebooks, laptops, etc.)

17. The guest must respect silent hours and not behave in a noisy manner in the room or in the corridors of Centrum Salvator from 10:00 p. m. till 7:00 a. m.

18. For safety reasons, it is not allowed to leave children under 10 years old without adult supervision in the room, corridors, elevator and other common areas of Centrum Salvator. Centrum Salvator is not responsible for possible injuries of children who were not supervised by an adult. The hotel does not accommodate children under the age of 16 unaccompanied by an adult.

19. By decision of the owner of the accommodation facility, pets are not allowed to be accommodated in Centrum Salvator, with the exception of assistance dogs for people with disabilities, and only on the basis of pre-agreed rules.

20. The guest has the right to use all the facilities of the room for which he has paid, as well as the common areas designated for this purpose. The guest is responsible for all damage caused to the property of Centrum Salvator in accordance with applicable regulations.

21. When leaving the room, the guest is obliged to close the water taps, turn off the electrical appliances, close the windows, take the room keys with him and hand them over to the reception desk or put them in the box at the reception desk designated for this purpose.

22. The guest pays the bill upon arrival.

23. For accommodation and other services, the guest is obliged to pay prices in accordance with the currently valid price list, which is published on the website of Centrum Salvator.

24. Breakfast is served from 7:30 a. m. till 9:00 a. m. in the dining room marked as "restaurant" and is accessible only to guests who are staying or who properly ordered breakfast as part of a pre-agreed and paid early check-in for accommodation. Drinking alcohol in Centrum Salvator restaurant is only permitted for people that are 18 years and older.

25. Centrum Salvator applies cancellation conditions and cancellation fees according to the type of reservation received. And that in accordance with the terms and conditions of



accommodation portals or in accordance with our own terms and conditions, with the fact that in case of cancellation of reserved and confirmed services:

- A. 24 hours (1 day) before the beginning of the stay, the cancellation fee is 100 % of the price of the ordered services,
- B. 25 - 72 hours (2 - 3 days) including before beginning of the stay, there is a cancellation fee of 50 % of the price of the ordered services,
- C. More than 72 hours (4 days) before boarding, the ordered services can be cancelled free of charge.

Centrum Salvator reserves the right to cease the cancellation fee.

26. The guest is obliged to comply with the provisions of these accommodation rules from the moment he has received the room keys for the period of use during the paid stay. In case the guest violates it in a serious way, the management of Centrum Salvator has the right to terminate his accommodation and require him to leave the premises of the hotel, even before the end of the agreed period, free of charge.

27. The hotel parking lot serves only hotel guests exclusively during the stay. The guest must reserve the parking space together with the stay. When entering the accommodation, he is obliged to provide the vehicle registration number to the reception. Centrum Salvator reserves the right not to accept a guest's parking request if the hotel's parking space capacity is not sufficient at the current time and the guest has not reserved a parking space in advance.

28. Complaints and claims of guests are made by reporting to the management of Centrum Salvator. The guest can report such events to the reception, hotel management in person or in written form.

**VIOLATION OF THE ABOVE MENTIONED POINTS IS CONSIDERED A VIOLATION OF THE ACCOMMODATION RULES AND THE GUEST WILL BE BANISHED WITHOUT ANY ENTITLEMENT TO REFUND ACCOMMODATION COSTS!**

If the guest has any justified requests or complaints during the stay, he can contact the relevant staff of Centrum Salvator, who will make every effort to satisfy the guest's wishes.

Dear guests and visitors, we wish you a pleasant stay at Centrum Salvator.

This accommodation policy is available to guests in a visible place and is part of the information book which is in every room.

Validity from May 1, 2023

Responsible person: PhDr. Paulína Hudáková, PhD.

The founder of the accommodation facility:  
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