Terms and Conditions of Accommodation Hotel Bojnický Vínny Dom 4****

Xfusion, s.r.o,
Hurbanovo námestie 57/60
972 01 Bojnice
Slovenská republika

IČO: 36341568
DIČ: 2021927413
IČ DPH: 2021927413

Operation:
Bojnický Vínny Dom **
Hurbanovo námestie 57/60
972 01 Bojnice

Registered in the Trade Register of the District Office Prievidza,
Trade Register Number: 340-20237
Registered in the Commercial Register of the District Court Trenčín,
Section: Sro (Limited Liability Company), Insert No.: 15332/R

1. Within the accommodation facility designated as **"Bojnický Vínny Dom"** (address: Hurbanovo námestie 57/60, 972 01 Bojnice), owned and operated by Xfusion, s.r.o. (registered office: Hurbanovo námestie 57/60, 972 01 Bojnice, ID No. (IČO): 36341568, Tax ID (DIČ): 2021927413, VAT ID: SK2021927413), registered in the Commercial Register of the District Court Trenčín, Section: Sro, Insert No.: 15332/R (hereinafter referred to as the **"Hotel"**), accommodation may be provided to a guest who has ordered and received confirmation from the Hotel for accommodation and related services and is duly registered for the stay (hereinafter referred to as the **"Guest")**

For this purpose, upon arrival, the Guest is obliged to present their ID card, passport, or other valid form of identification to the Hotel reception staff, complete and sign the Guest Registration Card, and provide their payment card for the purpose of a potential pre-authorization of funds in accordance with the General Terms and Conditions (hereinafter referred to as "GTC") issued by the Hotel and published on the website www.bojvin.sk. The Registration Card for a Guest who is not a citizen of the Slovak Republic also contains information required for the mandatory reporting of a foreign national's stay in the territory of the Slovak Republic.

2. The Hotel provides its Guests primarily with accommodation, catering, congress, or wellness services, hereinafter referred to as "Services". These services are provided in accordance with the classification of accommodation facilities based on the Decree of the Ministry of Economy of the Slovak Republic No. 277/2008 Coll., establishing classification criteria for accommodation facilities and their categorization and classification into classes.

3. In the interest of protecting their health and safety, Guests are obliged to inform the Hotel reception upon arrival of any potential health issues or disabilities (e.g., limited mobility). The reason for this is the possibility of providing adequate and timely medical assistance, or ensuring a special approach during evacuation and other unexpected events. In case of a justified need (injury or illness of the Guest), the Hotel will arrange for medical assistance to be called, whereby all fees associated with the provision of health care shall be borne **by the Guest at their own expense (we recommend having travel insurance in place).**

4. The Hotel may, in exceptional cases – particularly if a room has a technical defect that prevents the Guest from using it to its full potential, and provided that the Hotel does not have available capacity to move the Guest to another room – offer the Guest alternative accommodation. The alternative accommodation must not substantially differ from the accommodation that was originally agreed upon between the Hotel and the Guest**.**

5**. Upon moving into the room, the Guest is obliged to immediately report any discovered deficiencies, discrepancies, complaints, or damages to the room or its inventory to the Hotel reception.** In the event that the Hotel staff discovers damage to the room or its inventory after the Guest's stay has ended, without the Guest having notified the reception of such facts, it shall be presumed that the damage was caused by the Guest. In **such a case, the Guest is obliged to compensate the Hotel for the incurred damage in full**.

6. Guest check-in is available from 3:00 PM. In exceptional cases, early check-in may be possible under the conditions specified in the GTC, provided that the early arrival was agreed upon in advance or the current operational situation of the Hotel allows it upon the Guest's arrival.

7. This point, intended for accommodation regulations, states that guests must vacate rooms **by 10:30 AM** on the departure day unless alternative arrangements have been made. Late check-out is available for a fee according to the hotel's terms and price list**. If a guest fails to leave by the specified time without extending their stay, and the room is reserved for other guests, the hotel reserves the right, with a two-person commission, to inventory the guest's** personal belongings and store them securely, particularly if the guest is not present or does not comply with requests to check out. More details can be found on the hotel's website.

8. If the Guest requests an extension of their stay, the Hotel reserves the right to offer a different room for the extended period than the one in which the Guest was originally accommodated.

9. Further terms and conditions regarding **"No-show", "Early check-out", "Early check-in", or potential accommodation of a guest before 7:00 AM, are detailed in the General Terms and Conditions (GTC) of the Hotel**

10. **Guests are obliged to observe quiet hours between 10:00 PM and 6:00 AM**. Social events may be held after 10:00 PM only with the prior consent of the responsible Hotel employee and exclusively in designated Hotel premises that do not cause any disturbance.

11. V izbe a ostatných priestoroch Hotela je Hosťovi zakázané premiestňovať zariadenie, robiť úpravy, alebo vykonávať akékoľvek zásahy do elektrickej siete a inej inštalácie bez predchádzajúceho súhlasu zodpovedného pracovníka alebo príslušného manažéra Hotela.

12. Smoking in hotel rooms and all other indoor areas of the Hotel is strictly prohibited, with the exception of specifically designated and marked smoking areas. In the event of a violation of the smoking ban, the Guest is obliged to pay the Hotel a flat-rate compensation for the costs of deep cleaning the room (odor decontamination) in the amount of €150 (in words: one hundred and fifty euros). This does not affect the Hotel's **right to claim full compensation for damages if the incurred damage** (e.g., burned bed linen, carpet, necessity of repainting) exceeds this flat-rate amount.

13. There is a strict ban on the consumption of own alcohol and food, including delivery services, in all areas of the Hotel. This prohibition does not apply to the consumption and preparation of special baby food.

14. The Guest acknowledges that Hotel employees may enter their room to fulfill contractual obligations (e.g., housekeeping for cleaning, maintenance in case of malfunctions) or for inspection purposes. If the Guest does not wish to be disturbed, they must hang the "DO NOT DISTURB" sign on the outside of the door. Notwithstanding this, the Hotel may enter the room if necessary and required by the urgency of the situation (e.g., threat of an accident/leak, violation of accommodation terms, disturbance of other guests, handling a complaint, etc**.). If the Guest is staying for more than three nights and continuously uses the "DO NOT DISTURB" sign during this period, the Hotel reserves the right to enter the room on the fourth day for security, hygiene, and fire safety inspection purposes.**

15. Accommodation of Minors and Safety Supervision

1. **The Hotel does not provide accommodation to persons under the age of 18 who are not accompanied by a legal guardian or another adult (over the age of 18) who assumes full responsibility for the accommodated minor.**

2. If, during guest registration, it is discovered that a reservation was made for a person under the age of 18 who does not meet the conditions stated in paragraph 1 of this article, the Hotel reserves the right to refuse the provision of accommodation services without the guest's right to claim damages or a refund of the deposit, if paid.

3. **For safety reasons, it is not permitted to leave children and minors under the age of 18 unsupervised by an accompanying adult in the room or in other areas of the Hotel. The accompanying person bears full responsibility for any damages caused by the child/minor.**

16. Common areas of the Hotel are available for Guests to receive visitors. Guests may receive visitors in their room between 8:00 AM and 10:00 PM, however, only with the prior prior consent and notification to the responsible Hotel reception staff. Outside of

these designated hours, access to the accommodation area of the Hotel is permitted only to duly registered Guests.

17. Before leaving the Hotel room, the Guest is obliged to secure the room against potential damage. Specifically, the Guest is required to turn off all water taps, turn off the lights in the room and adjacent areas, switch off electrical appliances, close all windows and balcony doors, and ensure the entrance door to the room is properly locked.

18. The Hotel is liable for jewelry, money, and other valuables only if they have been accepted for special safekeeping in the safe at the Hotel reception, based on a written confirmation and in accordance with the General Terms and Conditions (GTC)

19. The Guest is liable for any damage caused to the Hotel property in full, in accordance with the applicable legal regulations of the Slovak Republic and the relevant provisions of the General Terms and Conditions (GTC).

20. If the Guest uses the Hotel's parking spaces (outdoor parking areas or the underground garage), they acknowledge that the Hotel is not liable for any potential loss, damage, or theft of the motor vehicle, or for items located within the motor vehicle. Parking is not considered safekeeping. Guests can operate the gate independently. We kindly ask you to ensure the gate is closed upon your return to the hotel (either at the hotel reception or by using the sensor on the driveway)

21. The Hotel is not liable for items that the Guest has forgotten or lost in the room or in the common areas of the Hotel during their stay. Found, forgotten, and lost items of the Guest are recorded and stored for a period of six (6) months from the date they were found. After this period, the Hotel shall hand over items of apparent value to the local lost and found office. The Hotel will send a forgotten item to the Guest only upon their express request, whereby the Guest shall bear all costs associated with the shipping.

22. Pets at the Hotel

1. In accordance with the Hotel's Operating Rules and for hygiene reasons, bringing or allowing animals into any of the Hotel's gastronomic facilities (restaurant, café, bar) is strictly prohibited.

2. The movement of animals within the Hotel premises is permitted in the accommodation area and in public areas of the Hotel (e.g., corridors), provided that the Guest is obliged to comply with the rules for the accommodation of animals as stipulated in the GTC.

3. An exception applies to a specially trained dog accompanying a person with a disability, pursuant to Section 26, Paragraph 4, Letter a) of Act No. 355/2007 Coll. on the Protection, Promotion and Development of Public Health, as amended (Public Health Protection Act)

4. In the event of a breach of this prohibition (points 1 and 2), the Guest shall be obliged to pay the Hotel a **flat-rate reimbursement of costs** for deep cleaning of the premises in the amount of **€150.00** (in words: one hundred and fifty euros). This is **without prejudice to the Hotel's right** to claim compensation for damages in full if the actual damage exceeds this amount.

23. If the Guest leaves their room to utilize hotel services (catering services, wellness, etc.) while leaving a pet in the room, they are obliged to:

1. Ensure that the animal does not disturb other staying guests in an inappropriate manner (especially by noise), and simultaneously hang a **'Do Not Disturb'** sign on the outside of the door."
2. Ensure that the pet does not in any way damage the material equipment of the rooms or other parts of the Hotel; otherwise, the Guest is obliged to **compensate for the damage** caused in full.

At the same time, the following prohibitions and restrictions apply:

- It is forbidden to allow a pet to rest on the bed or any other furniture intended for Guest relaxation
- It is forbidden to use the bathtub, shower, whirlpool, or sink for bathing or washing pets.
- It is forbidden to feed animals using the inventory intended for the preparation and serving of food to Guests

If the Guest leaves the hotel premises (total departure), it is **strictly forbidden** to leave a pet alone in the room unattended. To protect the health of its employees, the Hotel reserves the right **not to clean the room** if it has been continuously occupied by a pet without the owner's supervision. The pet fee is specified in the Hotel Price List. Housekeeping services are available daily until 2:00 PM. Please note that room cleaning cannot be provided after this time.

24. Storing sports equipment (e.g., bicycles, etc.) and other similar items in the Guest's room is not permitted. Storage rooms or other specific designated areas of the Hotel are reserved for the storage of such items.

25. The Guest is obliged to **familiarize themselves** with these Accommodation Rules and to **comply unreservedly** with their provisions.

In the event of a breach of these rules, or in the event of a violation of **good morals** or ethical principles, the Hotel has the right to notify the Guest via a **written warning ('warning letter')**. If the Guest fails to respect this warning, the Hotel is entitled to **terminate the provision of services** before the expiration of the agreed time. In such a case, the Guest is **not entitled to a refund** for the remaining unused services.

The Hotel also **reserves the right to refuse future accommodation** to any Guest who has previously violated the provisions of these Accommodation Rules.

26. Complaints, claims, requests, and suggestions for improving Hotel operations are accepted by the **responsible Hotel employee at the reception**. The **Complaints Procedure**, which sets out the terms and process for handling claims, is available for inspection at the Hotel reception and is published on the Hotel website at www.bojvin.sk.

27. In the event of an early termination of the stay by the Guest, the Hotel has the right to charge the Guest **cancellation fees** in accordance with the current **Hotel Cancellation Policy** (which forms part of the GTC). In addition to accommodation, these cancellation conditions apply to all other pre-ordered services (e.g., catering, wellness, and congress services), which may be governed by specific individual terms.

28. An **evacuation plan** and evacuation route markings are displayed in a visible and accessible place within the Hotel (including every guest room). Guests are obliged to follow these instructions and **fire safety guidelines** throughout their stay at the Hotel.

29. For the purpose of increasing security, the common areas and the exterior surroundings of the Hotel are monitored by a **CCTV security system** in accordance with the requirements and specific legal regulations on **personal data protection (GDPR)**.

30. Personal data provided by Guests to the extent necessary to fulfill the legal requirements for the **registration of accommodated guests** will be processed by the Hotel in accordance with **Regulation (EU) 2016/679** of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data (**GDPR**). Further details regarding the processing of personal data (including the CCTV system) are provided on the website https://www.bojvin.sk/ochrana-osobnych-udajov, and the Hotel's **Data Protection Officer** (responsible person) may be contacted at info@bojvin.sk.

31. Upon arrival and during check-in, the Hotel shall familiarize the Guest with its operations and issue **hotel entrance cards**. These cards provide access to the Hotel through the main entrance and the side entrance from the parking lot. For security reasons, the Hotel reserves the right to lock entrances, making them accessible **only via hotel cards**.

The following Guest obligations apply in connection with the hotel card:

- The Guest is obliged to protect the issued hotel access card against loss, theft, damage, and misuse
- The Guest is obliged to **immediately (without delay)** report the loss, theft, or damage of the card to the hotel reception so that the card can be blocked instantly.
- The Guest is liable for any late reporting of a lost card that results in the potential **unauthorized entry** of a third party into the room.

32. Liability for Items Brought into the Premises and Security

1. The Hotel is liable for damage to **items brought into the premises** by the accommodated person pursuant to **Section 433 et seq. of the Civil Code**, unless the damage occurred otherwise (e.g., through the actions of the Guest themselves)

2. However, the Hotel is **not liable** for damage to property and items brought into the room by the Guest if it is proven that the damage occurred as a result of the Guest **breaching their obligation** under Article 31 of these Accommodation Rules—specifically, by failing to immediately report the loss or theft of their access card, thereby enabling **unauthorized entry** to the room by a third party.

3. The Guest is also **liable for all damages** incurred by the Hotel (e.g., to Hotel inventory) due to unauthorized third parties entering the room and hotel premises as a result of a card loss or theft that was **not reported in a timely manner**.

33. Hotel Management gratefully welcomes any suggestions for improvement and constructive comments that will lead to a **higher quality of services** provided

34. These Accommodation Rules are available for inspection at the Hotel reception and in the guest rooms within the **hotel information folder**.

35. These Accommodation Rules shall **take effect** on the day of their publication. In the event of conflicting provisions, the Hotel's **General Terms and Conditions (GTC)** shall take precedence over the wording of these Accommodation Rules.