

General Terms and Conditions

Dear guest,

We are pleased that you have decided to use services of the Hotel Devín ****. To make your visit as comfortable as possible we would like you to get familiar with these General Terms and Conditions which define the contractual relationship between you and the hotel and are based on the acceptance of your reservation.

1. These General Terms and Conditions /GTC/ shall establish the legal framework of the relationship between the operator of the hotel and their clients and ensure awareness of the conditions of the provided services.
2. These GTC are applicable on hotel room accommodation contracts, conference and banquet room lease, and any other services and deliveries provided to the client/s.
3. Contrary Conditions of the client shall only apply prior to a written agreement.
4. These GTC are an integral part of any contract (agreement) or reservation the scope of which is the obligation of the hotel to provide services to the client and the obligation of the client to pay the agreed price.
5. It shall be presumed that the client is aware of these GTC, until they prove that they cannot do so because of some limitations or obstructions by the hotel.
6. The hotel is bind by these GTC from the time of its release and the client from the time of the reservation of the service.

I.

Terms definition

For the purpose of this contract it shall be understood:

1. **Client** - Any physical or legal entity, which concludes a contract with the hotel about providing some services or which reserves some services provided by the hotel by sending the binding order.
2. **Hotel** - Facilities operated by the Hotel Devín, a.s., registered office at Riečna 4, 811 02 Bratislava, company ID: 31 395 741, registered in the Business Register of the District Court Bratislava III., Section Sa, Insert No. 839/B, with the name Hotel Devín ****.

HOTEL DEVÍN, a.s., Riečna 4, 811 02 Bratislava, Slovakia
Tel.: + 421 2 5998 5111, e-mail: recepcia@hoteldevin.sk

Business ID: 31 395 741, VAT: SK 2020326473,
Bank details: Tatra banka, a.s., Bank account 2935001438 / 1100
Business Register: District court Bratislava III., Section: Sa, Insert no: 839/B



3. **Contractual parties** are the hotel and the client.
4. **Service** - Any service provided by the hotel according to its line of business, especially accommodation, catering, wellness and congress services.
5. **Individual client** - Generally from 1 up to 10 people, who jointly reserve some services or book accommodation in the hotel for the same period of time (check-in and check-out), maximum of 5 rooms.
6. **Group** - Generally 6 and more people who jointly reserve some services or book accommodation in the hotel for the same period of time (check-in and check-out), minimum of 6 rooms.
7. **Event** - Any social event organized for more people and providing several services of the hotel.
8. **Organizer of event** - Any physical or legal entity in a contractual relationship with the hotel, who organizationally, technically or by any other way, provides the services for or in the name of the client. Customer of the event (client) is its organizer unless agreed otherwise.
9. **Moment of payment** - The moment when the hotel has the payment at its disposal, e.g. by crediting the hotel's account, paying directly to cash register, etc.
10. **Damage** - Real damage and lost profit. Damage shall be compensated in money; if requested by the entitled party and if possible and customary, damage shall be compensated by restitution.

II.

Conclusion of the Contract

1. The contract is concluded by agreement between the hotel and the client about providing services.
2. Concluded contract obligates the hotel to provide services in the agreed scope and quality and the client to pay the agreed price or compensate the damage caused by using the hotel services.
3. The contract becomes effective by the hotel's confirmation or acceptance the reservation. The hotel is free to confirm the booking in a written, fax or e-mail form.
4. Contractual parties are the hotel and the client. If the service was booked by third party /intermediary/, they become a contractual party with the hotel, unless agreed otherwise.
5. In case of group events, recurrent bookings of individual contracts, contractual parties may conclude framework agreement, which overrides these GTC. The validity of GTC is not affected.
6. Prior written consent of the hotel is required to let the booked rooms for another lease or for any other purpose than accommodation or agreed purpose.

III.



1. Hotel rooms must be available to the client from 2.00 pm check-in day. The hotel is obliged to prepare the room before this time or to prepare specific room only prior to agreement with the client. In the case of providing rooms at an earlier time:
 - a) Hotel has the right to charge 25% of the room price if the client is checked-in from 10 am to 01.59 pm.
 - b) Hotel has the right to charge 50% of the room price if the client is checked-in from 6 am to 09.59 am.
2. Hotel rooms must be available to the hotel from 11.00 am on the check-out day, unless agreed otherwise. In the case of leaving rooms by the client at a later time:
 - a) the hotel has the right to charge 25% of the price for the additional use of the room until 3.00 pm
 - b) 50% of the price until 5 pm.
 - c) From 5.00 pm 100% of the priceThese can be charged without clients' right to use any other services provided with accommodation.
3. The hotel has the right to provide the reserved room to a third person if the client is not checked-in until 6.00 pm and it was not agreed otherwise.
4. The client is obliged to pay the price for the whole previous night, if the check-in is before 6.00 am.
5. The client is obliged to report to the Reception staff any damages or deficiencies right after check-in and also during the time of accommodation. Otherwise the client is fully liable for all damages and could be charged for those damages.
6. Accommodation rules and operational orders are binding for the client/s.
7. The hotel is obliged on request to lock away client's valuable goods in a safe place /hotel safe/. If the client does not use the hotel safe, the hotel is liable for damages, caused by loss, misuse, damage, theft or other means, only in limited way. The liability of the hotel for damages on jewellery, cash or other valuables is limited up to € 332. The right to damages shall be submitted by 15 days after the client is aware of the damage. It shall be presumed that it is the day of check-out.

IV.

Accommodation - Groups

1. If not stipulated otherwise, article III of these GTC shall apply to group accommodation.

V.



Price for hotel services and

payment condition

1. The client is obliged to pay an agreed price for provided services. It also applies on services provided to third party by request of the client.
2. Agreed price is the price in confirmation of reservation or otherwise it is the list price.
3. List prices include legal value added tax. Local taxes are not included.
4. Provided, the time period between conclusion and execution of the contract exceeds four months and the generally calculated price for hotel services increase, the hotel has the right to increase the contracted price adequately, however by 10% at the most.
5. The hotel reserves the right to adjust prices in case the client requires later amendments regarding to contracted number of rooms, hotel services or length of stay and the hotel agrees to it.
6. The hotel reserves the right to charge an appropriate advance payment /deposit/.
7. If not agreed otherwise, basis for settlement of provided services is invoice issued by the day of the client's check-out or by the day of using the services. The invoice must be in accordance with the applicable legislation of the Slovak Republic.
8. Invoices are payable within 14 days of the invoice date. The invoice is considered paid at the moment when the payment is fully at the hotel's disposal.
9. Credit card payment can be executed before or after providing services if the client provides necessary information to execute the payment. By providing this information the client consents with execution of the payment. The hotel has the right to execute additional payment in case of damages or distinctions after client's check-out /e.g. consumption from the minibar, liquidated damages, fines etc./. The hotel is obliged to inform in written /by e-mail/ the client about such additional payments.
10. In the case of the payment delay of the client, the hotel has the right to charge 0,5% interest of the delayed payment per day.

VI.

Events

1. The organizer of the event is obliged to inform the hotel about the final number of participants at least 7 working days before the event.
2. If the client asks for changing the scope of the provided services, the hotel will provide the extension of the scope of the services according to its own possibilities, with the care of a proper trader approaching such a request. The client has no title for such changing.
3. Changing the number of participants by more than 10% must be agreed with the hotel in writing. In such case the hotel has the right to change confirmed premises. Agreed standards and technical equipment must hold preserved.
4. If the number of participants is exceeded of more than 10%, the hotel has the right to change the price based on the final number of participants. The basis of the statement is the actual number of participants.
5. The organizer is also obliged to notify the hotel in writing:
 - a) The layout of the rooms no later than 10 days before the start of the event. In the case the organizer changes the room layout this date, the hotel has the right to charge a reorganization fee of 250 €.



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- b) On the necessary technical equipment no later than 10 days before the start of the event. If the predetermined technical equipment is not used during the event, the hotel requires payment in full based on the price offer.
 - c) On the selection of coffee breaks, food menu and drinks no later than 10 days before the start of the event. If the client does not notify the choice of food and drinks in writing in advance, the hotel may make a choice instead of the event organizer. Change of refreshments by the organizer less than 10 days before the start of the event may not be accepted by the hotel.
 - d) On the exact times of use of the rooms and the programme of the event no later than 10 days before the start of the event. The booked rooms will be available to the organizer only within the agreed times. Any changes to times must be agreed in advance by the hotel. If the occupancy time of the rooms or the schedule times of the event change less than 10 days before the start of the event, the hotel may require the payment of an additional fee.
6. If the duration of the events in French restaurant, Café Devín and conference rooms exceeds 10.00 pm and if the agreed price no longer takes into account the longer duration of the event / beyond opening hours/ the hotel has the right to charge the extra services.
 7. If the duration of the event in the lobby bar exceeds 12.00 pm and if the agreed price no longer takes into account the longer duration of the event / beyond opening hours/ the hotel has the right to charge the extra services.
 8. The service fee is 100 € / every started hour.
 9. The client or the organizer of the event are not authorized to supply the event with own food and drinks without prior agreement with the hotel. In such case the hotel has the right to charge service surcharge.
 10. The organizer and the client are jointly obliged to pay for the consumption of the participants if it exceeds the agreed calculation.
 11. The organizer and the client are jointly obliged to pay for the services ordered by the participants if it exceeds the agreed calculation.
 12. The hotel is not responsible for the intellectual property rights violation. The organizer /the client/ of the event is obliged to deal with all obligations between them and any copyright organizations in their own name, on their own responsibility and their own expense.
 13. The organizer is obliged to inform the hotel if the event is capable to raise public interest, disturb public order, restrain or jeopardize the interests of the hotel or other clients. The hotel has the right to provide such measurements to prevent this state and the client is obliged to bear them.
 14. The prior consent of the hotel is required to make an advertisement in newspapers or any other media /printed, electronic, etc./, ads and announcements to general public, e.g. invitation for an interview, political, religious or commercial events, which can be connected with the hotel, discredit it or can cause hotels' reputation parasitism.
 15. If the hotel provides technical equipment from the third party based on a request of the organizer, it always does so in the name, power of attorney and on behalf of the event organizer or the client. The hotel does not incur any obligations towards third parties and claims of third parties arising from the use of this facility are claims only against the organizers / clients / of the event.

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16. Prior written consent of the hotel is required for using electronic, electrical or technical equipment owned by the organizer /client/ if hotel's electrical system is used. The hotel has right to charge for the use of such devices or equipment that increase energy supply costs above normal levels.
17. The organizer /client/ is fully liable for all damages caused by their equipment and is obliged to pay a restitution expenses. The hotel has the right to provide a control or such an action to prevent damages as necessary and the client is obliged to bear it.
18. The organizer /client/ is fully liable for safety of the electronic, electrical or technical equipment.
19. All decorations and objects brought into the hotel must meet the fire standards and the hotel has the right to consult it with authorities. To prevent the damages, the prior agreement about installation and location of the decorations and objects with the hotel is required.
20. All exposition and other objects brought into the hotel must be removed after the event, otherwise the hotel has the right to charge rent for premises, removal or storage without concluding contract of bailment.

VII.

Deposit

1. If there is no other written agreement, the hotel has the right to charge a deposit:
 - in case of individual clients 100% of the price of services no later than 10 days before using the services or before the event;
 - in case of group reservations up to the 30 rooms 100% of the total price of services no later than 30 days before using the services or before the event;
 - in case of group reservations up to the 30 rooms 50% of the total price of services no later than 90 days before using the services or before the event, next 50% of the price of the services no later than 30 days before using the services or before the event;
 - in case of events up to the 50 participants without accommodation 100% of the total price of services no later than 14 days before the event;
 - in case of events above 50 participants without accommodation 50% of the total price of services no later than 60 days before the event, next 50% of the price of the services no later than 30 days before event.
2. If the deposit will not be paid in time, the hotel has the right to cancel the reservation without a prior warning.
3. In the case of a wedding, celebration, graduation party or other event the hotel is allowed to request a non-refundable deposit of € 1 000. - with binding order confirmation. The client confirms the binding contract by the deposit payment. The deposit payment is irreversible and in the case of cancellation it will be used as a compensation for damages. The second deposit of 70% of the total estimated price of services must be paid no later than 30 days before the event. The client is obliged to pay the balance up to the real price of services within 24 hours after the event.



4. The hotel is allowed to request a guaranty in form of pre-authorization of clients' credit card (or paid in cash). The hotel will pre-authorize the amount of 50€ by check-in to guarantee the payment of goods consumption from the minibar. The real amount of clients' consumption is charged after checking the minibar of client's hotel room. If the client wishes to attribute his consumption during the stay to his hotel account, hotel is allowed to request pre-authorization of 150€ per stay. In case their consumption exceeds such an amount, hotel has right to request another pre-authorization of 150€.

VIII.

Cancellation conditions

1. The client has the right to cancel reserved services or event.
2. The hotel has the right to charge cancellation fee in a case of cancellation of the events or services. The cancellation fee is determined by the percentage of the set price of the event or services, the number of participants and the time remaining until the scheduled start of the planned event.
3. If it was not agreed otherwise, cancellation fees are set from the price of services or as follows:
 - a. For events without accommodation for up to 30 people the hotel has right to charge following cancellation fees:
 - cancellation between 31st and 60th day before the event or reserved services 20% of the calculated price;
 - cancellation between 15th and 30th day before the event or reserved services 30% of the calculated price;
 - cancellation between 8th and 14th day before the event or reserved services 50% of the calculated price;
 - cancellation 7 days or less before the event or reserved services 100% of the calculated price.
 - b. For events without accommodation for over 31 people, the hotel is entitled to charge the following cancellation fees:
 - cancellation between 61st and 120th day before the event or reserved services up to 10% of the calculated price;
 - cancellation between 31th and 60th day before the event or reserved services up to 20% of the calculated price;
 - cancellation between 14th and 30th day before the event or reserved services up to 50% of the calculated price;
 - cancellation 14 days or less before the event or reserved services up to 100% of the calculated price.
4. If it was not agreed otherwise, when accommodating individual clients, the hotel is entitled to charge the following cancellation fees:
 - cancellation until 2:00 pm 1 day before the planned check-in free cancellation;



- cancellation after 14.00 1 day before the planned check-in 100 % of the accommodation price of the first night of accommodation for each cancelled room.
5. For group reservations of accommodation and other services:
 - a. Up to 30 rooms the hotel has the right to charge the following cancellation fees:
 - cancellation between 22nd – 30th day before the planned check-in up to 25% from the total price of the ordered services;
 - cancellation between 15th – 21st day before the planned check-in up to 50% from the total price of the ordered services;
 - cancellation between 8th – 14th day before the planned check-in up to 75% from the total price of the ordered services;
 - cancellation between 2nd – 7th day before the planned check-in up to 90% from the total price of the ordered services;
 - cancellation 1 day and less before the planned check-in up to 100% from the total price of the ordered services.
 - b. From 31 rooms the hotel has the right to charge the following cancellation fees:
 - cancellation between 61st – 90th day before the planned check-in up to 25% from the total price of the ordered services;
 - cancellation between 31st – 60th day before the planned check-in up to 50% from the total price of the ordered services;
 - cancellation 30 days and less before the planned check-in up to 100% from the total price of the ordered services.
 6. The costs for technical equipment ordered by the hotel for the purpose of securing the event to the extent of costs already incurred to the hotel and they could not be covered by other uses, shall be fully paid by the client.
 7. The calculated price for catering services is the total agreed price for food, drinks, rental of premises or other provided services. If the price was not agreed, it will be calculated as follows: lowest price of the menu by the number of persons.
 8. Gift card is valid from date of issue up to 1 year. The expiry date of gift voucher may be extended by a maximum of 1 month in case of early and reasoned request. Multiple extensions are not possible. If the purchased gift voucher is not used, the cancellation fee is 100% of the value of the voucher. Gift card is non-refundable. It is not possible to exchange gift card for cash or other financial compensation. Gift card is meant for one-time use. If there is a value of ordered services and value of really used services lower than value of gift card, difference is non-refundable. If there is a value of ordered services and value of really used services higher than value of gift card, client is liable to pay the difference directly on place.

IX.

Withdrawal from the contract by the hotel

1. The hotel has the right to withdraw if there was agreed the right of the client to withdraw without payment, there is a demand for the reserved room/s by a third party and the client did not renounce his right to withdraw.



2. The hotel has the right to withdraw if:
- this right has been agreed in writing with the client for the reasons specified in the agreement;
 - the client does not insist on providing of the services;
 - the client has some overdue payments;
 - there was agreed an advance payment or deposit and the client did not fulfil it in time, but only until the time of the payment;
 - because of the circumstances /not caused by the hotel/ that make fulfilment of the contract impossible;
 - reservation of services or events was based on false, misleading or incorrect information or any other essential facts provided by the client;
 - there is a reasonable doubt, that by providing of the services, the reputation, safety or operation of the hotel may be endangered, without hotel's or owner's fault.

X.

Liability for damages on tangible assets of the client

1. The hotel is liable for damages on tangible assets which are brought by the client or for the client into the hotel, unless the damage occurred by other circumstances. The tangible assets are assets brought in hotel's accommodation or storage premises or which were passed to the hotel's employee.
2. The liability of the hotel for damages on jewellery, cash or other valuables is limited up to 332€ but only in case of using safe or other place intended for this purpose. Right to compensation expires 15 days upon knowledge of the damage if the client does not bring a charge to the hotel.
3. Providing a parking place in a hotel garage or car park does not create a custody or storage agreement. The hotel is not liable for damages on client's cars and their accessories parked on hotel property.
4. Unless gross negligence or intention, the hotel is not liable for leisure program injuries.

XI.

Special provisions

1. In case of stay with pets, a pet fee is charged in the agreed amount of 30 € / animal / night.
2. Smoking is allowed only in specific outdoor premises of the hotel. In other hotel premises /including whole interior and rooms/ there is smoking strictly prohibited. The hotel has the right to impose a fine at least € 250 € for every violation found.
3. Any hazardous substances /e.g. explosives, ammunition, corrosives, poisons, toxics, infectious substances, radioactive substances/ are prohibited.
4. The hotel will receive messages, mail and shipments of goods addressed to the clients. Shipments of the clients will be sent by the hotel if agreed and charged.



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5. Any goods found in the hotel premises will be stored up to 6 months and could be sent to the client /owner/ after their request. Otherwise after 6 months all valuable things will be passed to authorities.
6. Children of all ages can be accommodated:
 - a. children under the age of 6 years without a cot or extra bed can be accommodated at no additional charge;
 - b. children from 7 to 12 years without using an extra bed can be accommodated for a fee of 30 € / person / night;
 - c. a person older than 12 years without using an extra bed can be accommodated for a fee 40 € / person / night.
7. If the capacity of the hotel allows, the hotel may, at the request of the guest, provide:
 - a. for children from the age of 0 to 3 years a baby cot free of charge;
 - b. a child from the age of 4 to 12 years and for other adults an extra bed for a fee of 60 € / extra bed / night.
8. Children aged 13 years and more are considered adults.
9. Prices are quoted in € (EURO).

XII.

Final provisions

1. These GTC and all the legal relationships based on them are governed by Slovak law.
2. Should certain provisions of these GTC become invalid or void, the effectiveness of the remaining provisions is not affected.
3. By the reservation of the hotel's services, the client agrees with these valid GTC. The hotel has the right to change these GTC and its obligation to publish it is fulfilled by publishing it in the hotel premises and on the hotel's website www.hoteldevin.sk.

Bratislava on 01. 09. 2023

Ing. Robert Spišák, PhD.

The Chairman of the Board of Hotel Devín, a.s.

Ing. Peter Macháč

The Deputy Chairman of the Board of Hotel Devín, a.s

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ACCOMMODATION RULES

1. At the same time, the guest who rents the room is obliged to comply with the Accommodation Rules. If they violate them, the hotel has the right to cancel the order.

The hotel can only accommodate a guest who checks in properly. To do this, the guest presents their valid ID to the receptionist and the hotel issues them a hotel card with the room number.

The hotel is entitled to require a guarantee in the form of a pre-authorization of the payment card or a cash deposit upon the arrival of the guest. The amount of the required guarantee is regulated by the General Terms and Conditions of the Hotel Devín. A guest without a card guarantee is obliged to pay the accommodation on arrival and make a deposit in the amount specified. At the same time, a guest without a card guarantee is obliged to pay for all additional services of the hotel immediately after their use. If they do not respect this procedure, the receptionist may cancel the contract, as the guest has violated one of the points of the accommodation rules.

2. Any guest who is not a citizen of the Slovak Republic is obliged to fill in and sign the residence report form issued by the receptionist on the basis of the submitted identity document. All data in the report must be truthful and complete.



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3. The hotel provides the guest with services at least to the extent and quality determined by the relevant decree on the categorization and classification of accommodation and catering facilities, according to which the hotel is classified.
4. Entering the hotel, the guest is required to show a hotel card and identity card upon request.
5. Staying in a hotel is only allowed to persons who are not carriers of epidemiologically serious diseases and infections.
6. In special cases, the hotel may offer the guest other than the agreed accommodation, unless it differs significantly from the confirmed order, or arrange accommodation in another hotel belonging to the same class and category.
7. On the basis of the ordered accommodation, the hotel is obliged to accommodate the guest no later than 18:00, until this time it will book the room for the guest, unless otherwise specified in the order.
8. If the guest requests an extension, the hotel may offer them a different room than the one they were originally staying in.
9. The guest uses the room during the period agreed with the hotel.
10. Hotel rooms must be available to the hotel from 11.00 am on the check-out day, unless agreed otherwise. In the case of leaving rooms by the guest at a later time. The hotel has the right to charge:
 - a) 25% of the price for the additional use of the room until 3.00 pm.
 - b) 50% of the price until 5 pm.
 - c) from 5.00 pm 100% of the price.These can be charged without clients' right to use any other services provided with accommodation.
11. The client is obliged to pay the price for the whole previous night, if the check-in is before 6.00 am.
12. Hotel rooms must be available to the client from 2.00 pm check-in day. The hotel is obliged to prepare the room before this time or to prepare specific room only prior to agreement with the client. In the case of providing rooms at an earlier time:
 - c) Hotel has the right to charge 25% of the room price if the client is checked-in from 10 am to 01.59 pm.
 - d) Hotel has the right to charge 50% of the room price if the client is checked-in from 6 am to 09.59 am.
13. The client is obliged to report to the Reception staff any damages or deficiencies right after check-in and also during the time of accommodation. Otherwise the client is fully liable for all damages and could be charged for those damages.



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14. Smoking in the hotel rooms, balconies /windows and in all other internal premises of the hotel is prohibited. In the event of a breach of this prohibition, the hotel has the right to impose a fine of EUR 250 on the guest for each detected breach.
15. The guest agrees that during the entire duration of their rental, the hotel staff has the right to enter their room for the purpose of performing the work duties, the maid for the purpose of cleaning their room, the handyman in the event of faults in the room and the manager for the purpose of checking the room. To prevent this, the guest hangs a "DO NOT DISTURB" card on the outside of their door. This does not apply if the entry is necessary if the urgency of the situation requires it, e.g. the threat of an accident, violation of the accommodation conditions, especially if other guests are disturbed, etc.
16. The hotel is not responsible for valuables and money stored in the in-room safe, nor for valuables stored outside the in-room safe. The guest can store their valuables in a safe at the reception.
17. The hotel is not responsible for any disagreements or conflicts between guests, but to the extent possible, it will take the necessary measures to ensure order and peace in the accommodation and sales premises.
18. In the room, the guest may receive visits only with the consent of the reception and after its registration in the guest book. Visits can be accepted from 06:00 to 22:00. If the visit in the hotel room remains after the visiting hours, the hotel reserves the right to charge an additional person fee according to the currently valid price list.
19. The hotel will ensure the provision of medical assistance to the guest in the case of illness or injury, or transport to the hospital.
20. In the room or in the common premises of the hotel, the guest may not move equipment, carry out repairs or any interventions in telephone sets, radio or television receivers, hair dryers, or in the electrical network or other installation.
21. The guest is not allowed to use their own electrical appliances on the hotel premises and in the room. This regulation does not apply to electrical appliances used for the guest's personal hygiene.
22. The Guest may not loudly entertain, sing, listen to a radio or television programme in the room or in the halls of the hotel. From 10:00 p.m. to 6:00 a.m., they are obliged to follow silent hours.
23. Guests are prohibited from entering the hotel's service areas and areas where food and beverages are stored and prepared.
24. For safety reasons, it is not allowed to leave children under the age of 12 unattended by adults in the room, halls, elevator and other public areas of the hotel.

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25. Accommodation of pets is allowed only if the owner complies with all the veterinary and hygiene regulations during the stay. The consent of the hotel management is required for the stay of pets. Animals are prohibited from entering and staying in areas where food is stored, prepared, or served. Dogs must wear a muzzle in all public areas of the hotel and be guided on a leash. Pets are not allowed to be left unattended in the hotel premises, including the hotel room, by the accommodated guest / owner or accompanying person. Animals are not allowed to rest, lie on a bed or other equipment that serves to rest of the guests. It is not allowed to use a bath, shower, or basin for bathing or washing animals. The inventory used to prepare or serve food to guests must not be used to feed animals. The person accompanying the animal is responsible for following the silent hours from 22.00 to 6.00 and is responsible for all damage caused by the animal to the property of the hotel. The price for accommodation of animals is determined according to the valid price list of the hotel.
26. The guest has the right to use all the facilities of the rented room and common premises.
27. The guest is responsible for all damages caused to the property of the hotel according to generally valid legal regulations.
28. When leaving the room, the guest is obliged to close the water shutters, turn off electrical appliances and room lightings, close the windows and close the doors.
29. The guest usually pays the bill upon departure. The bills shall be due as soon as they are issued. Upon departure from the accommodation, the guest hands over the hotel cards at the reception.
30. For accommodation, borrowed items and other services used in the hotel, the guest is obliged to pay prices in accordance with the valid price list.
31. Complaints from guests and possible suggestions for improving the operation of the hotel are received by an authorized person at the resort or by the manager.
32. In the accommodation facility, the fire code, evacuation plan and hotel evacuation signs are posted in a visible and accessible place for guests. Guests are obliged to follow these instructions during their stay.
33. The client agrees that the hotel will process their data in accordance with Act no. 52/1998 Coll. on the protection of personal data. The provided personal data of the client may be processed by the hotel exclusively in connection with the provision of accommodation and other services.
34. The guest is obliged to comply with the provisions of these accommodation rules from the moment of renting the room. In the case of a serious violation, the hotel has the right to cancel the contract for the provision of accommodation services even before the expiry of the agreed period.



35. In the cases not regulated by these rules, the general terms and conditions of the hotel apply.

Bratislava on 01. 09. 2023

Ing. Robert Spišák, PhD.
The Chairman of the Board of Hotel Devín, a.s.

Ing. Peter Macháč
The Deputy Chairman of the Board of Hotel Devín, a.s

