

HOTEL RULES AND REGULATIONS

- ❖ The guest should follow the hotel's practices and the „Hotel Internal Rule Book”;
- ❖ At the check-in, the guest has the obligation to fill in and sign the „Arrival and Departure Announcement Form” and to present the identity papers to the receptionist in order to check if the information is correct;
- ❖ The check-in of the persons that have no identity papers is forbidden;
- ❖ The identity papers allowed by the law for checking-in are:
 1. for romanian citizens: identity card
 2. for foreign citizens: passport, identity card, sailor card, temporary licence, flight license;
 3. for the military and pupils of military institutions: identity card or military identity papers;
- ❖ The checking-in of minors under the age of 14 is only allowed in case of parental supervision or that of a legal guardian;
- ❖ Guest's visitors are allowed between 7.00-22.00, only with the prior notification of reception; staying in the guest's room after 22.00, involves the visitor's registration and payment for accommodation according to the valid price list;
- ❖ The guest must keep public order and silence all over the period of his staying in the hotel; guests shall observe night-time peace between 23.00 and 8.00 in the morning the following day;
- ❖ The guest shall use the hotel rooms, common use areas and facilities with due care and diligence;
- ❖ The guest shall leave the room in a reasonable state taking into consideration the normal use of rooms;
- ❖ The guest and/ or the contractant are to respond for all the damages brought about persons, buildings, furniture and equipment; the amount of damage shall be established in accordance with the Hotel Management or any other authorised person within the actual costs in order to make good the damage;
- ❖ The check-out is to be made until 12.00, otherwise the guest has to pay all the extra charges for late check-out;
- ❖ The prolongment of the guest's stay in the hotel has to be made only with the approval of the reception, provided that there still are available rooms;
- ❖ Check-in starts at 15.00;
- ❖ Guests should pay their bills whenever the Receptionist presents a bill during their stay at the hotel. All bills are due upon such presentation;
- ❖ Pets are not allowed;
- ❖ Ordering meals and drinks to be delivered from outside the hotel is not permitted;
- ❖ Guest's valuables will be kept in the safety deposit box available in all rooms;
- ❖ The hotel is not responsible for the vehicles or their content;
- ❖ The guest/the contractant has the obligation to pay the charge/price established for all services rendered;
- ❖ For the non payment of certain obligations the hotel has the right to retain and sell the client's objects with commercial value, according to the „International Hotel Rules”;
- ❖ During his stay, the guest must obey all the legal rules and regulations concerning work protection, environment protection, hygenic rules, public health and Fire Safety Rules;
- ❖ Guests access in the areas marked „Acces interzis” is forbidden;
- ❖ In case that any undesired events should happen (accidents, fires, explosions), the guests are obliged to respect operative measures imposed by the hotel management for these circumstances;
- ❖ Complaints shall be made to the management before check-out;
- ❖ When the guest is checking-out, he is obliged to leave the card- key at the reception desk;
- ❖ In case of outstanding debts, the management is entitled to restrict guests' access to the rented space;
- ❖ The personal belongings left in the room at the end of the stay are inventorized and kept for 30 days. They are released to the owners on demand and only upon receiving proof of the full payment of services. At the expiry of the 30 days period, they are put up for sale to settle the outstanding debts.
- ❖ It is forbidden to:
 1. bring, hold or store explosive, flammable or dangerous substances in the hotel ;
 2. bring or consume drugs or other forbidden products;
 3. spread pornography;
 4. practice or encourage prostitution;
 5. stick or spread posters;
 6. practice gambling;
 7. smoke in all public enclosed areas and in all hotel rooms; for violation of prohibition a fine of 100 lei to 500 lei is applied and a 50 euro sanitation tax is charged.
- ❖ Smoking areas are provided on the ground floor OUTSIDE the hotel entrance or on the Summer Terrace
- ❖ Guests have the right to ask and to receive payment documents for rendered hotel services (fiscal receipt, fiscal invoice, payment-bill) and to keep them until final departure;
- ❖ The hotel may refuse to accommodate a guest who behaves in a manner which may phisicaly or mentally cause harm to guests and the property;
- ❖ The hotel endeavours to make sure all the guests feel comfortable at the hotel and would ask the guests to observe the Hotel Rules. In the event of a breach of the Hotel Rules, the host may decline the hospitality to a guest, charge any cost for damage and forbid access to hotel.

It shall be deemed that a Guest has agreed with the Hotel Rules upon checking-in a hotel room and will respect them.

THE MANAGEMENT