

General terms and conditions

I. Scope

These General Terms and Conditions apply to accommodation contracts, contracts for the use of conference and banquet rooms and other hotel rooms (hereinafter collectively referred to as "rooms"), contracts for the use of sports grounds and sports facilities (hereinafter collectively referred to as "sports grounds"), as well as for all other services and deliveries made for the customer by the hotel (hereinafter collectively referred to as "services").

These conditions can be deviated from only in the case of a special written agreement with the customer.

These conditions are also considered to be the accommodation rules of the ALTIS hotel and are valid from 1.01.2020 until further notice.

II. Meaning of terms

"Hotel" means Hotel ALTIS, operated by ALTIS ONE, p. r. o., Račianska 109 / B, 831 05 Bratislava, IČO: 46 433 007, registered in the Commercial Register of OS Bratislava I, Odd .: Sro, vl.č. 77622 / B, and which provides, for a fee, accommodation and services related to accommodation under agreed conditions.

"Customer" is a natural or legal person who directly or through other persons uses the services of the hotel for retaliation on the basis of agreed conditions.

III. agreement

A. The contract is concluded when the hotel confirms the customer's order. The customer has no legal right to conclude the contract. If the hotel does not confirm the order within 72 hours of delivery, the contract will not be concluded.

B. The confirmation of the order is considered to be, in particular, the conclusion of a written contract, entry in the book of accommodated guests and the sending of a confirmation e-mail to the customer's address.

C. The contractual partners are the hotel and the customer. If the order is made on behalf of a customer by a third party, the latter is jointly and severally liable to the hotel together with the customer for all obligations arising from the contract.

D. The contract is concluded for a definite period.

E. An amendment to the contract may only be made with the written consent of both parties, except as permitted by these terms and conditions.

F. If the customer's free right of withdrawal is agreed in writing during a certain period, the hotel is also entitled to withdraw from the contract during this period without the customer's right to compensation, if there are orders from other customers for the booked rooms.

G. The hotel is entitled to withdraw from the contract if the customer does not make the agreed or requested payment in advance, even after a reasonable additional period set by the hotel.

a) there is a case of force majeure or other circumstances for which the hotel is not responsible and which make performance of the contract impossible,

b) the customer has ordered services on the basis of misleading or incorrect information about essential facts, e.g. in the person of the customer or the purpose of using the services of the hotel,

(c) the hotel has reasonable grounds to believe that the use of hotel services could jeopardize the smooth operation, safety or reputation of the hotel in public;

d) if the customer and / or the guest violates the agreed terms of service or if, despite the invitation, he continues to grossly violate good morals.

K. In the event of a justified resignation of the hotel, no right of the customer to compensation for damages arises.

L. Unless otherwise agreed in writing, the customer is not entitled to use on the basis of the concluded contract name and logo of the hotel.

M. In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, the customer agrees to the processing of personal data for the hotel and the proper provision of its services; .

IV. Price and payment terms

A. The price to be paid by the customer for the agreed hotel services results from the confirmed order. For hotel services provided beyond the scope of the order, the customer is obliged to pay a valid, resp. agreed prices. (the hotel price list is at the reception). This also applies to the hotel's services and expenses to third parties incurred by the customer / guest. The hotel may change the prices if the customer additionally wishes to change the number of booked rooms, hotel services or the length of stay.

B. The agreed price includes the applicable value added tax. The price does not include local tax. If the period between the conclusion of the contract and the performance of the contract exceeds 3 months and during this period the hotel's generally charged price for the services provided increases, the hotel may increase the contractually agreed price accordingly, but not by more than ten percent.

C. The Hotel is entitled to request an appropriate advance payment or a financial guarantee at the time of concluding the contract or at any time during its duration. The amount of the advance payment and the payment dates can be agreed in writing in the contract. The customer is obliged to provide payment in advance at the latest for accommodation in the amount of 100% of the ordered services when ordering 5 or more rooms. For stays longer than seven days, the customer is obliged to pay the entire stay (services actually provided and a deposit for the rest of the stay) no later than the seventh day of the stay, unless the parties have agreed otherwise.

D. Unless otherwise agreed, the hotel is entitled to bill its receivables at any time and the price for the services provided by the hotel is due immediately upon presentation of the bill to the customer / guest. In the event of late payment, the hotel is entitled to charge the relevant interest on late payment stipulated by the applicable regulations.

E. The hotel accepts EURO currency and payment cards when paying: VISA, MAESTRO

F. The customer can cancel a confirmed order free of charge 30 days before the day of use of the services (before the day of arrival), unless otherwise agreed. Cancellation fee 30 to 14 days before arrival is 30% of the price of ordered services, 14 to 6 days before arrival is 50% of the price of ordered services, 5 to 0 days before arrival is 100% of the price of ordered services.

J. The customer may only set off his claim against the hotel's claim, which is granted by a valid and enforceable decision of the general court.

V. Accommodation and provision of services

A. Unless the parties have agreed otherwise, the customer is not entitled to accommodation in a particular room or to use certain rooms or sports grounds. If the customer / guest requests an extension of the accommodation, the hotel may accommodate him in a different room than the one originally stayed after the original period.

B. Unless otherwise agreed in the accommodation contract, the customer has the rooms available from 14:00 to 18:00 on the agreed day of arrival. If the customer / guest does not report their late arrival by 18:00, the hotel is free to use the room after this time. If the customer has paid an advance payment, the hotel is obliged to book the room by 24:00; if the guest does not stay after this date, the hotel is entitled to charge the night's fee for the first night. The customer is not entitled to leave the booked room earlier.

C. Rooms must be cleaned no later than 10:00 on the agreed day of departure. and handed over to the hotel unless otherwise agreed. For later Later CHECK OUT is paid until 12:00 / 10 € / room, until 14:00 / 25 € / room or until 16:00 / 40 € / room. The hotel may check in until 18:00 due to late room cleaning. on the agreed day of departure charge 50% of the full price of the accommodation (price list price); after 18:00 on the agreed day of departure 100% of the full price of the accommodation.

D. In the case of reserved and non-guaranteed reservations, the hotel reserves the right to use such rooms as long as guests do not move in until 18:00. However, this is not the case if a later arrival time has been agreed.

E. Before leaving the room, each guest is obliged to close the water taps, turn off the lights and electrical appliances that are in the room, close the balcony door and lock the entrance door to the room. The guest is obliged to hand over the locking card (or key) at the hotel reception after leaving the room, unless otherwise agreed in writing. In case of non-compliance with this obligation, the hotel is not liable for damages.

F. To receive visits from guests, the guest is entitled to use the common areas of the hotel. In the room in which the guest is staying, he can receive visits only with the consent of the hotel.

G. The guest may not move the interior equipment, make adjustments or any interventions in the electrical or other installation without the consent of the hotel. The guest must not use their own equipment in the room, except for electrical appliances for personal hygiene.

H. Each guest is obliged to respect the night's rest from 22:00 to 07:00.

I. Smoking is not allowed on the hotel premises.

J. Accommodation with pets is not allowed.

K. Hotel does not have a personal lift. The reception is located between the first and second accommodation floor

VI. responsibility

A. The hotel is responsible for fulfilling its obligations under the contract. The hotel is liable for breach of duty, other damages based on intentional or gross breach of the hotel's obligations and damages based on intentional or gross breach of the hotel's typical obligations under the contract.

B. If errors or other breaches of contract occur during the provision of hotel services, the hotel is obliged to immediately ensure the removal of the situation on the basis of its own findings or on the basis of the guest's notification. The guest is obliged to adequately contribute to the elimination of the error and to prevent possible damage.

C. The hotel is liable under the law for damage to items that are brought by customers into the hotel building, unless the damage would otherwise occur. The hotel is only liable for cash, jewelry and other valuables in accordance with the applicable legal regulations if they are taken into custody on the basis of a confirmation at the reception and demonstrably sealed in the hotel safe.

D. The guest is obliged to report any damage to the reception at the reception as soon as he learns of its occurrence. If they do not exercise it within 15 days of this time, the right to compensation will expire.

E. For safety reasons, it is not appropriate to leave children under the age of 10 unattended in the rooms or other public areas of the accommodation.

F. In case of breach of duty, the guest is obliged to pay a fine in the amount according to the price list and the damage caused.

G. The items found are sent to the address entered by the guest when ordering hotel services at the guest's expense. If it is not possible to determine to whom the item belongs, the hotel will store it for a period of six months from the discovery. After the expiration of this period, items of obvious value shall be handed over to the relevant department of the Police Force of the Slovak Republic.