

## Hotel Rules and Regulations

1. Kalix Boutique Hotel\*\*\*\* provides accommodation only to guests who have been duly registered at the reception before the beginning of their stay. During registration, the guest is obligated to produce a valid identity document for verification of their identity by an authorised staff member.
2. Foreign nationals stay registration is amended by specific legal requirements. Such guest is obligated to fill in an official Notice of Stay and truthfully provide all information requested in the document.
3. Hotel provides services to registered guests in an extent and quality determined by its hotel category.
4. Upon re-entry to hotel premises, registered guest must identify themselves with a valid hotel card at the reception.
5. In exceptional cases, hotel can provide the guest with accommodation other than agreed upon in reservation, if it does not differ substantially from the confirmed reservation.
6. Hotel can refuse to register guests that arrive in greater number than previously agreed upon in reservation.
7. Based on accommodation reservation, Kalix Boutique Hotel\*\*\*\* is obligated to check in the guest on their check in date, in time period from 14.00 to 18.00. Until the end of the check in period on check in date, the room must remain reserved for the guest, unless agreed otherwise. However, if guest does not register until 18.00 on their check in date, hotel may utilize the room at its discretion. If guest fails to arrive, hotel treats the case as a booking cancellation, unless agreed otherwise.
8. If guest made a reservation for a one-person room and their reservation had been confirmed, the hotel can charge the guest only the contractually agreed price, even if hotel accommodates the guest in a room of different category.
9. If guest requests stay prolongation, hotel is entitled to provide them with another room than the one they have been accommodated in at first.
10. Hotel assumes liability for guest's belongings, as well as for damage caused on stored items, as long as they have been deposited in a place reserved for this particular purpose, or in a place customarily used for this purpose. A safe deposit box for storing money and other valuables is available in every room.
11. Hotel shall secure medical assistance in case of injury or illness of a guest.
12. Guest shall use their room during the time period agreed upon with the hotel.
13. Non-registered guests are obligated to report their visit at the reception. Visits in hotel rooms are allowed from 8.00 to 18.00, after agreement with the reception.
14. Guests are required to check out and leave the room no later than at 11.00 on their check out date. Failure to check out by 11.00 may result in additional fees.
15. Upon entering into the hotel room and in their own interest, guest is expected to check the room condition and equipment functionality and report any discovered shortcomings or failures at the reception.
16. During the guest's whole stay, receptionist, chambermaid, caretaker and eventually the hotel management staff have the right to enter the guest's room in order to perform their contractual duties.
17. Guest is prohibited to relocate hotel equipment, carry out repairs or to interfere with telephone equipment, internet and television receivers, hair dryers, electricity network or other installations in their room or other hotel premises.
18. Guest is prohibited to use their own electrical appliances in hotel, especially in hotel rooms. Electrical appliances used for personal hygiene of the guest (electric razor, hair dryer, etc.) are exempt from this rule.
19. When leaving the room, guest is kindly asked to turn off water taps, turn off electrical appliances, turn off the light, close the windows and doors. Room access chip cards are the property of hotel. Loss or damage of a chip card is sanctioned by fee of €10.00.
20. All hotel rooms are non-smoking. As smoking in the room is prohibited, violation of this rule is sanctioned by a fee of €100.00, which will be used to cover the expenses of chemical cleaning of room textiles.
21. Due to safety reasons, it is prohibited to leave children younger than 12 years unattended in the rooms, hallways and other common premises of the hotel.
22. Guests are prohibited to bring sports equipment into the rooms and store there items, which are supposed to be safekept in a place reserved for this particular purpose.
23. Silent hours period starts at 22.00 and ends at 07.00. Guests are obligated to respect the night time silent period.
24. Hotel may be liable for all damages incurred on guest's property, pursuant to relevant valid legal framework.
25. Hotel has a right to deny accommodation to a guest with an infectious disease, parasitic infection or any other illness, that might constitute a health risk to other hotel guests and hotel staff. If a guest conceals such condition from the hotel and checks in anyway, hotel is entitled to request that such guest covers the expenses associated with disinfection or room disinfection.
26. Dogs and pets are allowed in the hotel, pursuant to specific regulations. Fees for pet accommodation are charged based on contractually agreed price. Rules for pet accommodation are as follows:
  - it is prohibited to leave pets unattended in hotel premises, including the hotel room,
  - pets are prohibited to rest - lie on the bed or other room equipment designated for the rest of hotel guests. It is prohibited to wash and clean pets in showers and washbasins,
  - inventory habitually used to serve a prepare food for guests may not be used to feed dogs and pets,
  - guest or pet owner is liable for all property damages and/or personal injuries caused by their pet.
27. Every hotel guest is obligated to abide by this Hotel Rules and Regulations. If guest violates Hotel Rules and Regulations hotel management may immediately terminate their contractual relationship and ask for compensation of incurred losses.
28. Grievances, complaints and potential proposals for improvement may be handed in at the reception.
29. Hotel area may be entered by motor vehicles only via access roads, and vehicles may be parked only on reserved parking spaces for registered guests.
30. Complaint Policy is available at the hotel reception.
31. Fire Safety Instructions are displayed at a visible place in the hotel - guests must follow fire safety instructions during their stay.