



KUĆNI RED / HOUSE ORDER

Prijava/odjava

Hotelska soba Vam je na raspolaganju od 14:00 h nadalje. Na dan odlaska, sobu treba napustiti do 12:00 h.

Parkiranje

Za parkiranje osobnog vozila koristite ili hotelski ili javni parking (besplatno), a prostor ispred hotela koristite samo za kraća zaustavljanja.

Hotelska soba

Na sobnom zaslonu moguće je očitati temperaturu sobe te su moguće i slijedeće stavke: „ne uznemiravaj“, isključivanje/ uključivanje klime, povećavanje ili smanjivanje temperature (strelicama), „poziv sobarici“. Nije dozvoljeno iznositi iz hotela bilo kakav hotelski inventar, opremu ili predmete. Nije dozvoljeno primati posjete u hotelskoj sobi. Posjete se primaju u predvorju hotela, aperitiv baru ili kavani. Sve eventualne kvarove u sobi možete prijaviti na recepciji hotela.

Gost je odgovoran za eventualne štete nastale njegovom krivnjom ili krivnjom osobe za koju je on odgovoran. Gost je dužan eventualne štete nadoknaditi prije odjave iz hotela.

Maloljetnici

Hotel ne prima na smještaj osobe mlađe od 18 godina ukoliko nisu u pratnji punoljetne osobe.

Pušenje

U cijelom hotelu Park Lovran pušenje nije dozvoljeno.

Check in/check out

The rooms are available from 14:00h onwards. On the day of departure, the room has to be vacated until 12:00h.

Parking

For parking your car, you can use the hotel- or public-parking (both free of charge). You can use the space in front the hotel for short stops and for unloading your luggage.

Hotel room

You can see the room temperature on the room-display. There will also find the following buttons: „do not disturb“, „AC on/off“, „hi/low temperature“ and „call for house keeping“. It is not allowed to take any inventory, equipment or other hotel-property out of the hotel. Room visits are not allowed. You can receive visitors in the hotel's foyer, aperitiv bar or coffee-shop. For any possible repairs, kindly contact the hotel reception.

The guest is responsible for any possible damages that have been caused by his actions or by actions of those the guest is responsible for. The guest has to cover financially any possible damages before checking-out of the hotel.

Minors

The hotel does not offer accommodation to persons younger than 18 years of age unless they are accompanied by at least one adult (older than 18 years).

Smoking

Hotel Park Lovran is a fully non-smoking facility.

Kućni ljubimci

Dovođenje kućnih ljubimaca ili drugih životinja nije dozvoljeno.

Satnica pansionskih obroka

doručak od 07:00 do 10:00 h

večera od 19:00 do 21:00 h

(u slučaju da u hotelu boravi manje od 10 gostiju, vrijeme obroka se skraćuje za 1 sat)

Nije dozvoljeno iznositi hotelsku hranu iz restorana.

Otkazivanje obroka

Želite li otkazati obrok, molimo Vas da o tome obavijestite recepciju hotela najkasnije do 19:00h za naredni dan. Doručak je uključen u cijenu i ne može se otkazati.

Posluživanje u sobi

Za posluživanje u sobu molimo nazovite interni broj 506 ili hotelsku recepciju na 500. Posluživanje u sobu je moguće naručiti u vremenu od 07:00 do 22:00 h.

Čuvanje novca i dragocjenosti

Svoje dragocjenosti možete pohraniti u sigurnosnom sefu koji se nalazi u ormaru hotelske sobe. Korištenje sefa je besplatno. Hotel **ne snosi odgovornost** za bilo kakve dragocjenosti ili novac ostavljen u sobi.

Usluga pranja i glačanja

Ukoliko želite koristiti uslugu pranja odjeće, posložite odjeću u vrećicu za rublje koja se nalazi u ormaru te obavijestite recepciju.

Za uslugu glačanja odjeće nazovite recepciju hotela. Obrazac sa cijenama se nalazi na Vašem radnom stolu. Molimo da ga ispunite te predate zajedno s Vašom odjećom.

Mini bar

Mini bar se puni svakodnevno. Molimo da svoju potrošnju pića iz mini bara evidentirate na priloženom obrascu, kojeg prilikom plaćanja računa predajete na recepciji.

Voda

Voda je jedan od najdragocjenijih resursa, stoga Vas ljubazno molimo da po tom pitanju budete pažljivi te dobro zatvarate slavine.

Pets

Pets and other animals are not allowed in the hotel.

Meal hours

breakfast 07:00-10:00 h

dinner 19:00-21:00 h

(in case that there are less than 10 guests in the hotel, the meal hours are 1 hour shorter)

It is not allowed to take food outside of the hotel restaurant.

Cancellation of meals

If you wish to cancel a meal for the next day, kindly notify the reception until 19:00h the day earlier. Breakfast is included in the room-rates and cannot be cancelled.

Room service

If you require our room-service, kindly call the number 506 or the reception at 500. It is possible to order room-service from 07:00 until 22:00 h.

Cash and valuables

*We recommend that you store any private valuables in the room's safe, which can be found in the closet. The use of the safe is free of charge. The hotel **cannot be held liable** for any valuables or cash left in your room.*

Laundry service

Please place your laundry in the laundry bag (which you will find in your room's closet) and notify the reception. Please fill-in the form with rates and services that you will find on your desk and attach it to the bag with your laundry. For ironing, please call the reception.

Mini bar

The mini-bar is filled daily. Please fill-in the prepared form for the notification of your mini-bar consumption, and submit it to the reception prior to departure.

Water

Water is one of the most precious resources, so kindly be mindful about it and close the taps carefully.

Električno napajanje

Mrežni napon je 220 V. Uporaba grijaćih tijela (glačala, kuhala ili dr.) u sobama ili hotelskim prostorijama nije dozvoljena. Zabranjeno je u hotel unositi zapaljive i eksplozivne materijale te predmete s jakim mirisima.

Hotelski račun

Hotelski račun se podmiruje na recepciji hotela. U slučaju dužeg boravka, hotelski se račun podmiruje svakih 7 dana, a ostatak pri odlasku. Račun možete podmiriti ili gotovinom ili jednom od slijedećih kartica: Maestro, Mastercard, American Express, Visa, Diners.

Prilikom odjave iz hotela, ključ kartica se mora vratiti na recepciju, a za izgubljene kartice se naplaćuje naknada (informacija o iznosu troška za gubitak kartica nalazi se na recepciji).

Odlazak

Na dan odlaska, sobu treba napustiti do 12:00h, a za odlaske nakon 12:00 h zaračunava se dodatni iznos od 50% cijene smještaja. Ukoliko se soba ne napusti do 18:00h, zaračunava se puna cijena noćenja. Ukoliko želite produžiti svoj boravak u hotelu, molimo da po pitanju raspoloživosti i rezervacije kontaktirate recepciju jedan dan prije odlaska. Hotel zadržava pravo u slučaju prijevremenog odlaska obračunati do 100% ukupnog iznosa za sve naručene, a neiskorištene hotelske usluge.

Ostalo

Hotel Park Lovran zadržava pravo uskraćivanja usluge boravka te drugih usluga onim gostima čije ponašanje na bilo koji način nije u skladu s kućnim redom hotela, koje remeti mir i dostojanstvo drugih gostiju ili personala, ili koje ugrožava njihovu sigurnost ili dobrobit.

Electricity

The standard current voltage is 220V. Any use of electrical heaters (iron, camp-cookers etc.) in any hotel-rooms or -areas is strictly forbidden because of safety reasons. It is forbidden to bring flammable or explosive materials into the hotel as well as objects with strong odour.

Hotel bill

The hotel bill has to be settled at the hotel reception. Guests who are staying for a longer period of time, are required to settle their bills on a weekly basis, while the remaining amount is settled upon departure. We accept payment in cash or with the following credit cards: Maestro, Mastercard, American Express, Visa, Diners.

When checking-out, the key-card has to be returned to the reception. For lost key-cards an extra-charge will be applied (the information about the amount of the extra-charge is available at the reception).

Departure

Rooms have to be vacated until 12:00h on the day of departure. For departures after 12:00h there is an extra charge of 50% of the room rate. If the room is not vacated until 18:00h, one more full day will be charged.

If you wish to extend your stay in our hotel, kindly check with the reception for availability one day in advance. The hotel reserves the right to charge up to 100% of the amount of all booked and not used services.

Other

Hotel Park Lovran reserves the right to deny accommodation and other services to guest whose conduct is not in accordance with the hotel's house order, whose conduct in any manner disturbs the peace or dignity of other guests or personell, or in any manner threatens their security or wellbeing.