



## KUĆNI RED / HOUSE RULES

### **Parkiranje**

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

### **Prijava/odjava**

Hotelska soba Vam je na raspolaganju od 14:00 h nadalje. Na dan odlaska, sobu treba napustiti do 12:00 h, a za odlaske nakon 12:00 h zaračunava se dodatni iznos od 50% cijene smještaja na bazi noćenja i doručka. Ukoliko se soba ne napusti do 18:00h, zaračunava se puna cijena noćenja i doručka. Ukoliko želite produžiti svoj boravak, molimo da po pitanju raspoloživosti i rezervacije kontaktirate recepciju jedan dan prije odlaska.

### **Maloljetnici**

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

### **Kućni ljubimci**

Dovođenje kućnih ljubimaca ili drugih životinja nije dozvoljeno.

### **Pušenje**

U cijelom hotelu Park pušenje nije dozvoljeno.

### **Uskraćivanje prava boravka**

Hotel Park 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 osjećaj dobrobiti.

### **Parking**

*For parking your car, you can use the hotel- or public-parking, but the space in front the hotel is only to be used for short stops (luggage).*

### **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. For departures after 12:00h there is an extra charge of 50% of the room rate on bed-and-breakfast basis. If the room is not vacated until 18:00h, one more full bed-and-breakfast overnight will be charged. If you wish to extend your stay, kindly check with the reception for availability one day in advance.*

### **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).*

### **Pets**

*Pets and other animals are not allowed in the hotel.*

### **Smoking**

*Hotel Park is a fully non-smoking facility.*

### **Denying accommodation**

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

### **Hotelska soba**

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 treba prijaviti na recepciji hotela. Gost je odgovoran za eventualne štete nastale njegovom krivnjom ili krivnjom osoba za koju je on odgovoran, te je gost dužan obeštetiti hotel prije odjave iz hotela.

### **Mini-bar**

Konzumacija proizvoda iz mini-bara se naplaćuje prema priloženom cjeniku. Molimo da svoju potrošnju iz mini bara evidentirate na navedenom cjeniku kojeg prilikom plaćanja računa predajete na recepciji. Mini bar se puni svakodnevno.

### **Posluživanje u sobi**

Posluživanje u sobu je moguće naručiti u vremenu od 07:00 do 22:00 h i to putem hotelske recepcije birajući interni broj 500.

### **Voda**

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

### **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.

### **Usluga pranja i glačanja**

Ukoliko želite koristiti uslugu pranja odjeće, posložite odjeću u vrećicu za rublje koja se nalazi u ormaru te obavijestite recepciju. Obrazac sa cijenama se nalazi u hotelskoj mapi na Vašem radnom stolu. Molimo da ga ispunite te predate zajedno s Vašom odjećom. Za uslugu glačanja odjeće nazovite recepciju hotela.

### **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 ostavljene u sobi.

### **Hotel room**

*It is not allowed to take any hotel inventory, equipment or items out of the hotel. Room visits are not allowed. You can invite visitors in the hotel's foyer, aperitiv bar or coffee-shop. Any possible damages have to be reported to the hotel reception. The guest is responsible for any possible damages caused by his actions or by actions of those persons he is responsible for, and such damages have to be financially covered before checking-out of the hotel.*

### **Mini bar**

*The consumption of products from the mini-bar is charged according to the accompanied price-list. Please write Your mini-bar consumption on this price-list, and submit it to the reception prior to departure. The mini-bar is filled daily.*

### **Room service**

*It is possible to order room-service from 07:00 until 22:00 h by calling the reception at 500.*

### **Water**

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

### **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 any objects with strong odour.*

### **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 in the hotel map on your desk, and attach it to the laundry bag. For ironing, please call the reception.*

### **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 **will not be held liable** for any valuables or cash left in your room.*

### **Pansionski obroci, satnica i otkazivanje**

- Nije dozvoljeno iznositi hranu iz restorana.  
- Buffet se poslužuje za 10 i više osoba, inače se obroci pojedinačno serviraju.

- Vrijeme obroka:

- doručak 07:00 do 10:00 h

- večera 19:00 do 21:00 h

(osim kada je pri večeri manje od 10 osoba, tada 19:00-20:00h)

- 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.

### **Odlazak**

U slučaju prijevremenog odlaska gosta, hotel zadržava pravo obračunati storno-trošak za sve naručene, a neiskorištene hotelske usluge, u visini određenom Općim uvjetima poslovanja hotela.

### **Hotelski račun**

Hotelski račun se podmiruje na recepciji hotela odmah pri dolasku. Naplata usluga je isključivo moguća u HRK prema srednjem tečaju HNB-a na dan plaćanja. Plaćanje je moguće jednokratno - kreditnim karticama (Amex, Diners, Visa, Master), debitnim karticama te gotovinom (HRK).

Za kupnju hrvatske valute HRK može se koristiti bilo hotelska ili neka druga mjenjačnica.

Zbog tečajnih razlika te obračuna provizija mjenjačnica, treba računati na to da će potreban iznos u EUR za plaćanje računa biti nešto veći od onog iznosa naznačenog na rezervaciji i računu.

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

### **Pritužbe**

Eventualne žalbe ili pritužbe gostiju, hotel će uzeti na razmatranje isključivo ukoliko su iste upućene tijekom trajanja boravka i to ili na licu mjesta izravno odgovornoj osobi u hotelu, ili putem agencije koja je izvršila rezervaciju, ili putem službenog predstavnika.

### **Meals, meal hours and cancellations**

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

- Buffet is served for 10 and more persons, otherwise meals are served individually

- Timetable:

- breakfast 07:00-10:00 h

- dinner 19:00-21:00 h

(except when fewer than 10 persons at dinner, then 19:00-20:00h)

- 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.

### **Departure**

In case of a guest's earlier departure, the hotel reserves the right to charge a cancellation-fee for all booked and not used services in the amount according to the hotel's General Conditions

### **Hotel bill**

The hotel bill has to be settled at the hotel reception at arrival. One-time payment is possible only in the Croatian national currency HRK calculated at the medium exchange rate of the Croatian national bank (HNB) on the day of payment.

Payment is possible with credit-cards (Amex, Diners, Visa, Master), debit cards or cash (Croatian HRK).

For buying the Croatian currency HRK, You can use either the hotel's exchange office or any other exchange office. Because of currency differences as well as the commissions charged by exchange offices, You need to be aware that the amount in EUR necessary for paying the bill will be slightly higher than the amount stated in the reservation and on the bill.

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

### **Complaints**

The hotel will consider any possible complaints only if they were previously made directly in the hotel during the guest's stay – either directly to the responsible personell, or through the agency that made the reservation, or through an official representative.

