

ACCOMMODATION REGULATIONS

Dear guests, thank you for booking a stay with us, thereby agreeing to comply with the following accommodation rules:

Reservation

1. In the object of the **ĎUMBIERKY** chalets, there can be accommodated only a client, who has ordered and confirmed the services of the accommodation provider or has entered into a contractual relationship at the place of accommodation or is registered for the accommodation. Upon arrival at the accommodation facility, the client is obliged to present a valid identity document (ID, passport) to the accommodation provider.
2. Accommodation for clients under the age of 18 is not allowed separate accommodation in the chalet.
3. Clients can be accommodated on the basis of their binding reservation and payment of the reservation fee – deposit.
4. The accommodation provider reserves the right to demand an advance payment of 100% of the accommodation price from the client when booking.
5. The reservation becomes binding only after receiving the advance payment to the bank account of the accommodation provider and confirmation by the accommodation provider.
6. The price list of services for renting chalets is published on our website **www.dumbierky.sk** . Services are provided on the basis of a predetermined offer and agreed conditions.
7. The client will pay the full amount for the accommodation and services connected with the accommodation in accordance with the valid price list no later than the day before starting the accommodation to the bank account of the accommodation provider held at Slovenská sporiteľňa, a.s., IBAN: SK14 0900 0000 0051 9465 2973
8. The accommodation provider is entitled to charge the following cancellation fees, in the case that the client cancels his stay reservation by phone or e-mail within the following periods:

- cancellation of reservation 60 or more days before arrival: cancellation fee 0% of the accommodation price
 - cancellation of reservation 30 to 59 days before arrival: cancellation fee 20% of the accommodation price
 - cancellation of reservation 14 to 29 days before arrival: cancellation fee 50% of the accommodation price
 - cancellation of reservation 24 hours to 13 days before arrival: cancellation fee 80% of the accommodation price
 - cancellation of reservation within 24 hours before arrival: cancellation fee 100% of the accommodation price.
- 9.** Cancellation of the reservation must be delivered by the client to the accommodation provider via e-mail.
- 10.** In case of cancellation of the client's reservation by the accommodation provider, the client is entitled to a refund of the full amount of the deposit (100%). This cancellation must be notified to the client by the accommodation provider by phone and delivered by e-mail.

Check-in

- 11.** Check-in is possible from 2:00 PM to 5:00 PM, in exceptional cases also earlier or later arrival, as long as it was agreed in advance with the accommodation provider or the current situation at the time of the client's arrival for the stay allows it.
- 12.** When moving into the chalet, the client is obliged to check the functionality of the entire chalet equipment and to report any deficiencies, discrepancies or reservations to the accommodation provider immediately upon discovery. He is obliged to proceed in the same way if he discovers any damage to the chalet, rooms or other inventory. In the case that the accommodation provider discovers this damage after the end of the client's stay without the client notifying the accommodation provider of these facts, the client is obliged to compensate the accommodation provider for damage to the chalet or its inventory in full.
- 13.** When taking over the object, the client takes over the inventory of the entire object and assumes responsibility for damages caused to the entire object and its equipment.

- 14.** The client will receive 2 keys upon arrival. One from the main entrance to the chalet and the other one from the entrance to the utility room. We charge a fee of €100 for the loss of keys, as it is necessary to replace both locks in case of loss or theft of the keys.
- 15.** Each chalet has a separate parking area. It is forbidden to park in front of the neighboring building, on the grass, on the sidewalk and on the driveway. Otherwise, the accommodation provider can demand compensation based on the calculated damage, in addition, the vehicle will be towed at the client's expense. The parking lot is not guarded. The accommodation provider is not responsible for theft or damage caused to motor vehicles.

Accommodation

- 16.** The client undertakes to maintain order and cleanliness in the chalet and its surroundings during the entire stay.
- 17.** The client is obliged to sort waste into mixed (black bin), plastic (yellow bin), glass (green bin) and paper (blue bin). These containers are located on the driveway to the chalet's area named Fongrub .
- 18.** The client cannot move interior equipment in the chalet without the consent of the accommodation provider, make modifications and repairs to the object and any interventions in the electrical or other installation, move dishes and other equipment to another chalet.
- 19.** Guests are not allowed to bring items into the facility for safekeeping that have not been agreed upon with the owner.
- 20.** The client is obliged between 10:00 PM until 6:00 AM observe night silence. The person who rented the chalet from the accommodation provider is responsible for keeping quiet at night. In the case that the client violates the observance of nighttime silence even after being warned by the accommodation provider, the accommodation provider is entitled to expel the client from the chalet. In the case that client was expelled from the chalet, the client is not entitled to alternative accommodation or financial compensation for ordered services in the chalet.
- 21.** The accommodation provider has the right to continuously check the number of people in the chalet, to warn about inappropriate behavior or destruction of property. In case of a gross violation of the accommodation rules and after considering the situation, the accommodation provider is entitled to report a police patrol, or to ask the client and

guests to leave the chalet without the right to alternative accommodation and a refund for the accommodation.

22. The accommodation provider is not authorized to enter the chalet used by the client without his accompaniment. This does not apply if there is damage to property, the object's inventory, or the object itself. One spare key is used for such entry into the chalet. In case of damage to the device, the client is obliged to pay for the damage on the spot, or to remove the damage immediately. In the event that he does not remove the damage in time and thus prevents the next client from staying, he is obliged to pay the full price of the next stay and the associated costs.
23. Minors accommodated are the responsibility of their legal representative. Children under the age of 15 must always be accompanied by adults, both indoors and outdoors, for safety reasons.
24. **Accommodation of pets and other animals is strictly prohibited.** In the event of a violation of this prohibition, the accommodation provider has the right to impose a fine of €100 on the client for each animal.
25. It is forbidden to arbitrarily increase the number of persons during the stay without the knowledge of the accommodation provider.
26. **Smoking is strictly prohibited in all areas of the interior of the chalet.** In the case of a violation of this prohibition, the accommodation provider has the right to impose a fine of €100 on the client for each detected violation. Smoking is allowed only in designated areas on the outdoor terraces, outside in front of the chalet on the road. Accommodation guests are obliged to dispose of cigarette butts properly, in containers intended for this purpose. In case of violation of this regulation, the accommodation provider has the right to impose a fine of €100 on the client.
27. Fires are strictly prohibited in the chalet and in its immediate vicinity, as well as in the entire chalet area, except in designated areas.
28. The accommodation provider is not responsible for things, jewelry, money and valuables of the accommodated guests, which the accommodated guests brought into the facility and left unattended. This also applies to cars, motorcycles, bicycles, skis, etc., which the client left unattended.
29. The client is not allowed to use his own electric, gas or portable appliances in the entire chalet. This restriction does not apply to the use of electrical appliances installed in rooms or portable electrical equipment used for personal hygiene (hair dryer, electric toothbrush, shaver, etc.) and to chargers for common consumer electrical devices.

30. It is forbidden to throw any objects, hygiene items, food or pour liquids that are not intended for this purpose into the toilets and sinks. In case of clogging of waste pipe as a result of non-compliance with the mentioned instruction, we charge damages in the amount of €200.
31. The client is obliged to immediately report any defects to the accommodation provider.
32. In case of damage, the adult person with whom the child is registered for residence and who is responsible according to the law is responsible for the client.
33. The client is responsible for damages caused to the property of the accommodation facility according to the relevant provisions of Act no. 40/1964 Coll. (Civil Code) and other relevant legal regulations. The client, as a responsible representative, is responsible for damages caused by minors for whom he is responsible, as well as for damages caused by persons who are on the premises of the object and whose stay was allowed by the client.
34. The client is obliged to act in such a way that there is no damage to health, property, nature and the environment. As part of prevention, the client will keep the front door locked even during their stay in the chalet. Before opening the door to strangers, he checks the reason for their request to enter the chalet and, in case of doubt about validity of such a request, immediately contacts the accommodation provider.
35. Before leaving the chalet, the client will properly check that the terrace doors, windows and doors are closed, including on the first floor and properly lock the entrance door to the chalet. Because of forest animals, it is necessary to always close the balcony and entrance doors behind each other.
36. When leaving the chalet, the client is obliged to close the water taps, turn off the lights and properly switch off all appliances and ensure that they are not left running unattended.

Check-out

37. In the case of early termination of the stay, other than as agreed in advance, the accommodated person is not entitled to a refund.
38. The end of the stay is on the day of check-out by 10:00 AM, if the time of the end of the stay has not been agreed otherwise. In case of late vacating the chalet, the accommodation provider is entitled to charge €10 for each hour started after this time.

However, if the chalet is vacated after 4:00 PM on the day of check-out, the accommodation provider may charge 100% of the list price per night.

39. Before leaving, the client is obliged to check the object and leave it in the condition in which he received it. In case of excessive pollution of the object, the client is obliged to pay the accommodation provider a fine of €50.
40. On the day of check-out, the guests are obliged to return the kitchen to its original condition, that is, wash, wipe and store the dishes in their original place and take all their food.
41. When leaving, the client is obliged to empty the indoor fireplace and outdoor grill and wash the kettle (if they were used).
42. When leaving, the client is obliged to dump garbage, plastic, glass and paper into the appropriate container, which is located at the intersection of the driveway, towards the main road.
43. When leaving, the client will hand over the entire inventory in undamaged condition to the authorized worker, hand over bed linen, towels and keys to the chalet.
44. The object is considered vacated after the client has removed all his belongings from the object, handed over the keys to the chalet to the authorized employee and announced check-out from the accommodation.

Final provisions

45. The client agrees to these accommodation rules, which he has properly read and understood by taking over the keys to the chalet. These accommodation rules are available in the chalet and the guests are also familiar with it when negotiating the conditions and taking over the chalet – ignorance of the provisions is not a reason for not complying with them.
46. The client and the accommodation provider are obliged to comply with the provisions of these accommodation rules, which are binding for both parties in their entirety. In the event that the client violates any of the provisions of the accommodation rules, the accommodation provider has the right to withdraw from the contract for the provision of temporary accommodation service before the end of the agreed time and without the client's right to a refund.

47. Complaints, shortcomings and possible suggestions for improving the activity as well as praise are received by the accommodation provider through the satisfaction questionnaire, which is located directly in the object.

48. In the chalet, the fire regulations, the evacuation plan and the indication of the direction of evacuation from the chalet are posted in a place visible and accessible to the accommodated guests. Guests are obliged to follow these instructions during their stay.

49. In the case of a fire, the client is obliged to follow the instructions of the responsible workers (in accordance with the fire evacuation plan) and after the arrival of the fire protection, the instructions of the intervention commander.

50. Emergency phone numbers:

- Integrated Rescue System	112
- Fire and rescue service	150
- Emergency	155
- Police	158
- Mountain Rescue Service	18 300
- Air Rescue Service	18 155
- Rescue line – First Aid	0850 111 313

51. The client agrees that the accommodation provider, in accordance with Act no. 122/2013 Coll. on the protection of personal data processed his personal data. The provided personal data of the client may be processed by the accommodation provider exclusively in connection with the provision of accommodation and other services.

This accommodation policy takes effect on February 1, 2023

We wish all our guests a pleasant stay and many unforgettable memories and experiences in the ĎUMBIERKY.



ML Capital s.r.o.

Lipová 549/16

04420 Malá Ida

IČO 54 836 361

DIČ 2121800043

+421 910 462 469

mlcapitalsro@gmail.com

dumbierky@gmail.com