



HOTEL HOUSE RULES AND REGULATIONS

Dear guests,

to make your stay as pleasant as possible, please consider the following:

- Accommodation at Cornaro Hotel can only be used by a person duly registered to the Front Desk.
- Prior to entering the room, unregistered persons are required to leave their documents at the Front Desk.
- Room visits are not allowed. For socializing or meeting with your guests, please use our restaurants and bars.
- Bringing flammable and explosive materials, as well as objects with unpleasant smell into any hotel area is strictly forbidden. In case of fire, study the evacuation plan and fire safety procedures placed on the inside of your room door. Immediately inform the Front Desk staff about the fire.
- As indicated in the Restriction of the use of tobacco products, smoking is not permitted in hotel rooms or any other public and indoor hotel areas. Violation of the above rule of Cornaro Hotel's House Rules and Regulations will be subject to a €500 penalty fee. By signing the registration card, the guest has given consent for his/her credit card to be charged for the amount of penalty fee prescribed for the use of tobacco products if the use was made despite the prohibition.
- Bringing, preparing and consuming food and drinks or ordering from external catering services is not allowed in rooms or any other hotel areas, for sanitary reasons.
- Washing, drying and pressing in the room is not allowed. If you require such services, please contact our Front Desk staff.
- Unless your valuables, money and documents are stored in a room or hotel safe but left unattended in your room, public areas of the hotel or luggage room, the hotel cannot guarantee their safety and does not accept responsibility for their possible disappearance.
- It is not allowed to destroy and remove hotel inventory from the room. We will be forced to charge you for any deliberate damages incurred during your stay.
- The hotel reserves the right to charge you any damage, disturbance of order and peace in the hotel, as well as disobeying the house rules and regulations.
- In case of any defects, faults in the room or possible dissatisfaction with our service, please contact our Front Desk staff immediately.
- Please do not make any noise that may disturb other guests in the rooms, corridors and public areas of the hotel, especially between 10 pm and 8 am.
- Please do not enter any of the hotel public areas dressed inappropriately, e.g. in pajamas, underwear, swimming suit, etc. Walking in any public area of the hotel without footwear is not allowed.
- Pets are allowed in the hotel room with prior notice, extra fee and abiding house rules and regulations. It is prohibited to bring pets into restaurants and bars, releasing them off the leash or leaving them unsupervised.
- Before leaving the room, please make sure you close the water in the bathroom.
- When leaving the room, be sure to close the door. Upon leaving the hotel, the key-card card does not need to be returned to the Front Desk staff. When checking out, please hand in the key-card to the Front Desk staff to avoid being charged for it. Damaged or lost key-card will be charged €10.
- Your minibar is filled with drinks. Please fill the minibar consumption form before leaving the hotel and hand it over to the Front Desk staff during check-out. If you have not reported the consumption of items from the minibar, you will be charged at check out.
- Please personally sign the bills for all types of hotel services.
- Check-out is possible until 11 am. If you would like to check-out after 11 am, please contact our Front Desk staff by 10 am. Checking out and staying in the room after 11 am will be extra charged.
- In case of a longer stay, the guest is obliged to pay the bill every 7 days, and any remaining amount upon check-out. The account can be settled by cash or credit card.
- Please make sure you bring all your personal belongings on departure. Forgotten items can only be sent to guests on request.
- Any complaints made by individual, agency or contract guests are only taken into account if they are reported during their stay at the hotel. We do not accept subsequent complaints.
- During your stay, the Front Desk staff is at your disposal for any information and assistance you may need.
- Intentional or unintentional damage or damage to property will have to be fully compensated by the guest. On the day of departure, the guest is obliged to allow the hotel staff to inspect all rooms and household appliances in his presence in order to prove that he did not commit any damage. Only then does the guest have the right to leave the accommodation.
- All damage that was not reported upon departure will be claimed from the guest later through the courts.
- Accommodation will be unconditionally canceled for all guests who do not comply with the house rules and disturb the peace and guests will be charged for damages.
- In case of cancellation of the accommodation by the hotel or agency due to a violation of house rules, the guest will be charged the entire amount of the reserved period, regardless of the shorter stay.
- By starting to use the accommodation, it is understood that the guest is familiar with the house rules and agrees to the obligations and conditions outlined here. All disputes that cannot be resolved internally with the hotel or agency will be resolved by the intervention of the police or the court in Split. If the guest does not accept these provisions, he is obliged to leave the accommodation. All complaints are taken into account only if they are reported during your stay at the Hotel. We do not accept subsequent complaints.

Prices in Euros are defined by a fixed rate 1 EUR=7,53450 HRK

Cornaro Hotel Management



KUĆNI RED

Poštovani gosti,

kako bi vam boravak u našem hotelu bio što ugodniji, ljubazno vas molimo da uzmete u obzir sljedeće:

- Smještajem u Cornaro Hotelu može se služiti samo osoba koja je uredno prijavljena recepciji.
- Prije ulaska u sobu, neprijavljene osobe dužne su na recepciji ostaviti svoje dokumente.
- Posjeti u sobi nisu dopušteni. Za druženje ili razgovor s vašim gostima, molimo koristite prostor naših barova ili restorana.
- Unos lako zapaljivih i eksplozivnih materijala, kao i materijala i predmeta neugodna mirisa nije dopušten u prostorima hotela. U slučaju požara, proučite plan evakuacije koji se nalazi na unutrašnjoj strani vrata vaše sobe. Također molimo da o požaru odmah obavijestite osoblje recepcije.
- Prema Zakonu o ograničavanju uporabe duhanskih proizvoda, pušenje nije dozvoljeno u javnim i zatvorenim prostorima hotela. Kršenje navedenog zakona uvjetovat će plaćanje novčane naknade u iznosu od 500 €. Svojim potpisom na pristupnici, gost je dao suglasnost da se njegova kartica tereti za iznos kazne propisane za korištenje duhanskih proizvoda ako je do korištenja došlo usprkos zabrani.
- Donošenje, priprema i konzumacija vlastite hrane i pića, kao i naručivanje dostave od ugostiteljskih objekata koji nisu u sklopu hotela, nije dozvoljeno u sobi ni u ostalim prostorima hotela, iz sanitarnih razloga.
- Pranje, sušenje i glačanje odjeće u sobi nije dopušteno. U slučaju takvih potreba, molimo kontaktirajte osoblje recepcije.
- Ukoliko vaše dragocjenosti, novac i dokumenti nisu pohranjeni u sobnom ili hotelskom sefu, nego su ostavljeni bez nadzora u sobi, javnim prostorima hotela ili sobi za prtljagu, hotel ne preuzima odgovornost za njihov eventualni nestanak.
- Nije dozvoljeno uništavanje i iznošenje hotelskog inventara iz sobe. Sva namjerna oštećenja nastala tijekom vašeg boravka bit ćemo prisiljeni staviti na vaš račun.
- Hotel zadržava pravo naplate svakog oštećenja, remećenja reda i mira u hotelu, kao i nepoštivanje kućnog reda.
- Svaku neispravnost ili kvar u sobi te eventualno nezadovoljstvo uslugom molimo odmah prijavite osoblju recepcije.
- Molimo da ne stvarate buku koja bi mogla smetati ostalim gostima u sobama, hodnicima i javnim prostorima hotela, posebno u razdoblju od 22:00 do 08:00 sati.
- Molimo da se javnim prostorima hotela ne krećete u neprikladnoj odjeći, npr. u pidžami, donjem rublju, kupaćem kostimu i slično.
- U sobi je dopušteno držanje kućnog ljubimca uz prethodnu najavu, određenu nadoplatu i poštivanje kućnog reda.
- Molimo vas da poštuju zabranu uvođenja kućnih ljubimaca restorane i barove, kao i zabranu oslobađanja s uzice i ostavljanja kućnih ljubimaca bez nadzora u javnim prostorima hotela.
- Prije izlaska iz sobe molimo provjerite jeste li u kupaonici zatvorili vodu.
- Pri izlasku iz sobe obvezno zatvorite vrata. Pri izlasku iz hotela, ključ-karticu sobe nije potrebno vraćati osoblju recepcije. Prilikom odjave iz hotela, molimo predajte ključ-karticu osoblju recepcije, kako vam se ne bi zaračunao trošak iste. Oštećena ili izgubljena ključ-kartica naplaćuje se €10.
- U vašem se mini baru nalaze razna pića. Molimo da prethodno odlasku iz hotela popunite listić o potrošnji artikala iz mini bara i predate isti osoblju recepcije prilikom plaćanja. Ukoliko ste konzumirali artikle iz mini bara a isto niste prijavili prilikom plaćanja, bit ćemo ih prisiljeni staviti na vaš račun.
- Molimo osobno potpisujte račune za sve vrste hotelskih usluga.
- Na dan odlaska, molimo oslobodite sobu do 11:00 sati. Zadržavanje u sobi nakon 11:00 sati uvjetuje dodatnu naplatu boravka. U slučaju kasnijeg odlaska iz hotela, molimo odlazak najavite osoblju recepcije najkasnije do 10:00 sati na dan odlaska.
- U slučaju dužeg boravka, gost je dužan podmirivati račun svakih 7 dana, a eventualni ostatak prilikom odjave iz hotela. Račun se može podmiriti gotovinom ili kreditnom karticom.
- Molimo provjerite jeste li prilikom odlaska ponijeli sve svoje osobne stvari. Zaboravljeni predmeti gostima mogu biti poslani na adresu isključivo na zahtjev.
- Sve eventualne reklamacije individualnih, agencijskih ili ugovornih gostiju uzimaju se u obzir jedino ako su prijavljene za vrijeme boravka u hotelu. Naknadne reklamacije ne prihvaćamo.
- Tijekom boravka u hotelu, osoblje recepcije vam stoji na raspolaganju za sve informacije i pomoć koju trebate.
- Gost koji namjerno ili nehotice počini kvar ili štetu na imovini morat će nadoknaditi puni iznos nastale štete. Na dan odlaska gost je obavezan dopustiti osoblju hotela da uz njegovo prisustvo pregledaju sve prostorije i kućne aparate kako bi dokazao da nije počinio štetu. Tek tada gost ima pravo napustiti smještaj.
- Sva počinjena šteta koja po odlasku nije prijavljena potraživat će se naknadno od gosta sudskim putem.
- Gostu koji se ne pridržava kućnog reda i remeti mir bezuvjetno će se otkazati smještaj i naplatiti počinjena šteta.
- U slučaju otkaza smještaja od strane hotela ili agencije zbog povrede pravila kućnog reda gostu će biti naplaćen cjelokupni iznos rezerviranog razdoblja, bez obzira na kraći boravak.
- Početkom korištenja smještaja podrazumijeva se da je gost upoznat s kućnim redom i da pristaje na obaveze i uvjete ovdje istaknute. Svi sporovi koji se ne mogu interno riješiti s hotelom ili agencijom biti će riješeni intervencijom policije ili suda u Splitu. Ukoliko gost ne prihvaća ove odredbe obavezan je napustiti smještaj. Sve reklamacije uzimaju se u obzir samo ako su prijavljene za vrijeme boravka u hotelu. Naknadne reklamacije ne uvažavamo.

Cijene u Eurima su definirane fiksnim tečajem 1 EUR=7,53450 HRK

Cornaro Hotel Management