

ACCOMMODATION RULES OF THE “Termály Malé Bielice” ACCOMMODATION FACILITY

I.

General Provisions

- (1) **AQUALAND Malé Bielice, s.r.o.**, Id No: 44 414 340, a company with its registered office at Partizánske, Kúpeľná 103-105, Postal Code 958 04, registered in the Commercial Register kept by the District Court in Trenčín, File No. 33187/R (hereinafter the “**Operator**”) provides accommodation and related services to guests in the premises of the “*Termály Malé Bielice*” accommodation facility located in Partizánske, Kúpeľná 103-105, Postal Code 958 04 (hereinafter the “**Accommodation Facility**”).
- (2) The Operator hereby adopts these Accommodation Rules (hereinafter the “**Accommodation Rules**”) in order to set the rights and obligations of Guests staying in the premises of the Accommodation Facility where accommodation is provided (hereinafter the “**Room**”).
- (3) Guests of the Accommodation Facility are bound by the Accommodation Rules and are obliged to comply with them throughout the use of the Rooms as well as the common areas of the Accommodation Facility (e.g. corridors and staircases).

II.

Check-in

- (1) The Operator may accommodate in the Rooms only those Guests who are duly checked in. For this purpose, Guests shall present identification documents (ID card, passport or other identity card) to the staff of the Accommodation Facility designated by the Operator.
- (2) The minimum age of Guests staying in the Rooms independently is 18 years. Guests who have not reached the age of 18 years can only be accommodated together with their legal representatives.
- (3) The number of Guests staying in a Room corresponds to the number of persons checked in. Guests agree to declare their exact number upon their check-in.
- (4) Pets are not allowed in the accommodation.
- (5) At the request of the Accommodation Facility staff, Guests shall present proof of identity.

III.

Arrival and Departure

- (1) The Operator will accommodate Guests in the Rooms from **2:00 p.m.** on the basis of a confirmed booking, unless otherwise confirmed by the Operator. For this period of time, the

Operator reserves a Room for the Guest.

- (2) Upon check-in, Guests receive the keys to the Room and information about the stay – Room number, number of persons staying in the Room, start date and end date of the stay. If the Room key is damaged or lost, the Operator is entitled to claim compensation from the Guest of up to EUR 30.
- (3) In exceptional cases, the Operator may offer the Guest a different Room than the one booked. However, the accommodation offered must not differ in any material respect from the accommodation originally booked and confirmed.
- (4) On the day of departure, the Guest shall leave the Room by 10:00 a.m.; any later departure is subject to a surcharge of EUR 20; however, the Guest shall leave the Room not later than by 12:00 p.m., unless otherwise agreed on an individual basis. On the day of departure, the Guest may use the wellness services even after leaving the Room, during the specified operating hours of the spa; however, after leaving the Room, the Guest may no longer use the hand towels, bath towels and other linen that were available in the Room. After leaving the Room, the Guest shall leave all hand towels, bath towels and other linen in the Room. Guests may get hand towels, bath towels and other linen at the reception desk of the Accommodation Facility for a fee specified in the price and penalty list available at the reception desk of the Accommodation Facility.
- (5) If, at the Guest's request, the stay in the Room in which the Guest was accommodated cannot be extended, the Operator may offer the Guest another Room. Depending on the occupancy of the Accommodation Facility, an extension of the Guest's stay may not be possible, and the Guest will be required to leave the Room according to the originally confirmed booking.
- (6) On the day of departure, when leaving the Room, the Guest shall close the windows, close the bathroom taps, turn off all electrical appliances, close the Room and hand the Room keys over at the reception desk of the Accommodation Facility.
- (7) Any items forgotten or left by the Guests in the Accommodation Facility, if stored, are kept in the Accommodation Facility for a period of 3 months. Forgotten items are sent to the Guest's address by cash-on-delivery upon request.

IV.

Payment for Accommodation and Services

- (1) The Guest shall pay the Operator for accommodation in the Rooms and for related services the prices set in the valid price list. The price list of the Accommodation Facility is available on the Accommodation Facility's website.
- (2) It is the responsibility of each Guest to check out properly and settle the account before departure. The Operator accepts payments by card or cash. The Operator may require the Guest to pay for the accommodation in advance.

- (3) If the stay is extended, which must be confirmed by the Operator, the Guest shall provide a security of payment or prepay the stay in an adequate manner as requested by the reception staff of the Accommodation Facility.

V.

General Rules of Conduct

- (1) Guests may not change position of the equipment in the Rooms or common areas, carry such equipment out of the Accommodation Facility or make any alterations to the equipment without prior consent. Guests are also not allowed to make any modifications or interventions to the electrical network or other installations.
- (2) **Quiet hours** in the Accommodation Facility are from **10:00 p.m. to 6:00 a.m.**, which Guests must obey.
- (3) Use of own electrical appliances in the Rooms, except for personal hygiene appliances (e.g. hairdryers, shavers) and electronics (e.g. laptop, telephone), is prohibited. Use of own clothes irons, cookers, barbecues, etc. in the Rooms and common areas of the Accommodation Facility is strictly prohibited. Guests are prohibited from littering cigarette butts in the Rooms and adjacent common areas of the Accommodation Facility.
- (4) After each use of electrical appliances that are prone to cause a fire (e.g. a hairdryer), Guests must make sure that these are unplugged and placed on a hard surface where they cannot cause a fire when cooling.
- (5) Guests are not allowed to keep large sports equipment (e.g. bicycles) in the Rooms. Guests must notify the Operator in advance of the need to store sports equipment. The reception staff will then provide the Guest with further information.
- (6) Guests are prohibited from bringing dangerous items or substances (e.g. weapons, flammables, explosives and sharp items), narcotic or psychotropic substances or highly odorous substances or items into the Accommodation Facility.
- (7) A strict no-smoking policy applies in all areas of the Accommodation Facility subject to the penalty of EUR 200.
- (8) Use of open fire (e.g. lighting candles) is prohibited in all areas of the Accommodation Facility.
- (9) Guests will not be compensated for services that have been prepared but not used (e.g. catering or wellness services).
- (10) Guests must close the windows, turn off all electrical appliances and close the water taps whenever leaving the Room.
- (11) Guests shall allow the authorised staff of the Accommodation Facility to carry out regular cleaning work.

- (12) Guests are prohibited from pursuing business activity in the Rooms.
- (13) For the purpose of receiving visitors, the common areas of the Accommodation Facility are available to Guests. Guests must always report Room visitors at the reception desk of the Accommodation Facility.
- (14) For security reasons and in order to protect the guests and property of the Operator, a camera surveillance system is installed in the corridors and other common areas of the Accommodation Facility. The records are handled in accordance with the applicable legislation on the protection of personal rights.

VI. Liability for Damage

- (1) Guests are liable for any damage caused to the property of the Accommodation Facility by themselves and their visitors. Guests are obliged to report any damage to the property of the Accommodation Facility to the reception staff of the Accommodation Facility immediately after it occurs, but at the latest on the day of their departure. Guests shall compensate for such damage in full. The Operator's entitlement to such damages also applies to damage found by the Operator after the departure of the Guests.
- (2) For safety reasons, children under the age of ten may not stay in the Rooms or in the common areas of the Accommodation Facility unless supervised by an adult. The adult is fully liable for any damage caused by the children.
- (3) The Operator assumes liability for damage to items brought or stored by the Guest in the Accommodation Facility within the scope of Section 433 *et seq.* of Act No. 40/1964 Coll., the Civil Code, as amended (hereinafter the "Civil Code").
- (4) Guests are required to store their valuables and money in the safe located in the Room. If the Guest forgets the access code to the safe, he/she shall contact the reception staff of the Accommodation Facility, who, accompanied by another person, will access the safe using a universal key. If there is no safe in the Room, Guests are required to store their valuables and money in the safe located at the reception desk of the Accommodation Facility. The Operator assumes liability for money and valuables without limitation only if stored at the reception desk of the Accommodation Facility.
- (5) The Operator does not assume liability for vehicles parked in front of the Accommodation Facility. The Accommodation Facility does not provide a secure parking service and is not liable for any damage or theft of the Guest's vehicle or loss or theft of items kept in these vehicles.

VII. Final Provisions

- (1) Any complaints and suggestions for improvement of the Accommodation Facility shall be submitted to the reception staff of the Accommodation Facility.
- (2) Information on the conditions and manner of exercising the rights based on liability for defects (complaints) regarding the services or products provided, including the information on filing and handling the complaints, are specified in the Complaint Rules published on the Accommodation Facility's website: <https://www.termalymalebielice.com/> and at the reception desk of the Accommodation Facility.
- (3) Guests are required to become familiar with the fire safety regulations and the emergency evacuation plan in case of a fire. The fire safety regulations, the emergency evacuation plan and the emergency evacuation route signs are posted in visible and accessible places in the Accommodation Facility.
- (4) Guests are required to become familiar with these Accommodation Rules at the beginning of their stay. By checking in at the reception desk of the Accommodation Facility, the Guest acknowledges and agrees to the contents of these Accommodation Rules and agrees to comply with them in full.
- (5) In the event of a gross violation of these Accommodation Rules, the Operator may terminate the Guest's stay in the Room before the originally agreed departure date and thus withdraw from the Contract under Section 759 (2) of the Civil Code. In such a case, the Guest is obliged to pay the Operator the price for the entire agreed period of stay and leave the Accommodation Facility immediately. If the Guest refuses to leave the Accommodation Facility immediately, the Operator may immediately contact the competent public authorities.
- (6) Information regarding the protection of personal data is provided in the Privacy and Data Protection Policy and published on the Accommodation Facility's website: <https://www.termalymalebielice.com/>.
- (7) These Accommodation Rules are drawn up in Slovak and English. In the event that the language versions of these Accommodation Rules conflict, the Accommodation Rules in the Slovak language shall prevail.
- (8) In cases not covered by these Accommodation Rules, the rights and obligations of the Guest and the Operator are governed by Slovak law.
- (9) These Accommodation Rules form an integral part of the accommodation contract, within the meaning of Section 754 of the Civil Code, which is entered into between the Guest and the Operator. § These Accommodation Rules are available on the Accommodation Facility's website: <https://www.termalymalebielice.com/> and at the reception desk of the Accommodation Facility.

(10) These Accommodation Rules are valid and effective from 18/04/2024.

In Partizánske, on 17/04/2024

AQUALAND Malé Bielice, s.r.o.
Ján KOŽIAK, Managing Director