



TERMÁLY MALÉ BIELICE

ACCOMMODATION RULES

of the Accommodation Facility "Termály Malé Bielice"

I. General Provisions

1. AQUALAND Malé Bielice, s.r.o., Company ID (IČO): 44 414 340, with its registered office at Partizánske, Kúpeľná 103–105, Postal Code 958 04, registered in the Commercial Register maintained by the District Court in Trenčín, Insert No. 33187/R (hereinafter the "Operator"), provides guests with accommodation services and related services at the accommodation facility named "Termály Malé Bielice," located at Partizánske, Kúpeľná 103–105, Postal Code 958 04 (hereinafter the "Accommodation Facility").
2. For the purposes of defining the rights and obligations of guests accommodated in the reserved premises of the Accommodation Facility, in which accommodation is provided to guests (hereinafter the "Room"), the Operator hereby adopts these accommodation rules (hereinafter the "Accommodation Rules").
3. Guests of the Accommodation Facility are bound by these Accommodation Rules and are obliged to comply with them for the entire duration of their use of the Rooms and common areas of the Accommodation Facility (e.g., corridors and staircases).

II. Check-In

1. The Operator is entitled to accommodate only those guests in the Rooms who duly register. For these purposes, guests shall present identity documents (ID card, passport, or other proof of identity) to the personnel of the Accommodation Facility designated by the Operator.
2. The minimum age of guests accommodated independently in the Rooms is 18 years. Guests under 18 may only be accommodated if accompanied by a legal guardian.
3. The number of guests in the Room must correspond to the number of persons registered for accommodation. Accommodated guests undertake to report their exact number at check-in.
4. No animals are allowed in the Accommodation Facility.
5. At the request of the Accommodation Facility staff, guests are required to present proof of identity.

III. Arrival and Departure of Guests

1. On the basis of a confirmed reservation, the Operator will accommodate guests in the Room from 2:00 p.m., unless otherwise confirmed by the Operator. The Operator will hold the Room for the guest until this time.
2. Upon arrival, the guest will receive the Room key at the reception desk of the Accommodation Facility, along with information about the stay: Room number, number of persons in the Room, check-in day, and check-out day. In case of loss or damage to the Room key, the Operator is entitled to claim damages from the guest in an amount up to EUR 30.



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3. In exceptional circumstances, the Operator may offer the guest a different Room from the one ordered. However, the substitute accommodation must not differ in its essential characteristics from the originally ordered and confirmed accommodation.

4. On the departure day, the guest must vacate the Room by 10:00 a.m. A later checkout is subject to an extra charge of EUR 20—however, only up to 12:00 noon—unless otherwise individually agreed upon. On the day of departure, the guest is entitled to use the wellness services even after vacating the Room, during the designated operating hours of the wellness services. However, after vacating the Room, the guest is no longer entitled to use the towels or other linens that were available in the Room. After leaving the Room, the guest must leave all towels and linens in the Room. Nevertheless, after vacating the Room, the guest may borrow towels or other linens from the reception desk of the Accommodation Facility for a fee indicated in the price list of fees and penalties available at the reception desk.

5. If, at the guest's request, it is impossible to extend the stay in the same Room in which the guest was accommodated upon arrival, the Operator is entitled to offer the guest a different Room. Depending on the occupancy of the Accommodation Facility, an extension of the stay may not be available, and the guest may be required to vacate the Room by the date originally confirmed in the reservation.

6. On the day of departure, the guest is obliged to close the windows, turn off the water taps in the bathroom, switch off all electrical appliances, lock the Room, and return the Room key to the reception desk of the Accommodation Facility.

7. Items that guests forget or leave behind in the Accommodation Facility, if found and stored, are kept at the Accommodation Facility for 3 months. Forgotten items may be mailed to the guest's address upon request, cash on delivery.

IV. Payment for Accommodation and Services

1. The guest is obliged to pay the Operator for the accommodation in the Rooms and related services according to the valid price list. The Accommodation Facility's price list is published on its website.

2. Before departure, every guest is obliged to properly check out and settle the final bill. The Operator accepts payment by card or cash. The Operator is entitled to request payment for the accommodation in advance.

3. In the event of an extension of the stay, which is subject to confirmation by the Operator, the guest is obliged to provide a payment guarantee or adequately prepay the accommodation according to the instructions of the reception staff of the Accommodation Facility.

V. General Conduct Rules

1. Without prior consent, guests are not allowed to rearrange the furnishings of the Rooms or common areas, remove any furnishings from the Accommodation Facility, or make any modifications to them. Likewise, guests may not carry out any alterations or interventions into the electrical network or other installations.



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2. Quiet hours in the entire Accommodation Facility are from 10:00 p.m. to 6:00 a.m. All guests must respect these quiet hours.
3. It is forbidden to use personal electrical appliances in the Rooms, except for those intended for personal hygiene (e.g., hairdryers, shavers) and electronic devices (e.g., laptops, mobile phones). It is strictly prohibited in the Rooms and common areas of the Accommodation Facility to use personal clothing irons, cooking stoves, grilling devices, etc., or to discard cigarette butts in the Rooms or adjacent common areas of the Accommodation Facility.
4. After using any electrical appliance that could cause a fire (e.g., hairdryer), the guest must ensure that the appliance is unplugged and placed on a nonflammable surface to cool down so as to prevent any fire hazard.
5. Guests are not allowed to store large sports equipment (e.g., bicycles) in the Rooms. Guests must inform the Operator in advance if they need to store sports equipment when making the reservation. The reception staff will provide the guest with further information.
6. Guests are prohibited from bringing dangerous items or substances (e.g., weapons, flammable materials, explosives, sharp objects), narcotic or psychotropic substances, or strongly odorous items or substances into the Accommodation Facility.
7. Smoking is strictly prohibited throughout the Accommodation Facility, subject to a EUR 200 penalty.
8. It is prohibited to handle open flames (e.g., lighting candles) in all areas of the Accommodation Facility.
9. No financial compensation is provided for services that are prepared but not used (e.g., dining or wellness services).
10. Whenever leaving the Room, the guest must close the windows, turn off all electrical appliances, and shut off the water taps.
11. The guest must allow authorized Accommodation Facility staff to perform regular cleaning services.
12. Guests are prohibited from conducting any business activities in the Rooms.
13. For the purpose of receiving visitors, guests may use the common areas of the Accommodation Facility. When hosting a visitor in the Room, the guest must always report this to the reception desk of the Accommodation Facility.
14. For safety and protection of guests and the Operator's property, a camera system is installed in hallways and other public areas of the Accommodation Facility. Any recordings are handled in accordance with the relevant legal provisions on the protection of personal rights.

VI. Liability for Damages

1. Guests shall be liable for any damage caused to the Accommodation Facility's property by themselves or their visitors. The guest is obliged to report any damage immediately to the reception desk of the Accommodation Facility, but no later than on the day of departure. Guests are obliged to pay for such damages in full. The Operator's right to claim compensation also applies to any damage discovered after the guests' departure.



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2. For safety reasons, children under 10 years of age may not be left unattended in the Room or in the common areas of the Accommodation Facility. The adult accompanying them bears full responsibility for any damage caused by the children.

3. The Operator is liable for damage to items brought into or stored by guests in the Accommodation Facility to the extent provided by Sections 433 et seq. of Act No. 40/1964 Coll., the Civil Code, as amended (hereinafter the "Civil Code").

4. Guests are obliged to store their valuables and money in the safe located in the Room. If the guest forgets the access code to the safe, they must contact the reception staff of the Accommodation Facility, who, accompanied by another person, will open the safe using a master key. If the Room does not contain a safe, guests must store valuables and money in the safe located at the reception desk. The Operator assumes unlimited liability for money and valuables only if they have been placed in safekeeping at the reception desk of the Accommodation Facility.

5. The Operator does not accept liability for vehicles parked in front of the Accommodation Facility. The Accommodation Facility does not offer guarded parking and is therefore not liable for any damage to or theft of a guest's vehicle or for the loss or theft of items located inside such vehicles.

VII. Final Provisions

1. Any complaints or suggestions from guests for improving the operations of the Accommodation Facility shall be submitted to the reception staff of the Accommodation Facility.

2. Information on the terms and method of exercising rights for liability for defects (complaints) regarding the provided services or products, including details of where guests can file a complaint and the procedure for handling such complaints, is included in the Complaints Procedure published on the Accommodation Facility's website at <https://www.termalymalebielice.com/> and available at the reception desk of the Accommodation Facility.

3. Guests are required to familiarize themselves with the fire regulations and the evacuation plan in case of fire. The fire regulations, evacuation plan, and evacuation routes from the Accommodation Facility are displayed in visible and accessible places within the Accommodation Facility.

4. Guests must acquaint themselves with these Accommodation Rules at the start of their stay. By checking in at the reception desk, the guest acknowledges these Accommodation Rules, agrees with their content, and undertakes to fully comply with them.

5. In the event of a serious breach of these Accommodation Rules, the Operator is entitled to terminate the guest's stay in the Room before the originally agreed departure date and to withdraw from the contract pursuant to Section 759 (2) of the Civil Code. In such a case, the guest is obliged to pay the Operator the agreed price for the entire reserved accommodation period and to leave the Accommodation Facility without delay. If the guest refuses to leave promptly, the Operator is entitled to immediately contact the relevant public authorities.

6. Information on personal data protection is provided in the Privacy and Data Processing Policy, published on the Accommodation Facility's website: <https://www.termalymalebielice.com/>.

7. These Accommodation Rules are drawn up in Slovak and English. In case of any discrepancy between the language versions, the Slovak version shall prevail.



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8. In matters not regulated by these Accommodation Rules, the rights and obligations of the guest and the Operator are governed by Slovak legal regulations.

9. These Accommodation Rules form an integral part of the accommodation contract pursuant to Section 754 of the Civil Code, concluded between the guest and the Operator. They are available on the Accommodation Facility's website: <https://www.termalymalebielice.com/> and at the reception desk.

10. These Accommodation Rules are valid and effective as of 12 February 2025.

In Partizánske on 12 February 2025

AQUALAND Malé Bielice, s.r.o.

Michal Chour, Managing Director