

Accommodation rules

Fairy tale village, Dolný Kubín

We ask you to carefully read the accommodation rules. If you find anything that does not fit you, we ask you for a consultation with us. In case of violation, we will request financial compensation. We wish all our guests a pleasant stay.

1. The client is obliged to submit identity papers to the worker of the department at the arrival to the apartment. Without the documents, it is not possible to accommodate the client.
2. The client pays upon arrival for the entire stay. An executive may request a 150 € deposit for a stay or the client is required to provide a copy of his payment card to cover any damage to the facility. At the end of the stay the deposit is returned to the client after checking the status of the house, Upon presenting a personal identification document and upon payment of the supplement, the client receives an electronic key (card) to the house.
3. On the day of the end of the stay, the client is informed that the accommodation must be released until 10:00 hours, unless there was another agreement with management of the facility, otherwise, the client will be charged another hotel day.
4. In case of accommodation, the client takes inventory of the whole house and takes responsibility for the loss, damage or destruction of the contents of the house. This rebate consists of a **refundable deposit of 150 €**.
5. After registering the client, he will receive an electronic key (1 piece) from a particular house that entitles him / her to enter the house.
6. It is not allowed to relocate the interior and exterior equipment, to make modifications and any interventions in electrical or other installations

without the permission of the resort manager. It is not allowed to bring any guns, ammunition, pyrotechnics, narcotics and psychotropic substances, drugs to the resort and individual houses. In case of a violation of this point, immediate termination of the hotel stay will occur without the right to refund the price already paid.

7. In the cottages, it is not allowed to use their own electric and gas appliances, except for electric personal hygiene appliances such as hair dryers, shaving machines, etc.
8. Client is required to report any faults on the equipment, wiring on the device or the inventory in the house to the device manager for repair on the phone number +421 43 586 3258. If necessary, use tel. number:
 - 112 – General emergency call
 - 158 – Police of the Slovak Republic
9. Based on the ordered accommodation, the resort obligated accommodate the client between 14.00 and 19.00. Later arrival is possible only upon agreement with the accommodation manager - it is necessary to ask in advance.
10. It is strictly forbidden to smoke, laying fire close to the cottages in the whole area of the resort, except designated spaces and fireplace. The penalty for non-observance of the ban is 50 €.
11. The house has its own parking place. It is forbidden to park on the grass and on the sidewalk.
12. If any deficiencies are discovered on arrival, these deficiencies need to be reported on the day of arrival.
13. In case of fire, each house has a fire extinguisher. It is located in the lower corridor near the entrance door. In case of fire, the emergency exit - the entrance door - must be used.
14. On the day of departure, it is mandatory to put the kitchen in the original state, ie: wash, wipe and store the dishes and take all of your food.
15. Pets allowed only after agreement with the owner. A one-time fee is 15 €. Animals are not allowed to be unattended by the owner.
16. For safety reasons, it is not appropriate to keep children under the age of 10 without adult supervision in the resort.

17. The client is not allowed to take sports equipment into the rooms. A place for sports equipment, skis, etc. is in the corridor at the entrance door of the house.
18. Exterior footwear is not allowed to be used in the interior of the house (possibility of damage to the stairs and the floor).
19. From 22:00 to 06:00 there is a night's rest.
20. At a higher temperature in the interior of the house, switch the radiators to a lower temperature, do not have open windows and ventilate.
- 21.
22. When using the fireplace, it is necessary to observe the following principles:
23. do not let the fire burn without supervision, in any case, can not leave the house, if the fire is burning or is a burning haze;
24. Make sure the door of the fireplace is well closed, do not manipulate the flue;
25. it is strictly forbidden in the fireplace to burn plastics, wax paper, wet, coated and other wood as intended;
26. to the heating itself in the fireplace furnace it is necessary to approach cautiously, in case of any problem, seating the premises immediately close the fireplace furnace and inform the manager on tel. +421 43 586 3258
- 27.
28. When using the **fireplace**, it is necessary to **observe the following principles:**
 - do not let the fire burn without supervision. Client must not leave the house, if the fire is burning or there is ember.
 - make sure the door of the **fireplace is well closed**, do not manipulate the flue;
 - in the fireplace is strictly **forbidden** to burn **plastics, wax paper, wet, coated** and other wood as intended
 - it is necessary to approach cautiously to the heating itself in the fireplace. In case of any problem immediately close the fireplace furnace and inform the manager on **tel. +421 43 586 3258**
29. The client will leave the entire inventory of the cottage in the undamaged condition, bed linen, towels and hand over the electronic key / card

personally, or to the mailbox that is deposited at the entrance to the castle. After the upload and checking of the object by the administrator, administrator returns a deposit of 150 € to the client if deposit was paid. For the use of other services the client will pay the remainder of the final amount

30. Breakfast can be ordered in Penzión KOLIBA. Breakfast price is 5 € / person (buffet tables). Lunch and dinners can be ordered directly at the Penzión KOLIBA. We recommend booking a reservation in advance and notice the eating restrictions (gluten-free, lactose-free, vegan, vegetarian, etc.)

Cancellation fees

- up to 30 days before the check-in, the cancellation fee is 30% of the total amount of the stay
- 29 - 15 days before the stay, the cancellation fee is 50% of the total amount of the stay
- 14 - 7 days prior to arrival, the cancellation fee is 75% of the total amount of the stay
- less than 7 days before arrival, the cancellation fee is 100% of the total amount of the stay
- For canceled Christmas and New Year's Eve, the deposit does not return. (the deposit is in full amount)

Additional information and conditions

- Prices are in € (EUR)
- Christmas and New Year's Eve must be at least 4 nights
- The Easter date must be at least 3 nights
- For a 1 day reservation, the price is higher by 20 € for the stated price
- For 6 and more days, the price may be agreed upon
- Price includes: accommodation

- Price does not include: breakfast, local tax (0,66 € / person / night)
- Cancellation of a reservation 7 days and less before it starts is without the possibility of returning a deposit
- Compensation for the damage to the inventory, depreciation of the building, stealing part of the inventory, early departure, loss of the key, etc. is 150 €
- When booking, a deposit of 50% of the stay is required
- Dog stays are allowed only in agreement with the operator
- No smoking in the whole area

In Dolný Kubín, 18.12.2017