



Operating and accommodation regulations

Facility name: SKRI *Chalets*

Address: Do Doliny 584 a 585, 031 01 Liptovský Mikuláš - Demänová

Operator: Profession s.r.o., Vieska 34, 965 01 Ladomerská Vieska

ID: 50282280 **VAT ID:** SK2120278072

Phone number: +421 910 315 673

E-mail: skri.chalets@gmail.com

Dear guests, thank you for your trust and decision to spend your vacation with us.

In order to maintain the quality of the services provided, we ask you to follow these Operating and accommodation regulations. By entering the SKRI Chalets facility, each guest expresses irrevocable consent to its wording.

General provisions

- The guest is obliged to comply with the provisions of these operating and accommodation regulations from the moment of starting their stay. In the event of a gross violation, the Operator has the right to withdraw from the contract for the provision of accommodation services even before the expiration of the agreed time, without the right to a refund.
- Operating regulations are available in the chalet premises and the staying guests are also familiar with them when taking over the building - not knowing of the provisions is not a reason for not complying with them.
- The maximum capacity of Chalet 25 is 9 people and Chalet 26 is 11 people.
- Arrival at accommodation (**check-in**) is possible from 15:00. Check-in outside the stated hours is possible only by agreement with the Operator.
- **Check-out** is obligatory for the guest on the day of departure **no later than 10:00 a.m.** If the guest does not do so, the Operator has the right to charge the full amount for the next day's stay as well.
- **The guest is obliged to notify the Operator of the exact time of departure by 3:00 p.m. the day before departure at the latest by sending a short message to the phone number: +421 910 315 673.**
- A first aid kit is located in each Chalet.
- Upon arrival, guests are required to pay **accommodation tax of EUR 1.00 per person per night**, the provider will issue them a cashier's receipt of payment receipt.
- After paying the accommodation tax, the Operator will hand over the key to the relevant Chalet to the guest and familiarize him with the operation and equipment of the entire facility. The operator will hand over the Chalet in working condition, clean and tidy, with clean linen and towels.
- The outdoor areas of SKRI Chalets are monitored by a camera system, the interior of SKRI Chalets is secured and monitored by an alarm and smoke detectors.
- **Each chalet has 2 free parking spaces. Parking on the driveway is prohibited. Other cars must be parked in the lower free parking lot.**
- Free Wi-Fi is available throughout the chalet.

Chalet 25 - wifi password: **25trivody**

Chalet 26 - wifi password: **26trivody**

Rights and obligations of the Operator

- The operator reserves the right to cancel the reservation without penalty for technical reasons and other serious reasons, even when the payment for the stay has been paid, he will immediately notify the client of this fact and return the paid payment in full.
- The operator is entitled to charge the following **cancellation fees** in case the client cancels his stay reservation in writing or electronically within the following periods:
 - more than 14 days before starting the stay - free of charge,
 - less than 14 days before the start of the stay - cancellation fee in the amount of 50% of the price of the stay,
 - less than 7 days before starting the stay - cancellation fee in the amount of 100% of the price of the stay.
- In the event that the client does not start the stay, or starts and decides to cancel or shorten it for various reasons, the full amount of the cancellation fee is charged.
- **Any damage and excessive soiling of the SKRI Chalets facility will be charged in full.**
- **Bed linen and towels are used for the entire stay and are not changed daily.** Another exchange during the stay is possible only after agreement with the Operator, also only in the case of the stay for more than 5 nights and this exchange will be charged.
- The operator is not responsible for forgotten and lost things in the Chalet premises. Valuables left in the rooms and in the entire Chalet are the responsibility of their owner, not the Facility Operator.
- Found items are sent to the address of the accommodated guest only based on his request. Found items are stored for a maximum of six months.
- The operator is not responsible for any damage caused to the guest outside the SKRI Chalets facility.
- The operator of the facility is not responsible for the motor vehicles of the guests or for the things left in them.
- In the entire building **a strict ban on receiving visitors and their overnight stays** without the consent of the Operator is valid.
- The operator and his representative reserve the right to enter all premises of SKRI Chalets at the time/during the stay of the guests in the event of any non-respect of the accommodation rules, in the event of the need to remove defects preventing the proper use of the Chalet, or for the purpose of checking the number of persons in the building.

Rights and obligations of guests

- The guest is responsible for the key(s) to the Chalet during the stay. Before leaving, he is obliged to return these keys. **In case of lost keys, the guest will be charged a fee of EUR 30.00.**
- If the guest has devalued or damaged the equipment of the SKRI Chalets facility in any way, he is obliged to report this to the Operator immediately, but at the latest at the moment of his departure.
- The accommodated guest is responsible for damages caused to the property and equipment of the SKRI Chalets facility according to the applicable regulations and laws of the Slovak Republic.
- Guests are obliged to maintain order and cleanliness in all areas of the SKRI Chalets facility.
- In case of **excessive pollution, loss of inventory or damage to the equipment** a guest is required **to pay these incurred damages in full.**
- The collection bin for solid waste is located in the kitchen area, guests have plastic bags for waste (stored under the sink), they take them out themselves during their stay in the collection containers located in the outdoor areas of the complex, and access to them is via a chip, which the guests received together with the keys.
- Before entering the building, it is necessary to clean your shoes.

- Guests are strictly prohibited from entering and carrying into the interior of the Chalet sports equipment and items (skis, skis, bicycles, scooters...), for which there is a reserved place for safekeeping. In chalet 26, it is in the technical room in the entrance hall on the first floor. In chalet 25 it is in the entrance hall on the ground floor.
- Guests are not allowed to use their own electrical appliances throughout SKRI Chalets. This ban does not apply to electrical appliances for personal hygiene (e.g. razors, etc.), as well as mobile phones, laptops, tablets and their chargers.
- Moving furniture or taking it out of the accommodation facility is prohibited.
- The guest is obliged to inform the Operator about the possible use of the first-aid kit when handing over the Chalet.
- **Silent hours** must be followed **between 22:00 and 06:00**.
- Guests are strictly prohibited from using the wellness facilities (hot tub) under the influence of alcohol and psychotropic substances.
- When flushing the toilet, it is forbidden to flush hygiene items into the toilet, it may cause the pipe to malfunction and clog.
- Smoking is in all internal spaces of SKRI Chalets **strictly prohibited**. For violation of this regulation the Operator may terminate the client's stay immediately without the possibility of compensation and without the right to return unused services. Smoking is allowed only in outdoor areas. We ask guests to only dispose of cigarette butts in ashtrays.
- **Starting a fire** in the vicinity of SKRI Chalets **is not allowed**.
- Climbing on the roof of the building is strictly prohibited!
- It is forbidden to leave children under 15 without adult supervision, in the event of an accident or other circumstances, the child's legal representative is responsible for the child.
- **Pets (small breeds) are allowed only on the basis of a prior agreement with the facility operator and for a fee of EUR 15.00/night**. The guest is obliged to pay the full amount for all damages and caused damage to the equipment of the chalets caused by domestic animals.
- It is strictly forbidden to use, hold, manufacture or store narcotic or psychotropic substances or poisons in the building, unless they are medicines, the use of which has been prescribed to the guest by a doctor.
- **Every time you leave the building** the guest is obliged to close all water taps, turn off the lights, switch off electrical appliances, close the balcony doors and windows, properly close and lock all areas. In the event that the accommodated guest does not do so, he is fully responsible for damages caused by theft or damage to any property in the villa during his absence and failure to secure the premises of SKRI Chalets.
- **On the day of departure, the guest is obliged to hand over the chalet in the condition in which he received it, taking into account normal pollution. In case of excessive pollution, the Operator has the right to charge a fee of EUR 50.00 per one floor of the chalet.**
- Before departure, **on the last day of the stay, the guest is obliged to** wash, wipe and put away the kitchen utensils in their original place, empty the dishwasher and the refrigerator with the freezer. Also, take out municipal waste from the kitchen into containers designated for that purpose, which are located outside. **In case of non-compliance with these conditions, the guest may be charged a fee of EUR 50.00 per chalet floor.**

Thank you for choosing SKRI Chalets and we wish you a pleasant stay.

The SKRI Chalets team