

	<b>House Rules and Regulations</b>
	In order to make your stay as enjoyable, the Hotel Kaneo Management request for cooperation and respect while following rules
<b>Check in</b>	14:00 - 23:00 h
<b>Check out</b>	11:00 h
<b>Overnight accommodation costs</b>	Room price includes breakfast and guest insurance and is shown without a vacation tax. Additional meals, amenities, and services are subject to surcharge. If you want additional amenities and services, please contact the Hotel Reception. Registration forms must be completed by Guest upon arrival. A surcharge applies for an extra bed..
<b>Hotel Services</b>	All informations about hotel services are available at the Reception and at <a href="http://www.hotel-kaneo.hr">www.hotel-kaneo.hr</a>
<b>Breakfast</b>	Buffet breakfast: 07:00 – 10:00h Buffet breakfast at the restaurant is included in the price of overnight stay
<b>Extra bed</b>	Extra beds are in the selected rooms at a cost of HRK 700 per room / per night.
<b>Maintenance and cleaming of rooms</b>	Room maintenance and cleaning is done between 08:00 to 16: 00h. If the guest wants a specific room cleaning time, please arrange time at the reception desk.
<b>Children</b>	Maximum 2 children till age 4 can share room using existing bed without extra cost.
<b>Babz crib</b>	Free upon request (subject to availability).
<b>Pets</b>	Hotel Kaneo is not „pet-friendly“ hotel
<b>Airport transfer service from/to the airport</b>	For transportation services to / from the airport please contact the reception.
<b>Parking</b>	Parking available on request

<b>Payment</b>	Hotel Kaneo accepts Visa, Master, American Express and Diners credit cards. Please note that Hotel Kaneo does not accept bookings made by debit card. When paying or signing up at Hotel Kaneo, please provide the same credit card as you have booked the accommodation.
<b>Smoking</b>	Smoking at Hotel Kaneo is not allowed in the public areas of the Hotel and in hotel rooms and suites.
<b>Deposit</b>	Guests wishing to book accommodation at Hotel Kaneo are required to make a deposit in the amount of 40% of the total amount in order to confirm the reservation. Deposit can only be paid by credit card. The rest of the amount will be charged with the credit card three days before the arrival of the guest. For business guests or groups, the remainder of the amount will be charged according to agreed terms.
<b>Cancellation &amp; No-Show Early check in - Late check out</b>	Free of charge cancellation up to 7 days prior to arrival. For cancellations after that time the full amount of the first night per reserved unit will be charged. In case of no-show the total amount of the reservation will be charged. Early check in-Late check out: an additional fee equal to 30% of your room rate will be charged.

## House Rules and Regulations

### 1. Price

The price of the room includes breakfast and guest insurance and is shown without vacation tax. Additional meals, amenities, and services are subject to surcharge. If you want additional amenities and services, please contact the Hotel Reception. A surcharge applies for an extra bed.

### Payment

All accounts for services provided must be personally signed. Invoices are paid when you leave the Hotel.

### Check in

Registration at the Hotel is from 14:00 to 23:00. If the Guest does not register until 23:00, it will be considered that he has resigned from the reservation and has not appeared. Registration forms must be completed by Guest upon arrival. Please indicate your personal

identity card or passport when signing in. According to the law, guests are required to provide personal identification documents for registration purposes. These documents will be returned immediately to the Guest. When signing in, each guest is required to provide a guarantee of payment at the Hotel Reception.

#### **4. Use of personal information**

The guest agrees and accepts that Hotel Kaneo will enter his / her personal information for the purposes of registration as Hotel Guest.

#### **5. Check out**

Departure from Hotel is required until 11:00. Please inform Hotel Reception if you wish to keep your room after the specified time. If the room is available, it will be charged at a regular rate. If the Guest does not leave the room within the prescribed time, the Hotel Management has the right to remove the Guest and his / her personal belongings from the room where he / she has resided.

#### **6. Maintenance and cleaning of the rooms**

Room maintenance and cleaning is done between 08:00 to 15:00. If the guest wants a specific room cleaning time, please arrange time at the reception desk.

#### **7. / „Do not disturb“ Sign**

All rooms are equipped with the "Do not Disturb" sign. By placing the "Do not Disturb" sign on the door of the room, the Hotel staff are warned not to knock or enter the room for any reason. When the "Do not Disturb" sign is reported, the room will not be maintained and cleaned, but the hotel staff will place a card at the doorknob of the room or apartment to inform the Guest of how to request a maintenance service when guest is ready to receive the service,

#### **8. Luggage**

Depending on the availability of luggage room, the Guest can at its own risk of damage or loss, to store his / her luggage in the hotel's luggage room. The luggage can not be stored for more than six hours.

#### **9. Personal belongings of the Guest**

When registering, guests are given a room card-key and guests are kindly requested to lock their room when leaving the room or going to sleep. Rooms are equipped with safes. Guests are asked for their values to be stored in the safes in the rooms. Hotel Kaneo takes no responsibility or will be held liable in any way for any loss or damage done to Guest property for any reason, including theft, whether it is a matter or value that is stored or left in the rooms or other premises of the Hotel.

## **10. Pets**

Hotel Kaneo is not „pet-friendly“ hotel.

## **11. Dangerous objects**

It is forbidden to enter weapons, explosives, flammable objects and materials or other dangerous chemicals or dangerous objects into the premises and rooms of the Hotel.

## **12. Fire alarm**

In the case of a fire alarm, Hotel guests are asked to follow the instructions from the evacuation plan set on the inside of the entrance door of the room.

## **13. Damage to the property of the Hotel**

The guest is considered to be liable for any damages that he or she has committed in person on the property of the Hotel, as well as if the damage is caused by his / her visitors or the person to whom he / she is liable. The Guest is obligated to cover the costs of damages to the Hotel for any damages he has committed to the property of the Hotel.

## **11. Complaints of the Guest**

Hotel guests are asked to go directly to Hotel Reception if they have any complaints.

## **12. Authorization of Hotels in case of violation of the House Rules and Hotel Rules**

The guest is asked to behave appropriately and that their behavior will not disturb other guests and cause any trouble or unpleasant feelings in the premises and hotel rooms. In the case of need, if guest violate House Rule and the Rules of the Hotel, the Hotel Management has the authority to require the Guest to leave his or her room or other premises without delay and prior notice or reason, and the Guest is obliged to leave the required premises as soon as it is requested. In the event that the Guest does not comply with the requirements, the Hotel Management is authorized to remove the luggage and personal belongings of the Guest from the room in which he / she resided.

## **13. Rules, laws and the application of appropriate laws**

Guests are obliged to behave in accordance with the relevant rules, regulations and laws of the Republic of Croatia, which are binding upon them. The Management Board reserves the right to amend the above Terms and Conditions.

Zahvaljujemo / Thank you

HOTEL KANEO d.o.o.

