

HOTEL IMPERIUM - RULES ON BUSINESS

I. Field of use

1. The terms of the hotel business apply to contracts regarding the use of hotel rooms, conference rooms and restaurants, the organization of conferences, banquets, celebratory events and all other hotel services.
2. The terms of the client shall only apply if this is agreed in writing.

II. Conclusion of the contract and the content of the contract

1. The hotel offers are non-binding. The contract is concluded with the confirmation of the reservation. The hotel can also confirm the reservation in writing.
2. The client may not rent the hotel rooms, halls, other rooms and showcases to third parties, as well as not use the rented premises and surfaces for employment interviews, to provide a market activity or similar activity. The prior written consent of the hotel is required.
3. The client does not have the right to provide certain rooms unless otherwise agreed. Hotel rooms are occupied from 2 pm on the day of arrival, premature accommodation is not provided. On the agreed day of departure, the room is emptied no later than 10 am, for cleaning and preparing for new incomes. The hotel charges 50% of the price of the night, if the room is empty until 13:00, due to the delayed preparation of the room, and 100% of the price of the night, if the room is used after 13:00, and thus violates the rental agreement of the hotel room.

III. Prices, payment

1. The customer is obliged to pay the valid hotel prices or agreed accommodation and / or event prices and other services he uses, in cash or with a credit card.
2. Payments are in euros. Foreign exchange differences and bank charges are charged to the client when paying with foreign cash. Advances in foreign currency are booked in the total amount on the date of payment.
3. The hotel has the right at any time to require a reasonable advance payment for the reservation guarantee. The amount of the prepayment is determined by the hotel individually.
4. Complaints concerning the invoice must be notified immediately to the hotel or reception. We do not accept later claims.
5. Additional services are charged.

IV. Hotel cancellation from the contract

1. If the agreed advance payment has not been made, the hotel has the right to withdraw from the contract.
2. The hotel shall have the right to withdraw from the contract for a well-founded reason if:
 - force majeure or other circumstances for which the hotel is not responsible impede the fulfilment of the contract,
 - the accommodation or event arrangement is misleading or agreed with incorrect declarations of the facts or purposes of the client.
3. The hotel must immediately notify the client of the exercise of the right of withdrawal.

4. In case of a justified hotel cancellation, the client is not entitled to a claim for damages.

V. Hotel rules - house rules

1. Each guest is obliged to report his / her stay at the reception desk and identify with a valid identity document. To guarantee a credit card reservation, you must submit a credit card at check-in.
2. During the stay at the hotel, the reception staff is available for all questions and requests 24 hours a day.
3. If you want to have a booked room on the day of your arrival in the morning, you will be charged an additional night, because this room cannot be given to guests one day earlier.
4. If you wish to extend your stay, please contact the reception by 10 am.
5. Breakfast is served from Monday to Sunday from 07:00 to 10:00.
6. Persons other than hotel guests may not stay in hotel rooms.
7. Pets are not allowed at this hotel. Thank you for your understanding.
8. Please lock the room at your departure.
9. When you leave the room, please ensure that all the faucets are closed and that the lights and electrical appliances are switched off.
10. From 10 pm to 7 am is night peace. During this time, we ask you to maintain peace and be considerate to the other guests of the hotel.
11. Smoking in rooms and throughout the hotel is prohibited.
12. Please do not remove items from the rooms and do not change the layout of the room.
13. We kindly ask you to immediately report technical errors at the reception desk.
14. Bed linen and towels are replaced twice a week.
15. Items that are flammable, explosive or have an unpleasant odor are not allowed in the hotel. It is also prohibited to light candles in the rooms.
16. In the event of a fire, please consider the evacuation plan located on the front door of each room and in the hallway. Please inform the reception immediately. In case of deliberate activation of the fire detector, the offender assumes the cost of forwarding the fire-fighters.
17. The use and storage of drugs or weapons are strictly prohibited. In the event of non-compliance with this rule, hotel staff have the right to keep the prohibited goods and inform the police.
18. The use of electrical household or heating electrical appliances not owned by the hotel is prohibited.
19. Guests who cause moral or material damage to the hotel or other guests and violate the conditions of use of the hotel, will have to leave the hotel with a refusal of return. The rest of the stay will be fully charged.
20. For your safety and security of other guests, please do not throw cigarette butts, bottles or other items out of the window or from the balcony. We also ask you not to leave bottles on the balcony.
21. Supervision of the observance of house rules is carried out by the following persons:
 - owner and manager
 - hotel staff

VI. Responsibility of the hotel

1. Claims for damages, irrespective of the legal basis, are excluded except:

- if the hotel has been accused and proven a loss-making purpose,
 - damages for damage arising from violations of essential contractual obligations.
- The existing liability of the hotel in all cases of negligence is limited to the amount of contractually significant, foreseeable damage.
2. The hotel does not assume responsibility for the property of the guest in the hotel room or in the parking lot.
 3. The hotel assumes no responsibility for forgotten or abandoned objects.

VII. Customer's responsibility

1. The customer is liable for damage to buildings and / or inventory caused by himself or her family members or guests.

VIII. Cancellation policy

1. The cancellation of the reservation is free of charge up to 10 days (until 18:00 GMT + 1) before arrival. In case of late cancellation or non-arrival, the entire amount of the reservation will be charged and withdrawn from your credit card, and the rest of the reserved term will be automatically cancelled.
2. During holidays, free cancellation is not possible.
3. In the case of booking more than 3 rooms, special provisions and additional fees may apply. Such reservation is considered irrevocable.

IX. Final Provisions

1. Amendments to the contract must be in writing.
2. Place of completion and place of payment is the seat of the hotel.
3. The exclusive responsibility of the hotel's activities is the seat of the hotel.
4. The Commercial Court in Murska Sobota is responsible for commercial disputes.