

Guesthouse Kolinska

HOTEL POLICY/HOUSE RULES

We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following Hotel Policy/House Rules have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating the Guesthouse Kolinska since 2017. These Hotel Policy/House Rules are considered a part of our reservation agreement with you. As our hotel guest, by reading and signing your hotel registration you are agreeing to abide by all of our Hotel Policy/House Rules, terms and conditions, and procedures. These Hotel Policy/House Rules are presented here to help promote our guests' safety and enjoyment and to ensure that each guest is aware of the understandings between the Guesthouse Kolinska and the guest. Our Hotel Policy/House Rules may change from time to time, so please check back often.

TOURIST TAX: The tourist tax is not included in price (1,27€).

100% SMOKE-FREE

Guesthouse Kolinska has been 100% Smoke-Free since 2007. For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility.

Guests are encouraged to notify Front Desk staff immediately if they smell cigarette, marijuana, or other objectionable odors. This policy is not intended to stop people from smoking, but to regulate where they smoke and how it affects others. Smoking is not allowed in rooms and on balconies. A Designated Smoking Area is terrace only. Marijuana is prohibited at all times.

A minimum fee of 200€ penalty is applicable for breaking this policy.

CANDLE, INCENSE, ESSENTIAL OILS:

Candle, incense, essential oils (*diffusing, vaporizing, etc.*) are prohibited. These items and activities will be treated as smoking, a fine assessed, and the guest may be evicted with no refunds.

PETS: Pets are not allowed.

NO-COOKING, COOKING APPLIANCES, COMBUSTIBLES, OR FIREWORKS:

The safety of our guests, staff, and this facility is extremely important to us. Preparation of food in guest rooms by any type of cooking appliances is prohibited. A minimum fee of 200 € will be charged for cooking in a room, including, but not limited to coffee makers, hot plates, toaster ovens, water heaters, rice cookers, combustible, open flame, barbecue grill, burners, heating appliance, or any other item intended for cooking. For open fires, flames or cooking grills, either charcoal or gas, and fireworks we have designated area and it needs to be under the supervision of employees in the company.

GUARANTEED RESERVATIONS:

All reservations must be guaranteed with a valid major credit card. Guests must be 18 years and older. We accept Visa and Master Card. We do not charge your credit card at the time you make your reservations. Your credit card guarantees your reservations. Please make sure to receive a reservation confirmation number when you make a reservation. Reservations must be cancelled 14 days, hotel time, prior to your arrival date, in order to avoid charge of reservation. Reservations will be held until 8 p.m. following your scheduled arrival date. If you have not checked in by that time, a NO-SHOW charge of the reservation plus tax will be charged to your

credit card. Guesthouse Kolinska is not responsible for weather conditions, personal emergencies, or schedule changes.

CHECK-IN TIME: 2 p.m. – 8 p.m.. After 8 p.m. we have an automatic key system pre-arranged with the guest.

EARLY CHECK-IN/PRE-REGISTRATION:

Early check-in is offered based on availability. If you require a guaranteed check-in for arrival prior to 2 p.m. then Pre-Registration and payment may be required. Please contact Front Desk staff directly to make reservations and complete a credit card authorization form prior to your arrival.

CHECK-IN REQUIREMENTS:

Guests must be at least 18 years of age to check in alone at Guesthouse Kolinska. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (*State driver's license, passport, etc.*) at check-in. A valid, signed, and pre-approved credit card in the name of the guest registration is also required. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your credit/debit card. Some banks hold pending authorizations for up to 30 business days.

PRE-AUTHORIZATION AT CHECK-IN:

We have required pre-authorized of credit cards/debit cards at check-in. A pre-authorization is a temporary hold of a specific amount of your available credit limit balance placed on your credit/debit card for the full amount of your intended stay, plus tax. All credit/debit cards are pre-authorized at check-in. Pre-authorization is not a charge to your account, it is a hold on those funds. Once your actual charge is posted at check-out it can take anywhere from 24 hours to 30 days for the original pre-authorization to be removed by your bank. Generally, most banks release the hold within 3-5 days. It is your responsibility to be aware of how your bank handles all of your transactions, including pre-authorizations. We are unable to remove pre-authorizations directly through our hotel.

GUEST REGISTRATION:

We require valid contact information from the guest making the reservations including first and last name, address, phone number, and signature. The names of all guests occupying the room must be registered. Information regarding your license plate/car description is also gathered at check-in for security.

CHECK-OUT TIME: Room rental period expires at 11 a.m. Additional day charge, plus tax may apply for late checkout.

CHECK-OUT PROCEDURE:

Check-out time is 11 a.m. Please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request. A charge may apply for late check-out.

EARLY DEPARTURE:

Guests who check out in the early hours of the hotel before 8 a.m. and prior to their scheduled departure date are subject to an early departure fee of one night, plus tax.

SPECIAL REQUESTS:

We will make every effort to honor special requests such as a specific floor or room number, etc. upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

PAYMENT: All reservations and registration must be guaranteed with a valid major credit card. We accept Visa and Master Card. Pursuant to credit card agreements, credit cards are not valid unless signed by the

cardholder. Credit cards must be signed. Cash (€) payment is welcomed with a signed and pre-authorized credit card. All guests are required to present a valid major credit card and government issued photo identification even if guests are planning on paying in cash upon check-out. Checks and foreign currency not accepted. Payment terms - upon arrival/payment within 30 days after invoice issuing against guarantee letter or confirmed reservation.

CHECKS AND CHECK CASHING:

We do not accept checks. We do not provide check cashing services.

DEBIT CARD/CREDIT CARD HOLDERS

Your credit card is not valid unless signed. We will refuse an unsigned card. Your Debit or Credit Card will be pre-authorized at check-in for the full amount of your stay. The pre-authorization will HOLD the funds until check-out, at which time the amount actually incurred during your stay will be charged. If you change your method of payment at check-out or change the length of your stay, your bank may not post the changes to your account immediately. Guesthouse Kolinska has no control over the policies of your bank and will not be held liable for any "insufficient funds" penalties or any other resulting fees or charges. It is your responsibility to fully understand the manner in which your bank processes pre-authorizations and charges to your debit or credit card. Some banks hold pending authorizations for up to 30 days.

DEPOSITS AND GUARANTEES:

There is no deposit required to make an individual room reservation. However, a major credit card is required at the time of booking to guarantee the room and secure the reservation period.

RESERVATION AND PAYMENT FOR GUESTS BY PRIVATE THIRD PARTIES:

Generally, third party payment is not permitted. In the case of paying for a family member if you will not be physically present at the hotel, we require prior completion and approval of a Credit Card Authorization form including a copy of your driver's license and the front and back of your signed credit card. You will be responsible for any and all damages and loss. We reserve the right to refuse reservation at any time for any reason.

CREDIT CARD AUTHORIZATION BY CORPORATE THIRD-PARTIES:

Please contact Guesthouse Kolinska reservations department at least 24 hours prior to guest's arrival to request a Credit Card Authorization form. We are open 12 hours. We must receive the information and process the approval for your reservations prior to the guest's arrival.

TAX EXEMPT GUESTS:

Guests with GSA payment cards will be taxed or exempt in accordance to their individual card status. If tax exempt status cannot be verified at check-in you will be charged a lodging tax until verification is made.

RIGHT TO REFUSE SERVICE: Guesthouse Kolinska is privately owned and operated. We reserve the right to refuse service to anyone for any reason(s) that does not violate any laws. Guesthouse Kolinska has a zero tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotel or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by the law and the owners for the operation and management of the hotel. Guesthouse Kolinska will refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and acts in a disorderly fashion as to disturb the peace of other guests or is not in compliance with state liquor laws; acts in a disorderly fashion as to disturb the peace of other guests; is unable to properly supervise their children at all times, seeks to use the hotel for an unlawful purpose; seeks to bring into the hotel: an unlawfully possessed firearm; or something, including an explosive or hazardous or toxic substance, that is unlawful to possess and that may be dangerous to other persons; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by Guesthouse Kolinska for the operation and management of our hotel.

QUIET HOURS: 10 p.m. to 8 a.m. If you become aware of a disruptive guest, please contact Front Desk staff immediately by room phone or in person. Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in halls.

VISITORS: No visitors after 8 p.m. Visitors must notify Front Desk upon their arrival. Visitors must be accompanied by the registered guest at all times. Visitors are not allowed to use guest amenities including the continental breakfast, or Wi-Fi. As a registered guest, you are responsible for your visitor at all times.

BREAKFAST:

Our Breakfast is free to registered guests only. Visitors may not join a registered guest for a free breakfast.

DISCOUNTS:

We do not offer discounted room rates for participation or employment in organizations such as government employees, etc.

CANCELLATION:

Guesthouse Kolinska is not responsible for weather conditions, personal emergencies, or schedule changes. Cancellation is free of charge before 14 days prior arrival. Total amount of reservation cost will be charged upon cancellation or modifying the order within 14 days before arrival. If you cancel any reservation, you must obtain and save the cancellation number for your records.

NO SHOW CHARGES:

Failure to check in on the scheduled arrival date (hotel time) for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card. You will be charged for the whole period of your reservation plus taxes.

GROUP RESERVATIONS:

Large group/Block reservations must be cancelled five (5) weeks prior to arrival date. Reservations cancelled after that date (hotel time) may be charged plus tax for each room reserved.

DO-NOT DISTURB AND ACCESS TO ROOMS:

To provide all of our guests with an exceptionally clean and safe hotel experience, we reserve the right to enter your guestroom for reasonable purposes, such as for housekeeping, maintenance, verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel Policy/House Rules. Hotel staff will normally knock and announce themselves before entering your guestroom, unless we believe that exigent circumstances exist. Please contact Front Desk if you are a "Day Sleeper" or you are staying in the room due to illness. Management reserves the right to enter a room with a known status of "Do Not Disturb" in the event of an emergency, suspected illegal activity taking place, disturbing other guests, or damage being done to hotel property. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel Policy/House Rule is broken. Law enforcement will be granted immediate access.

CHILDREN: Stay of the children under the age of 14 is the subject of prior approval by the hotel.

MAXIMUM OCCUPANCY:

Room occupancy requirements are based on fire code/fire safety restrictions. Single room maximum occupancy is 1 person. Double/twin room maximum occupancy is 2 persons. Double twin+sofa room maximum occupancy is 3 persons. If you exceed the maximum number of guests allowed, you will be asked to rent another guestroom for proper accommodations or vacate the hotel.

ROOM KEYS:

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. We have 12 hours reception so the keys of the rooms must always be carry with you because they give you

access to the building at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to Front Desk at Check-out.

HOUSEKEEPING/ROOM INSPECTION:

Housekeeping is provided daily between the hours of 8 a.m. - 2 p.m. This is a 100 % NON-SMOKING hotel, including medical marijuana. Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen. Rooms are rented to guests in appropriate condition without any prohibited odor. Housekeeping and Front Desk staff are trained and skilled in identifying the odors from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined, and evicted without any refund.

LINEN CHANGING:

Your comfort is very important to us. For guests staying multiples nights, bed linen is changed on a rotation schedule. Used towels are exchanged for fresh towels daily up on request. If Housekeeping is unable to change a bed due to personal items left on a bed, a note will be left. Housekeeping will be happy to change your bed linens and make your beds every three days/up on request if all personal items are removed. Please contact our Front Desk staff if you have any additional questions or concerns.

LOST & FOUND POLICY:

Guesthouse Kolinska assumes no liability for lost, misplaced, stolen, or damaged valuables or belongings. If you discover that you have left behind something of value to you, please call us immediately +386 40 284 646 and we will try to assist you in locating your lost item.

FOUND ITEMS:

Guesthouse Kolinska is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Records of Lost & Found items are retained for five years. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries are discarded.

RETURN:

We would be happy to return your lost item(s) to you by Slovenia Postal Service. Your credit card will be charged packaging and postage, plus a 10 € handling fee. A separate receipt will be mailed to you. Guesthouse Kolinska is not responsible for any item lost or misdirected during shipment by the Slovenia Postal Service.

UNCLAIMED ITEMS/NO CONTACT: Lost & Found items are held for fourteen (14) days while we attempt to contact the guest. If guest contact information is incorrect or cell phone mailbox is full and we are unable to contact the guest during the fourteen (14) day holding period, the unclaimed item(s) are thrown away, given to local organizations, or disposed of accordingly by Guesthouse Kolinska.

ALCOHOL POLICY:

Registered guests of legal age who choose to bring their own alcoholic beverages must consume those in their room. Alcohol is not allowed in public areas such as the lobby, etc. Alcohol consumed during special events served by a licensed caterer with permit to serve/sale alcohol is restricted to those 18 years old or older (valid photo identification required) and can only be consumed at that event venue.

FIREARMS AND WEAPONS:

The safety and security of our guests and staff is extremely important to us. Our Firearms and Weapons Policy is designed for the protection of our guests, vendors, staff, and owners, and pertains to the presence of firearms and weapons on hotel premises. Guesthouse Kolinska recognize that guests and vendors may legally possess firearms or weapons for a variety of legitimate purposes. This policy has been developed to create a safe environment by providing appropriate guidance over the custody of firearms and weapons on our premises. Guesthouse Kolinska is private property. Guests, who are lawfully permitted to possess a firearm or

weapon, may bring such onto our hotel premises for storage purposes only, with the understanding that they are personally responsible for following:

- ❖ Guests must abide by State and local laws.
- ❖ Firearm and weapons must be appropriately registered.
- ❖ Firearms must be unloaded.
- ❖ No cleaning of firearms is permitted on hotel premises.
- ❖ Firearms and weapons must be safeguarded and secured in either a locked, hard sided firearm container or a soft gun case provided by the guest at all times and clearly labeled with their name and contact information.
- ❖ No firearms or weapons in the breakfast area.
- ❖ Damages caused by arrowheads will be charged accordingly, please be careful.

Guests and vendors who fail to abide by our policy may be asked to leave the hotel premises, are subject to trespass and may be subject to further legal action. Exempted from this policy are law enforcement officers and designated military personnel who are on-duty and required to carry firearms in the performance of their duties. No exemption to this policy is allowed for private persons, even those licensed and permitted to carry a firearm openly or concealed under local, state, or federal law, are exempt from this policy. It is our policy to promptly turn over any firearms left on the property to the Police if we are unable to contact the owner. Questions concerning these policies or its implementation may be addressed to the hotel owners directly.

BICYCLES/HOVER BOARDS/ROLLER BLADES:

Bicycles, Hover boards, and roller blades are not permitted in guest rooms. Depending on available space, Front Desk staff will be happy to secure these items in our mechanical room. We assume no liability for theft, loss, and/or damage, and you waive any and all such liability.

IN CASE OF EMERGENCY OR FIRE:

Please notify Front Desk in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door located in each guest room.

FIRE SAFETY POLICY:

The hotel is equipped with fire safety information and emergency evacuation plans on the door of each guest room. Please review this important information.

NO IN-ROOM PARTY:

Guesthouse Kolinska enforces a No In-Room Party Policy to ensure we can protect the hotel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund. Registered guest(s) is responsible for all persons visiting. Non-Registered visitors are only permitted until 8 P.M. If found with more "people" not listed on the Guest Registration Form after 8:00 P.M. your stay will be considered a party. You will be ordered to vacate the premises without refund and may be access Guest Compensation Disturbance Fee.

FREE WiFi ACCESS:

Access to our WiFi is free for our registered guests. The hotel WiFi access code is subject to change without notice. WiFi signals are subject to change without notice depending on the room's location, the status of our WiFi-equipment, and interference from other local wireless signals. Guesthouse Kolinska assumes no liability for guest use.

ENFORCEMENT:

All staff is trained and required to respond to potential violations of our Hotel Policy/House Rules. Guests who refuse to abide by the reasonable standards and policies established by Guesthouse Kolinska for safety of all guests, staff, owners, property, and the operation and management of the hotel will be evicted, with no refund. In addition to the room charge, a minimum 300 € cleaning fee per room will be charged for infraction(s) of our Hotel Policy/House Rules.

TERMS & CONDITIONS:

Guesthouse Kolinska makes its best efforts to ensure that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. Guesthouse Kolinska does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.

LINKS:

The links provided on Guesthouse Kolinska website are for the convenience of site visitors and are provided in good faith. Guesthouse Kolinska does not accept liability for the contents or links provided on such websites, nor does it accept liability for any indirect or consequential loss arising out of the use or connected with its website.

ILLNESS AND EPIDEMICS:

Guesthouse Kolinska reserves the right to refuse accommodations to a guest arriving with a contagious disease. In cases where sickness occurs during the stay, please notify the Front Desk staff. In the case of serious sickness, you may be requested to receive appropriate health care from a nearby healthcare facility. During epidemics we are entitled to employ precautionary measures within our judgment or as required by local authorities. We may charge you a room cleaning fee as we deem appropriate under the circumstances.

INFESTATION:

The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

PARKING AT OWN RISK:

All vehicle(s) must be listed on the registration at check-in. Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner. Guesthouse Kolinska shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked on the hotel property. If a vehicle is left in the hotel parking lot after the guest has departed without the written consent of the hotel, the hotel reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on hotel premises.

DAMAGE AND/OR THEFT OF HOTEL PROPERTY

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room(s), hotel's premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. Guesthouse Kolinska reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card such amounts as it shall in its sole discretion deem necessary to compensate or make good the cost or expenses incurred or suffered by Guesthouse Kolinska as a result of the aforesaid. Should this damage come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc. We will make every effort to rectify any damage internally prior to contracting specialist to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

DAMAGE DISCOVERED AFTER CHECK-OUT:

Guest Rooms found with waste strewn around, in complete disorder, and/or "trashed" will be subject to maintenance deep cleaning fee, administration fee and/or third party fees.

DAMAGE TO ROOM: Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, etc. will be charge at 120% of full and new replacement value plus any shipping and handling charges. Any damage to hotel property, whether accidental or willful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued.

DAMAGE TO MATTRESSES AND BEDDING:

Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article.

DAMAGE OR TAMPERING WITH FIRE-FIGHTING EQUIPMENT:

Guesthouse Kolinska reserve the right to take action against any guest or visitor found to have tampered or interfered with any fire equipment throughout the hotel, including guest rooms, break glass points and fire extinguishers. Guests or visitors found to have tampered with fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the hotel. Depending on the severity of the guest actions, law enforcement may become involved at the hotel's discretion. Should the fact that fire-fighting equipment had been tampered with come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

CHANGES OR MODIFICATION TO THE HOTEL POLICY/HOUSE RULES:

Guesthouse Kolinska reserves the right to amend, modify, change, cancel, vary or add to these Hotel Policies/House Rules or the arrangements and content featured on our Hotel website at any time without prior notice. Please check our website regularly for updates to Hotel Policy/House Rules. Any modification to these Hotel Policy/House Rules that occurs before your departure is considered a part of your reservations agreement with us. A copy of these Hotel Policy/House Rules is located on our website and available from Front Desk staff upon request.

BUSINESS COMPUTER: Photocopies and faxes are provided for a fee. The Business computer on reception is provided for the registered guest(s) to print airline tickets, etc. like activities.

TELEPHONE CHARGES:

Phones charges are computed and assigned to your room folio at the end of each telephone transaction.

Local Calls - 5 km radius from hotel/Bled area– is free.

If you dial (+xxx) the accounting system records your call as long distance.

International Calls - 10€ first minute, 10€ for each additional minute.

Operator Assisted Calls - 10€ first minute, 10€ for each additional minute.