

## HOUSE RULES AND REGULATIONS

Every guest is requested to observe and comply with the following house rules and regulations established by the Hotel Split Inn by President to maintain the quality of the hotel and to ensure that hotel guests have a pleasant and safe stay.

If a guest does not comply with the house rules and regulations, Hotel Split Inn by President may choose not to permit further use by the guest of the guest's hotel room and other hotel facilities. Hotel Split Inn by President will not be liable to any guest or other person for any damage caused by his/her failure to comply with the house regulations.

- The Split Inn by President hotel accommodation can be used only by the person registered at the reception.
- Room visits are not allowed. Please use our Lobby bar, Lounge bar and restaurant for social events and chatting with your guests.
- It is strictly forbidden to bring flammable or explosive materials and objects with unpleasant smell into any hotel area.
- According to the Croatian law, smoking is not allowed in all hotel public closed areas.
- Washing, drying and ironing in the room is not allowed. Please use the hotel cleaning service for this.
- Bringing and consuming food and drinks or ordering from external catering services is not allowed in rooms or any other hotel areas for sanitary reasons.
- Cooking or any other way of preparing food in the room is not allowed.
- Unless your valuables, money and documents are not stored in the room safe with personal password, the Hotel cannot guarantee their safety.
- Room inventory (pillows, blankets, towels, etc.) are intended for your use during your stay at the Hotel and you are kindly requested not to take them out.
- Please close the door when leaving the room. You do not need to return the room card when leaving the Hotel. However, please return the room card upon check-out.
- In case of card loss, please immediately inform the reception.
- In case you wish to leave the Hotel later than planned, please inform the reception by 10.00. Check out time at the latest 11.00 and staying in the room after 11.00 will be extra charged.
- Please do not create noise which could disturb other guests in the rooms, corridors and public areas, especially in the period from 10.00 PM to 8.00 AM.
- Please immediately inform the reception of any defects or faults in the room or possible dissatisfaction with the service.
- Please keep the equipment and furniture safe. We will be forced to charge any damage or loss caused to our property by your acts or omissions, default, accident or neglect. Damage to the property, including but not limited to guest rooms, fixtures, furnishings, artwork, décor or linens, will result in a charge of 120% of replacement value or necessary cleaning.
- Please do not enter the hotel public areas dressed inappropriately, e.g. in your pajamas, underwear, swimming suit, etc. Walking in any public area of the hotel without footwear is not allowed.
- Please note that you should be dressed appropriately during your visits to our restaurants.
- Pets are allowed in Hotel room with prior announcement in the reservation and additional supplement. It is forbidden to bring pets in wellness, fitness, restaurants and bars. You should keep them under the supervision during your stay.
- A choice of drinks can be found in each minibar. We kindly ask you to fill out minibar list upon consummation and hand it in to the reception desk.
- The hotel has various profit centers where it is possible to buy gift certificate for which cash equivalents can be used by some of the Hotel's services according to the valid pricelist in the period of which gift certificate will be used. The gift certificate is valid for a maximum period of 6 months from the date of issuance and cannot be used after expiry of the 6 months period. Gift certificate cannot be replaced for money nor it can be used as discounts on services for the same value. In the event of loss, theft or damage that prevents the use of a gift certificate, the Hotel is not liable to pay compensation to the Beneficiary. The materialization of the gift certificate is only possible with the physical presentation of issued certificate provided by the Beneficiary which does not have to be identified. In case the value of the purchase is higher than the value of the gift certificate, the client needs to settle the difference.
- Any complaints of individual, agency or contractual guests shall be taken into account if they are submitted during the guest's stay at the Hotel. Complaints sent or submitted later shall not be accepted.
- Please sign the bills for all hotel services personally.
- In case of a long stay the services are to be paid on the weekly bases.
- Credit cards will be authorized at check-in for the amount of your stay, plus an amount to cover incidentals. The authorization will hold the funds until check out, at which time the amount actually incurred during the stay will be charged. Authorized amounts may take up to 15 days after departure to be released by your bank or financial institution and the hotel will not be responsible for any resulting fees or charges.
- In all Guest rooms DO NOT DISTURB sign has been provided. Hotel rule is that this sign cannot be displayed longer than 24 hours. After this time, Hotel reserves the right to enter the room due to Safety and Security reasons.