

# ANGEL RESIDENCY

## House rules

*Dear guests, in order to make your stay in Hotel a pleasant experience, please follow the House Rules.*

***We kindly ask you to take the following information into account:***

- Only a person registered at the reception may use the accommodation facilities at the Angel Residency Hotel.
- Visitors are not allowed in rooms. Please use the lobby or the restaurant for socializing and meetings.
- Visitors of the Guests are not allowed in the Hotel between 2200 Hrs to 0800 Hrs.
- In cases of longer stay, the Hotel bill is to be paid every 7 days, while the rest is covered at check-out. Bills are payable in cash or by Credit/Debit card (Visa Card/MasterCard,).
- The mini-bar use is charged pursuant to the valid and enclosed price list. The bill is paid at the reception.
- Easily flammable and explosive substances and materials, as well as objects with unpleasant odor, are not allowed on Hotel premises.
- Pursuant to the provision of the Act limiting the use of tobacco products in public and enclosed spaces, smoking is not allowed on Hotel premises. Any violation of this Act shall be fined.
- Washing, drying and ironing clothing garments is not allowed in the rooms. Please use the Hotel laundry service for that purpose.
- Due to sanitation rules, consumption of food and beverages purchased or delivered by catering services which do not operate within the Hotel is not allowed in any Hotel area.
- Cooking or any other form of meal preparation is not allowed in rooms.
- If your valuables, jewelry and documents are not kept in the available en suite safety deposit box, the Hotel does not assume any responsibility for their possible disappearance.
- Please make sure you close the Hotel room when leaving. The door keys have to be handed in at the reception. Please return the door keys at check out.
- In cases of door keys loss please inform the reception staff of the incident.
- Please make sure you do not forget anything at check out. Forgotten items are sent to the guests' address only at their request.
- Please vacate the room prior to 12:00 hours on the check out date. Staying in the room after 12:00 hours causes additional charge for stay.
- Please inform the reception staff of a possible later check out before 10:00 hours on the check out date.
- Please do not disturb other Hotel guests by loud noises in Hotel rooms, hallways and public areas especially from 22:00 to 8:00 hours.
- Please promptly report any malfunction or failure to the reception staff.
- Please take care of the Hotel inventory and other equipment. All intentional damages occurring during your stay shall be charged on your account.
- Please make sure you do not leave the water running in the bathroom when you leave the room.
- Please do not walk and stay in the public Hotel areas in inappropriate clothing, i.e. pajamas, underwear, bathing suit, etc. Walking without clothing is strictly forbidden.
- Please make sure you are appropriately dressed when going to the Hotel restaurant.
- Pets are not allowed in the Hotel rooms.
- All possible complaints by individual, agency or contract guest shall be taken into account only if reported during the stay. All later claims shall be rejected.
- Room inventory (pillows, blankets, towels, etc.) are intended for you to use while staying in the Hotel and are not to be taken out.
- Please make sure you personally sign all the Hotel services bills.
- The Hotel may offer Guests who ask to extend their stay, a different room/accommodation to the one in which the guest was originally accommodated.
- The Hotel may offer alternate but similar accommodation to the guests against reservation only in unavoidable circumstances. The Guests are requested to co-operate the Hotel staff in this regard.
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- Management