



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 Spirito Santo Palazzo Storico.
- Visitors are not allowed in rooms. Please use the Lounge/Bar area for socializing and meetings.
- This hotel adopted the "adults only" policy, guests from 16 years are allowed to stay in the property.
- Bills are payable: in cash with Croatian kuna (HRK) or by credit card (Maestro, Visa, MasterCard or American Express).
- The mini-bar use is charged pursuant to the valid price list. The bill is paid at the reception.
- Please make sure you personally sign all the Hotel services bills.
- 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 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 ensuite 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 key does not have to be handed in at the reception. Please return the door key at check out.
- In cases of door key 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 guest's address only at their request.
- Please vacate the room till 11:00 hours on the check out date. Staying in the room after 11:00 hours causes additional charge for stay.
- Please consult with the reception staff of a possible later check out day before the check out date.
- Please do not disturb other Hotel guests by loud noises in Hotel rooms, hallways and public areas especially from 24:00 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 which occur 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 in inappropriate clothing in the public Hotel areas such as: pyjamas, underwear or bathing suit.
- Pets up to 12kg (26lbs) are allowed in the Hotel rooms with a prior announcement and additional charge in amount of 30 Euro per day. Please note that pets are not allowed in the Lounge/Bar area. Pets are not to be left unattended in the public Hotel areas.
- 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, bathroom towels, etc.) are intended for you to use while staying in the Hotel and are not to be taken out. During your stay in the Hotel you can use beach towels which must be returned at check out from the Hotel. Otherwise, you will be charged 50 Euros per beach towel.