



## GENERAL CONDITIONS

### **Contractual partners:**

Hotel City Maribor\*\*\*\* and the customer/hotel guest/ contracting entity (hereinafter referred to as “the guest”) shall be the contractual partners. If a third party submits an order on behalf of the guest, based on a joint and several guarantee, the third party, together with the guest, shall be liable for all obligations under the contract.

### **Conclusion of the contract:**

The contract shall be deemed to have been concluded when the hotel receives written confirmation from the guest and sends the booking confirmation to the guest. This shall mean that the guest fully accepts the General Terms and Conditions (GTC).

Note: the accommodation offer shall not mean a booked room. The guest is to confirm the received offer with the key data, based on which he/she shall receive booking confirmation guaranteeing his/her stay at the hotel.

In special cases of regular guests, a written order, to which the hotel is to send booking confirmation, shall apply. This shall provide guest accommodation.

### **Currency:**

All prices are in Euro (€/EUR) and include VAT.

### **Demand and booking:**

The guest may demand for a room, conference room rental, catering services, rental of parking space in the parking garage. With the demand or booking in writing to e-mail with the [hotelcitymb.si](http://hotelcitymb.si) domain, by phone or personally at the reception of the hotel, the guest agrees with the GTC and the hotel policy on personal data protection (PDP).

The booking shall be confirmed when the guest receives a booking confirmation in connection with the guest's demand from the hotel.

The guest can also make a booking through a website or online portals. In the case of bookings via web portals, the guest agrees to the booking terms on the web portal and consequently the hotel PDP.

### **Warranty:**

All bookings require a warranty with a credit card, valid for the entire duration of the stay. Please use the same credit card for guarantees when checking-in to the hotel.

Specific conditions may apply to individual companies or products.

The debit card shall not be considered a guarantee (e.g.: Maestro).



**Non-refundable bookings:**

The guest's credit card shall be debited for the entire amount of the stay on the day of booking. The booking cannot be cancelled or changed. The booking terms are specified in the booking confirmation in accordance with the conditions of cancellation.

**Booking cancellation or change:**

To change/cancel the booking, please contact [info@hotelcitymb.si](mailto:info@hotelcitymb.si), or call +386 (2) 29 27 000. The guest may cancel his/her booking free of charge up to 48 hours before the scheduled arrival indicated in the booking confirmation (by 10am, 48 hours before the date of arrival). If the guest fails to arrive and cancel the booking in due time, he/she shall be charged a 100% amount of one-night stay, unless otherwise specified in the cancellation rules.

**Failure to arrive:**

If the guest fails to check-in to the hotel on the date of arrival, the credit card, which the guest has indicated as the guarantee upon booking, shall be debited according to the conditions of booking cancellation.

**Payment:**

The following payment methods are possible: Visa, Mastercard/Eurocard, American Express, Diners, Maestro, cash, purchase order, pro forma invoice.

If the form of payment is a purchase order (only for companies), the order must be delivered physically to the hotel or sent by e-mail to [info@hotelcitymb.si](mailto:info@hotelcitymb.si) by 12.00 on the day of the guest arrival. If we fail to receive the purchase order form until the guest arrival, we shall be obliged to charge the guest for a stay. If payment is made according to the pro forma invoice, it is necessary to send a proof of payment to the e-mail address [info@hotelcitymb.si](mailto:info@hotelcitymb.si). The pro forma invoice is to be settled no later than 24 hours before the guest arrival.

**Service:**

The basic service is bed-and-breakfast.

The hotel guest can order a board meal at the reception of the hotel. The guest shall receive a coupon for a board meal, which is to be submitted at the restaurant at the time of use.

The hotel has a brunch and an a la carte restaurant.

**Check-in/out:**

Check-in: from 14:00 – 00:00

Check-out: to 11:00



On the day of arrival, we shall keep the room booked for the guest until 00:00. In the case of a later arrival, the guest is obliged to inform the hotel in advance - at the latest by 23.00 on the date of arrival. If the guest fails to inform the hotel in due time, the hotel shall not be obliged to keep the guest's room; furthermore, it shall have the right to charge the guest for the costs of failure to arrive.

Early check-in or late check-out are possible only upon prior agreement, confirmation by the hotel and the availability. Early check-in between 12:00 and 14:00 is free of charge. Check-in before 12.00 shall be charged at 50% of the value of the overnight stay. Late check-out until 13:00 is free of charge. Check-out between 13:00 and 18:00 shall be charged at 50% of the value of the overnight stay. After 18:00, the total amount of an overnight stay shall be charged.

### **Check-in to the hotel:**

Upon check-in, guests must have a valid identity card with a photograph (identity card or passport) due to security reasons. Check-in shall not be possible without a document. Upon the check-in to the hotel, the guests are to fill in and sign an application form. The guest shall receive one copy thereof. The application form is per room, which means that the person who fills in the application form shall be liable for all guests in the room.

The guest is to provide **credit card data** that shall apply as a **guarantee**. Despite the fact that the guest is to transmit the data at the time of booking, he/she shall be obliged to provide them again upon the arrival due to security reasons. The guest is obliged to have the credit card with him/her. Data may be used for more rooms upon the guest's agreement. Credit card data shall be stored for up to 5 days from the date of the guest's departure; afterwards the data shall be destroyed. In the case of outstanding services, the hotel reserves the right to debit the credit card, which is provided as a guarantee for the rooms indicated in the application form.

If the guest fails to have a credit card, he/she shall be obliged to provide a **cash guarantee**, in the amount of EUR 50.00, which is to be returned on the date of departure if there are no outstanding services and other costs incurred. The guest's room shall be checked before returning the deposit.

### **Internal register of hotel guests:**

Upon the check-in to the hotel, the guest is entered in the internal register of hotel guests. Pursuant to the law, the following personal data is required: gender, name, surname, country, nationality, date of birth, document type, document number, date of arrival and departure, which is processed in accordance with legal obligations.

The data is kept for 2 years. Data anonymization is carried out after 2 years from the guest's last visit to the hotel (considering the date of departure).

Guest's basic data (gender, name, surname, country, citizenship) shall remain in the guest profile in the internal hotel register for an unlimited period and shall not be the subject of further processing. Basic data



is the basis for monitoring the history of guest stays arranged with the concluded contract or upon the guest check-in to the hotel.

The guest personal data processing, which is carried out in accordance with the General Data Protection Regulation, is specified in the internal act of the hotel, which is annexed to the General Terms and Conditions.

**Early departure:**

The hotel is not obliged to return to the hotel guest/customer the amount of overnight stay for early departure. Management approval shall be required for possible exceptions, with regard to the reason for early departure.

**Guests with special needs - celiac disease, disabilities, diabetes, etc.**

Personal characteristics of the guest, which are important for quality service provision, shall be stored in the HIS system upon the completion of the required form by the guest at the time of check-in. If the guest indicates, at his/her own initiative, one of the listed characteristics upon demand/booking, the hotel shall consider that the guest agrees to the processing of the data provided. The guest shall complete the above mentioned form upon arrival, whereby the hotel shall keep the form only for the duration of his/her stay. After the departure from the hotel, the data shall be deleted from the guest databases and the signed document shall be destroyed.

**Tourist fee:**

The tourist fee, determined by the City of Maribor, shall be charged to all persons under the following conditions.

Adults are charged a tourist fee of EUR 1.27 per person per night.

Children and young persons between the ages of 7 and 18 are charged at half the value of a tourist fee, in the amount of EUR 0.64 per person per night.

**Children:**

Children under and including the age of 5 years may stay in the room with their parents free of charge.

Children between the ages of 6 and including 11 are charged at EUR 30.00 per child per night.

Children aged 12 and over are charged at EUR 40.00 per child per night.

**Baby cot:**

Baby cots are available for EUR 15.00 per night.

**Extra bed for a third person:**

An extra bed is available in superior rooms and suites. The third person is charged at EUR 40.00 for an extra bed per night.

**Pets:**

Pets are welcome in our hotel. Pets are allowed for an extra charge of EUR 15.00 per pet. The hotel must be informed of a pet upon booking, whereby you are to obtain prior hotel confirmation. We kindly ask you not to take pets to the breakfast room and hotel restaurant. Pets must be on a leash.

**Parking space:**

We offer hotel guests parking in the hotel garage in relation to the availability. Parking reservation is not possible. The parking fee for hotel guests is EUR 4.00 per car per night. Vehicles exceeding the height of 2.1 m are prohibited from entering and parking in the garage.

Note: the parking space in front of the hotel (under the bridge) is not part of the hotel premises and is charged at the hourly cost of parking at a meter on the sidewalk under the bridge. We kindly ask hotel guests to park their cars in the hotel garage. The hotel shall not be responsible for any penalties imposed by security.

**Hotel card:**

The guest shall receive the hotel card upon the check-in and shall be obliged to return it upon check-out at the hotel reception. In the event of a loss or failure to return the card upon the check-out, the hotel reserves the right to charge the guest EUR 10.00 for the card.

**Smoking:**

Smoking is only allowed in open terraces of the hotel (Terasa restaurant, Lobby). Smoking is prohibited in hotel rooms and elsewhere. The hotel has the right to charge EUR 150.00 to cover the cost of cleaning, refreshment and room airing. Any damage and/or intervention shall be charged in addition to the indicated amount. By signing the application form upon the check-in, the guest agrees that he/she is aware of the smoking conditions that apply in the hotel.

**Damage:**

We reserve the right, and by signing the application form, the guest authorizes us to debit his/her credit card for any damage in the guest room or in the hotel during the guest stay, or for all items missing upon the guest departure.

**TV in the rooms and personal greetings:**

When checking-in to the hotel, a greeting message with the guest's surname shall be displayed on the TV screen. This data shall be erased from the TV system upon the check-out.

**Gift card:**

The gift card shall be valid until the expiration date indicated on each individual gift card. If the date of validity is not indicated on the gift certificate, it shall be considered that the gift card is valid for one year from the date of issue. Gift cards must be submitted before the use of catering services and upon checking-in at the reception desk. The original gift card is required; copies or scans of gift cards shall not be considered valid.

**Events in the hotel:**

All kinds of events are held at the hotel in different times of the year such as weddings, business events, meetings etc., which might interfere with the guest's stay. Please inquire about such events upon the booking should you think this could disrupt your stay.

**Order of additional services not included in the hotel offer**

When ordering additional services related to the provision of services by third parties, the guest agrees that for the execution of the desired service the hotel may provide the necessary data about the guest to a third party. This shall apply for transportation orders, cleaning services, organization of guided tours or restaurant reservations, etc.

**Parking garage**

The payment for parking in the garage is to be carried out via the parking meter in the hotel lobby.

Payment can be made with cash and payment cards.

Lost tickets will be charged at a flat rate fee of EUR 24.00.

We also offer monthly rentals to our guests. Personal data of the person who concludes the rental and the data about the vehicle shall be required upon the conclusion of the contract. The data shall be kept exclusively for keeping records of monthly tenants and shall not be the subject of further processing.

**Applicable law:**

These General Terms and Conditions shall be subject to the legislation of Slovenia. The Parties agree on the exclusive jurisdiction of Slovenian courts.

**Annex:**

Hotel internal act