



# INTERNAL

## RULES OF ORDER

The purpose of these regulations is to lay down the conditions of stay for tourists in the guesthouse. It applies to all tourists, who accept it by the very fact of their accommodation in the guesthouse and must be limited without limits or reservations.

As Hosts, we want you to have a pleasant stay in our guesthouse, assuring you that we will do our best to ensure that all the services offered are up to your requirements. In order for us to carry out these wishes in such a way that you return to us with pleasure every time, we ask that you strictly observe the following house rules:

- Guest is any person staying at or taking advantage of any service of the Guesthouse.
- Accommodation will be without any discrimination as to nationality, nationality, political or religious beliefs.
- The accommodation unit may refuse accommodation to persons, who during the previous visit have violated these rules, especially if they have caused damage to the property or other guests.
- Accommodation in the guesthouse is made at the reception desk by presenting the identity card (or other documents required by law) and completing the "Arrival and Departure Notification Form" for registration in the guest register.
- Payment of accommodation costs will be made at the reception at the time of ARRIVAL. From the moment of picking up the key at the reception, the guest is responsible for the room booked.
- Reservations are considered firm only after payment of a deposit of at least 25% of the total value of the requested accommodation or full payment in case of a reservation for one night only.
- The guesthouse opening hours for telephone bookings: Monday-Sunday 10:00-22:00.
- Extension of stay will be confirmed subject to availability of the room booked.
- Guests may not transfer the room to another person, even if the stay has not ended.
- If the stay is shortened during the stay in the guesthouse, the full price of the stay will be retained and cannot be offset against other services.
- In case of early departure, the reception must be informed at least 12 hours in advance.
- Maximum capacity per room is 2 adults. Children under 6 years stay free of charge without extra bed.

- Children under the age of 14 must be accompanied by their parents or legal representatives. Exceptions to this rule are minors on hikes, camps, excursions, accompanied by teachers, coaches or guides from the respective actions.
- Visitors must be notified at reception. We reserve the right to accept or refuse access. Visitors do not benefit from the hostel facilities (relaxation area, etc.).
- If visitors wish to use the services of the guesthouse, they will have to fill in the "Arrival and Departure Form" and pay the fee for the requested services.
- When leaving the room/apartment we kindly ask you to turn off the lights, TV and other appliances that could start a fire (iron, hair straightener, etc...) and make sure you have turned off all water taps. These provisions also apply in the public areas of the guesthouse.
- The key must be handed in at reception after the end of the booked period only after checking the room and paying the hostel staff for the products consumed in the minibar.



- The guesthouse does not take responsibility for cars in the private car park and for items left in them, but there is video surveillance in the event of an accident.
- The guesthouse is not responsible for the disappearance of personal belongings left in the common areas or inside the rooms. The rooms are equipped with a safe for the storage of valuables and identity papers. Personal belongings left behind by guests on departure will be sent to the address indicated by them at their own expense.
- If you find that you have left belongings in your room, please let us know immediately.
- When taking over the room, it will be checked and if any damage is found to the furniture, installations, other objects, the host will be notified immediately. Any malfunction of equipment or installations will be announced as soon as possible. Do not attempt to repair it yourself!
- The accommodation offers technical assistance. In the event of a fault which cannot be rectified immediately, the accommodation will make every effort to remedy the problem or provide another room if available.



- Any accident resulting from improper use of the of the items in the boarding house is the responsibility of the person who caused the damage and will pay for the damages.
- Any accident caused as a result of the improper use of children is the responsibility of the accompanying person(s) who will pay for the damages.
- Likewise, any accident caused as a result of children not being supervised is not our responsibility.
- As the comfort of every tourist is important to us, we ask you to respect the rest hours in the hostel: **13:00-14:00** and **22:00-8:00**. If for objective reasons you arrive in the hostel after 22:00 please keep quiet. For your safety and the safety of our business, please ensure that access is left CLOSED after 21:00/22:00.
- When you do not wish to be disturbed in your room, please hang a "Do Not Disturb" sign on the outside of the door.
- Both the courtyard gates and the guesthouse doors will be closed from 21:00/22:00 for your safety and our business. If you are staying, you will be granted access after this time.
- The public areas throughout the premises are under 24/24 video surveillance as required by law. These recordings will only be used in cases of non-compliance with the house rules.
- Towels will be changed every 2-3 days and bed linen every 4 days or at your request. Towels will only be used for personal hygiene, not for wiping dyed hair, cleansing skin, cleaning shoes or floors, etc.
- The kitchen is available to all guests, but it is intended for the preparation of simple meals.
- BBQ preparation will only be done in the specially arranged outdoor area. Please inform the manager in advance of your intention to use the barbecue. After each use of the barbecue the fire will be put out with water and the barbecue will be cleaned.
- Rubbish and household waste shall be deposited in the specially arranged places, in household bags or in waste bins.
- Pets are not allowed.

**It is FORBIDDEN:**

- Damage to the items provided by the Guest House, otherwise they will owe the Guest House an amount equal to the value of the damaged item(s) and the related workmanship in accordance (see Inventory List).
- Failure to supervise children inside and outside the Guest House (rooms,

public spaces, terraces, balconies, swimming pool, etc.)

- Access with large electrical consumers, stoves, radiators, boilers in the guesthouse.
- Smoking and vaping (electronic cigarette- according to the E.C.C.), in the rooms and in the common areas inside the guesthouse except in specially equipped rooms with ashtrays. It is also forbidden to throw cigarette butts in any place other than the ashtrays and only after they have been extinguished. Failure to comply with the ban on smoking in the room or any room of the establishment entails the payment of the room charge for a minimum period of 3 days, which is necessary to air the room until the odour is completely eliminated.
- Consumption or sale of hallucinogenic or psychotropic substances.
- Bringing weapons, knives or substances prohibited by law into the hostel.
- Bringing in alcoholic/non-alcoholic beverages from outside the premises.
- Preparation and consumption of food in the room. Consumption of food and drinks is allowed only in the dining room or in specially designated areas.
- Lighting the fireplace without prior notice to the host.
- Throwing objects into the toilet or sink that could lead to damage to the waste disposal system.
- To take away any object from the guesthouse.
- To enter other rooms or areas intended only for the staff of the Guest House.
- High volume sound systems both inside and outside the guest house.
- Entering the guesthouse or the lounge area while intoxicated or inappropriately dressed.
- Parties and escorts.

These regulations are constantly being modified and adapted to the legislation in force, to the recommendations of tourists and employees so as to offer maximum safety to all persons entering our guesthouse.

These regulations are available on the website [www.pensiuneacoralia.com](http://www.pensiuneacoralia.com).

Please contribute with us to the observance of the Rules!

For any non-observance of the above regulation we are obliged to evict you from the guesthouse without any notice and without refund of paid amounts.

Pension Coralia is obliged to solve any complaint received from the clients regarding the services provided at the place of the pension structure within 24 hours from the moment of its formulation. Any controversy, dispute or complaint that may arise from the application of these terms and conditions, we will try to resolve it amicably. If this is not possible, it will fall under the jurisdiction of the courts of the municipality of Deva.

In order to ensure the protection of the tourists, the staff of the guesthouse will not give any information about the stay of the tourists in this accommodation unit without their prior consent, except for the data concerning the legality of their stay requested by the police.

Thank you for your understanding and we wish you a pleasant and relaxing stay!

Administration,