

Hotel rules

1. Check in from 3pm

1.1. Please inform us about your early arrival or later departure. We will accept your request subject to the availability of the hotel.

1.2. Unsecured reservations are held until 18:00 on the day of arrival

2. Check out by 11:00

2.1. If the guest is delayed after 11:00 (from 11:05 – 14:05), the guest must pay 50% of the room price per night.

2.2. In case the guest is delayed after 14:05, the guest must pay 100% of the room price per night.

3. Room reservation

3.1. To book hotel rooms, send applications via the website or email info@hotelkolumbs.com.

3.2. When booking a room by phone, it is guaranteed, provided that the type, number and expiration date of the credit card are notified and pre-authorization of the service amount is possible.

4. Booking and cancellation policy

4.1. Reservations are only guaranteed with the advance payment (up to 24 hours prior to arrival), credit card details mentioned or by mutual agreement.

4.2. In order to guarantee a reservation with a credit card, we need the type, number and expiration date of the credit card, or a payment order if the payment is made through a transfer.

4.3. Guaranteed reservations can be canceled free of charge 120 hours / 5 days prior to the arrival date of the reservation.

4.4. In case of early cancellation or failure to inform the hotel of the cancellation, the hotel will not refund the prepaid amount.

4.5. Credit card-guaranteed bookings card will be subject to a penalty of 100% of the room price for the first night in case of a non-timely cancellation.

4.6. Unsecured reservations are valid until 18:00 on the day of arrival. If the guest does not arrive by 18:00, the hotel reserves the right to sell the room to another person.

5. Working hours

5.1. Breakfast at the restaurant from 7:00 to 10:00, on weekends and holidays from 9:00 to 11:00.

5.2. The restaurant is open Tuesday through Saturday from 17:00 to 22:00.

6. Animal maintenance

6.1. No pets allowed in the hotel.

6.2. In case of unauthorized entry with an animal, the Customer shall be subject to a fine of EUR 70.00.

7. Other rules

7.1. Please comply with hotel fire regulations. Smoking is prohibited in the hotel building, all hotel rooms are non-smoking. Penalty for smoking in hotel rooms: EUR 50.00.

7.2. In case of loss, non-return or damage of the electronic key of the number, the guest shall cover a loss of EUR 15.00.

7.3. Without prior warning, and during your absence, the necessary furniture, television and communication systems, plumbing, water supply and electrical systems, alarm and door key repairs may be performed for emergency or service support and safety. If you have any complaints about the hotel after the completion of the repair work, please inform the administrator immediately.

7.4. Before leaving the hotel, please make a payment and notify the hotel of any claims you may have had since the start of your stay. No claims will be accepted by the administration after you have checked out of the hotel.

7.5. The hotel and the hotel staff are not responsible for the belongings left in the rooms. Please lock the door at night as well as when leaving it. Don't leave money, valuables, credit cards and documents in your absence.

7.6. Visitors are welcomed in your room between 8:00 and 23:00. In this case, the Customer shall be liable for any damage that the visitor may cause to you and the hotel. After 23:00, for security reasons, visitors are allowed to stay in the client's room upon check-in at the reception.

7.7. Please observe the silence at hotel premises during the night from 23:00 to 6:00. Please minimize the noise level. Guests may be expelled from the hotel for failure to observe the silence.

7.8. It is forbidden to damage hotel equipment. If inventory damage is found upon arrival, please report it to the front desk to avoid misunderstandings.

7.9. It is forbidden to light candles in the rooms without prior approval (as well as to leave burning candles unattended). It is forbidden to bring and store flammable objects and substances in the hotel.

7.10. Hotel service staff has the right to refuse to service a client who is under the influence of alcohol or drugs. Money for booked and paid services is non-refundable.

7.11. You must present your ID at check-in.