

ACCOMMODATION RULES

1. The accommodation facility designated as Atlas Hotel Tatry, with address Tatranske Matliare No. 13046, 059 60 Vysoke Tatry, operated by Navigea Hospitality, a. s., with registered office at Hniezdne 118, 065 01 Hniezdne, Company ID: 56304439, entered in the Commercial Register of the District Court Presov, section: Sa, file No.: 48089/P, Tax ID: 56304439, VAT ID: SK2122273142 (registered pursuant to Section 4 of the VAT Act) (hereinafter referred to as „Hotel“), provides accommodation only to guests who booked their accommodation which was confirmed by the Hotel as the provider of accommodation and the related services, and who are duly registered for accommodation (hereinafter referred to as „Guest“ or “Guests”). To this end, the Guest is obliged to present his /her ID card, passport, or other valid proof of identity to the receptionist of the Hotel upon arrival at the Hotel and to fill-in and sign the Guest Registration Card. In case the Guest visits the Hotel for the first time, he/she is also obliged to present his or her debit card/credit card in order to enable withholding of funds pursuant to General Terms and Conditions issued by the Hotel and published on the hotel website at www.atlashotel.sk (“T&C’s”). Guest Registration Card of a Guest who is not a citizen of the Slovak Republic simultaneously contains the information necessary for reporting of a foreign national staying in the territory of the Slovak Republic.
2. The Hotel provides the Guests primarily with accommodation, catering, congress or wellness services (hereinafter referred to as “Services”) as classified in the category of accommodation facilities pursuant to the Decree of the Ministry of Economy of the Slovak Republic no. 277/2008 Coll., which defines attributes and characteristics of accommodation facilities for the purpose of classification into classes and categories.
3. In order to protect their health and safety, Hotel Guests are obliged to inform the Hotel reception about any possible health issues/disabilities upon arrival, so that the Hotel can provide adequate and timely medical assistance or specific assistance in case of emergency Hotel evacuation or any other unforeseen events, if necessary. In justified cases (the Guest suffers an injury or contracts a disease), the Hotel shall ensure medical assistance, while any potential fees or costs related to the provision of medical assistance shall be borne by the Guest.
4. In exceptional cases, mainly when the room suffers from a technical deficiency, where such deficiency prevents the Guest from fully using the given room and simultaneously, when the Hotel does not have available capacity to move the Guest to another room, the Hotel may offer the Guest accommodation different from the agreed one, as long as this substitute accommodation does not substantially differ from the accommodation that was originally agreed between the Hotel and the Guest.
5. Upon arrival in the room, the Guest is obliged to report any possible deficiencies, irregularities, or objections at the Hotel reception immediately after identifying them. Similarly, the Guest is also obliged to proceed identically in case he/she identifies any damage to the room or its

equipment. In the event that the Hotel staff identifies any damage to the room or its equipment after the Guest completes his/her stay without the Guest's prior notification of the Hotel reception, the Guest shall be obliged to fully compensate the Hotel for the damage to the room or its equipment.

6. The Guest may be accommodated in the room after 14:00 (2:00 p.m.). In exceptional cases pursuant to T&C's, accommodation shall be enabled also before 14:00, if agreed in advance or if enabled by the current situation in the Hotel after the Guest's check-in.
7. The Guest is obliged to vacate and leave the room no later than at 10:00 a.m. on the agreed date of departure from the accommodation, unless agreed otherwise in advance with the Hotel. The Hotel provides late check-out services charged pursuant to the T&C's and the latest version of the Hotel Price List applicable at the time of the delayed room vacation (hereinafter referred to as the "Price List"). In the event that the Guest fails to vacate his/her room by the above time, and he/she has not prolonged their accommodation while the given room is booked by other Guests while the Guest fails to comply with the request by the Hotel staff to check-out, or where the Guest is not present in the room, the Hotel reserves the right to draw up a list of the Guest's personal belongings at presence of a two-member committee and to place the belongings at a safe location so that the new Guest who duly booked the room can move in.
8. In the event that the Guest requests to extend his/her accommodation, the Hotel may also offer them another room than the room in which they are accommodated.
9. Other conditions for the cases of No show, Early check-out, Early check-in, or for accommodation of the Guest before 7.00 a.m. are listed in the T&C's.
10. Guests are obliged to keep quiet and observe overnight silence between 22.00 and 6.00 (10.00 p.m. and 6.00 a.m.). Social events are allowed also after 22.00 (10.00 p.m.) with prior authorisation of the Hotel staff in charge. However these events must be limited to the designated Hotel premises.
11. The Guest may not move the equipment, make adjustments, or perform any interventions in the electricity network and other installations in the room or other Hotel premises without the consent of the responsible employee or Hotel manager in charge.
12. Smoking in hotel rooms, balconies, and all other indoor areas of the Hotel is strictly prohibited, except in areas specifically designated and marked with the appropriate signage. In the event of a violation of the smoking ban and any related damages incurred, the Hotel may impose a penalty on the Guest amounting to a minimum of €100 (in words: one hundred euros), and up to the full amount of the damages caused. This provision applies to the smoking of traditional tobacco cigarettes and cigars, as well as electronic and similar cigarettes.

13. Consumption of own alcohol and food is prohibited in all Hotel premises with the exception of consumption and preparation of specific food for infants. The above prohibition also concerns consumption of takeaway food.
14. The Guest acknowledges that in necessary cases Hotel staff may enter his/her room (e.g.: a chambermaid in order to tidy-up the room, a maintenance worker in case of any defects or repairs, hotel manager in case room inspection is necessary, etc.). If the Guest does not wish any persons to enter the room, he/she places the "DO NOT DISTURB" label on the room door from the outside. In such cases, room can only be entered if necessary and required due to the urgency of specific situations (e.g. a danger of accident, violation of accommodation rules, other Guests are disturbed, a complaint needs to be handled, etc.).
15. To maintain security, it is not allowed to leave children under the age of 10 (ten) years in the room or in other Hotel premises without the supervision of an adult.
16. Guests may receive visitors in the shared Hotel premises. The Guest may only receive visitors in the room where he/she is accommodated between 8:00 and 22:00 (8:00 a.m. and 10:00 p.m.) and only with the consent of the reception staff in charge and the Guest must notify the reception of such fact prior to the visit. Only duly accommodated Guests may enter the room section of the Hotel outside the above-mentioned hours.
17. Before leaving the Hotel room, the Guest is obliged to close the water taps, turn off the lights in the room and the adjacent room premises, turn off any appliances, close the windows and the balcony and close the main room door.
18. The Hotel shall only accept responsibility for jewellery, money, or other valuables in cases where the Hotel took them over for safe keeping into the Hotel safe based on a confirmation and in compliance with the T&C's.
19. The Guest shall be responsible for the damage incurred on the Hotel property pursuant to the applicable statutory regulations and the respective provisions of the T&C's.
20. The Hotel shall not be liable for any possessions that the Guest forgot or lost in his/her room or in the shared hotel premises. Any lost and found items of Hotel Guests are registered and stored in the Hotel for 3 months after their identification. The hotel shall send a forgotten or lost item to the Guest only in case the Guest submits a request, whereas in such a case, the Guest shall bear any and all costs related to sending of such item.
21. With regard to Act no. 355/2007 Coll. on the protection, support and development of public health and on changes and supplements to certain other acts as amended (hereinafter referred to as the "Act on Protection of Public Health"), taking and admitting animals into all gastronomic establishments of the hotel is prohibited. The movement of animals in Hotel premises is only allowed in the accommodation part of the Hotel and in shared Hotel premises

(corridors). Upon an agreement between the guest and the Hotel employee animal can stay in a Lobby Bar. In case of violating this prohibition, the Hotel may impose a minimum penalty of EUR 100 (one hundred euros) on the Guest with maximum fine reaching up to the actual damage incurred due to the violation. Exceptions apply to dogs with special training that accompany disabled persons pursuant to Section 26 (4) a) of the Act on Protection of Public Health.

22. If the Guest leaves his/her room while leaving a pet in the room, he/she is obliged to (i) ensure that the animal does not disturb other guests staying in the Hotel in an inadequate manner (especially with noise) and, at the same time, (ii) to place the "Animal in the Room" label on the outside of the room door, in which case it is only possible to enter the room to perform cleaning if the life and/or health of the Hotel staff is not in danger. At the same time, the Hotel reserves the right not to clean such room in order to protect the health of its staff, in the event the room was continuously occupied by a pet without the supervision of its owner. At the same time, the Guest is obliged to ensure that the pet does not damage the room equipment and other parts of the Hotel in any way. Otherwise the Guest is obliged to compensate the Hotel for the damage incurred in this way. Simultaneously, it is prohibited to let your pet rest on the bed or other room equipment serving to provide rest to hotel guests; it is prohibited to use bath tub, or bathroom sink to bathe or wash your pets; it is furthermore prohibited to feed your dog using the room inventory that is used to prepare and serve food to Guests. Any Guest or pet owner shall be responsible for any and all property damage incurred by the Hotel and caused by the pet. The fee for accommodating a dog (pet) is determined in the Hotel Price List.
23. Guests are not allowed to keep sports equipment (such as skis etc.) and other gear in the room; for this equipment there is a dedicated room, or possibly ski storage room in the designated Hotel premises.
24. The Guest is obliged to get acquainted with these Accommodation Rules and to comply with the provisions herein. In the event of a breach or violation of good manners and/or ethical principles, the Hotel is entitled to notify the Guest by way of the so-called Warning Letter and should the Guest fail to respect the warning, the Hotel shall be entitled to withdraw from the provision of services before expiry of the agreed term. In such case, the Guest shall not be entitled to any refund for services. In the event of the Guest violating the Accommodation Rules, the Hotel reserves the right to reject the provision of accommodation services to the Guest in the future.
25. Complaints, requests, and suggestions for improvement for the Hotel shall be accepted by the Hotel staff in charge. The Code of Complaints is available at the Hotel reception and on the Hotel website at: www.atlashotel.sk.
26. In the event of early termination of the Guest's stay at the Hotel, the Hotel reserves the right to charge the Guest with cancellation fee pursuant to applicable terms and conditions of

cancellation. Besides accommodation services, the terms and conditions of cancellation also concern other services booked in advance including wellness.

27. The emergency evacuation scheme is placed in the Hotel at a visible spot accessible to all accommodated Guests and it features clear labelling of the direction for emergency evacuation of the Hotel. The Guests are obliged to follow these instructions during their stay at the Hotel.
28. To ensure safety, the shared premises at the Hotel as well as the immediate external environment of the Hotel are monitored by a CCTV system pursuant to specific statutory regulations.
29. Personal data provided by the Guest in the extent necessary to fulfil the legal conditions for registration of the accommodated Guests will be processed by the Hotel in compliance with the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data. Other details on the processing of personal data shall be available on the website at: www.atlashotel.sk. Data Protection Officer can be contacted at maros.vajda@navigea.sk.

30. **Playground Rules**

Shoeless entry: Access to the playground is permitted only without shoes. Please remove your shoes before entering.

Operating hours: The playground is open daily from 8:00 AM to 10:00 PM.

Age and height: The playground is intended for children aged 3–12 years and up to 140 cm in height.

Capacity: The maximum number of children on the playground is 20.

Supervision by an adult: Each child must be supervised by a parent or another responsible adult who assumes full responsibility for them.

Toys and foreign objects: Bringing personal toys or other objects into the playground is not allowed.

Glasses and jewelry: We recommend that children remove glasses and jewelry (necklaces, earrings, rings) before entering. The operator is not responsible for loss or damage to personal belongings.

Safe behavior: Children who break the rules of proper behavior, use the playground dangerously, or act aggressively may be asked to leave the playground. This is at the discretion of the playground staff.

Cleanliness: In case of any mess or contamination on the playground, please notify the staff immediately so the issue can be resolved and damage prevented.

Damage: Any damage to the equipment or structure of the playground is the responsibility of the accompanying adult. The operator has the right to demand full reimbursement for the damage caused.

Strictly prohibited on the playground:

- Consumption of food and drinks in the play area.
- Aggressive behavior, pushing, or endangering other children.
- Climbing on exterior walls, nets, or sliding down slides in the opposite direction.
- Intentional damage to the equipment or structure of the playground.
- Bringing foreign objects or personal toys onto the playground.
- Removing toys and equipment from the playground premises.

Hotel management welcomes any suggestions for improvement and would like to express its gratitude for any constructive criticism in advance.

These Accommodation Rules take force and effect on the date of publishing. In the event of any discrepancies between the T&C's and this documents, the T&C's shall take precedence over the wording of the Accommodation Rules.