



## **Hotel Sigulda**

### **Rules and regulations**

#### **Registration**

- Check-in from 16:00
- Check-out until 12:00

**For extra charge of 10 EUR/h:** (availability of the service depends on hotel's occupation rate and must be arranged in advance):

- Early check-in from 12:00
- Late check-out until 15:00

#### **Payments**

- Bank transfer (invoice for accommodation service must be paid before check-in);
- Bank card (VISA, Maestro, MasterCard);
- Cash EUR;
- Coupons, vouchers or gift cards for specific service;
- Gift cards issued by partner companies (like Davanuseriviss.lv, Lieliskadavan.lv, Griboatpusties.lv, etc.) with monetary value can be used as a payment method for services with standard price.

#### **Registration rules**

- Guest must provide valid passport, ID card or driver's licence to check-in at the hotel.
- Booking can be guaranteed with prepayment (not later than 24h before arrival).
- If guest doesn't arrive till 18:00, hotel holds the right to sell the room to other guests (if guest hasn't informed about arrival time).
- If booking is not guaranteed, guest can choose a room only from ones that are available on the day of arrival.
- Guaranteed reservation can be cancelled without penalty 48h before arrival.
- If guaranteed reservation is cancelled less than 48h before arrival or guest doesn't arrive, hotel holds the right to charge the client in the amount of first night of accommodation.

#### **Gift cards**

- Gift card is a non-monetary payment method which can be used to pay for Hotel Sigulda services.
- Gift card buyer, when purchasing the gift card, becomes its user and by the purchase certifies that gift card usage regulations are read, agreed upon and will be followed. If the gift card is given to someone else, the user commits to inform this other person (from now on the new user) about the rules of gift card usage.
- Gift card can be used as a payment method for Hotel Sigulda services one time. When paying by gift card, it is returned to hotel's administration.
- Gift card can't be used as a payment method for Hotel Sigulda services that are booked through partners' sales channels (for example Booking.com, Davanuseriviss.lv, Lieliskadavana.lv, etc.).
- Gift card can be used together with other means of payment – bank card or cash, if the total amount of the services exceeds gift card value.
- Gift card can't be exchanged for cash. Unused gift card value is not reimbursed. In case of gift card loss, the gift card can't be renewed.
- Gift card is valid 12 (twelve) months from the day of purchase. After this period gift card can't be used.
- Gift card with expired usage date can be renewed for one month. This service costs 10% of gift card value. We kindly ask to send request to our e-mail: [info@hotelsigulda.lv](mailto:info@hotelsigulda.lv).

#### **Parking**

- Hotel offers free parking in hotel's back yard or in front of the hotel next to the main entrance.

#### **Laundry service**

- Laundry service is available at the hotel. Service availability must be consulted at the reception desk.

**Pets**

- Pets are welcome, their stay at the hotel must be arranged with hotel's administration in advance. Extra charge for a pet – 20 EUR per night.
- Guest holds full responsibility about its pet. Any damage caused by the animal will be the responsibility of the owner. In case of noise or inconvenience caused by the pet, the hotel reserves the right to charge a penalty from 150EUR
- It is not allowed to leave pets unattended in the hotels room.

**Smoking**

- It is strictly forbidden to smoke in the premises. Penalty for smoking is 100 EUR per person.

**Internal rules**

- It is not allowed to disturb other guests with noise or other behaviour. There are quiet hours from 23:00 until 6:00.
- For security reasons it is forbidden to accept guests after 23:00 at the hotel that are not accommodated. Client holds full responsibility of it's guests and their behaviour.
- It is forbidden to damage hotel's equipment. If any damage is spotted at the time of arrival in guest room, please, contact reception desk to avoid misunderstandings.
- Any damage caused by the guest must be reimbursed to the hotel according to its value.
- Hotel staff holds the right to refuse a service to a client that is under influence of drugs or alcohol. In this case money for prepaid or booked services will not be returned.
- Hotel doesn't hold responsibility for guest belongings left unattended.
- If after confirmation of accommodation service, hotel cannot accommodate client in the category of room it has booked, hotel is obliged to offer accommodation, without any extra payment, in another hotel of similar standard in the vicinity of Hotel and to inform the client about the hotel change.