

Occidental Ljubljana

Dear Guests,

We are delighted to welcome you to the Hotel Occidental Ljubljana. To ensure that your stay is comfortable and enjoyable, we kindly ask you to familiarize yourself with our hotel rules. These guidelines are designed to maintain a peaceful and respectful atmosphere for all guests and to ensure everyone's safety and well-being. By following and respecting these rules, you help us create a harmonious environment for all.

Thank you for your cooperation!

REGISTRATION

Only properly registered guests with a valid form of identification are allowed to enter the room and stay overnight. We kindly request that non-registered visitors refrain from accessing the hotel rooms. If you have visitors during your stay, please meet them in designated public hotel areas or inform our reception staff of their visit. Hotel guests are responsible for any visitors they invite to their room and are therefore accountable for their behaviour.

AGE REQUIREMENT

Guests must be at least 18 years old to check in without a parent or legal guardian.

ARRIVAL AND DEPARTURE

Room check-in is from 15:00, and check-out is until 12:00 (noon). Early check-ins from 10:00 and late check-outs until 18:00 are subject to availability and incur an additional charge of €15 per hour. Please inquire about details at Reception. Departures after 12:00 will be considered late departures, and additional costs will be applied to the guest's hotel account. If departure is after 18:00, an extra night will be charged.

CANCELLATION POLICY

Guests must adhere to the cancellation policy specified at the time of booking to avoid charges. This policy may vary depending on the type of reservation.

PAYMENT

A payment guarantee for the entire stay, including taxes and fees, and a €50 guarantee for possible extra expenses, is required at check-in by credit/debit card or cash. In the case of a long stay, services are to be paid on a weekly basis.

The credit card used to prepay the stay must be in the guest's name. At check-in, the Front Desk team will verify the credit card. If the guest is not the owner of the credit card, the prepayment will be refunded, and a new payment will be required from the guest.

OCCUPANCY LIMITS

The maximum occupancy for each room type is 2 persons. Adding persons to the reservation is possible, based on the room type and availability of extra beds. An additional charge of €45 per night applies for extra guests. Even if you decide not to use an extra bed, these costs still apply.

CHILDREN'S POLICY

Babies (0-1.99 years old) sharing a bed with parents or in a baby crib stay free of charge. Children (2-12.99 years old) will incur a fee of €45 for an extra bed and 50% of the price of breakfast per night. An extra bed in the room is available upon request. Children (13-18 years old) will incur a fee of €45 for an extra bed and the full price of breakfast per night. An extra bed in the room is available upon request.

Children also count as individuals and must be registered at check-in.

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QUIET HOURS

To maintain a peaceful environment, quiet hours should be observed from 21:00 to 07:00 hours. During these hours, guests are kindly requested to keep noise levels to a minimum in corridors, rooms, and common areas. Guests are encouraged to report any instances of disruptive noise to the reception.

FACILITY ACCESS

The main entrance of the hotel is closed between 23:00 and 06:00. If you wish to enter after 23:00, please ring the bell at the main entrance door. The entrance door to the hotel after 23:00 will be opened and closed only by hotel staff. You can enter the hotel by calling the hotel phone number (+386 59 757 330). You can also notify reception in advance to enter after 23:00.

OTHER VEHICLES ACCESS

Entry to the hotel is not permitted for bicycles, (electric) scooters, or any similar vehicles. There is a designated area in the public parking on the -2 floor for these vehicles.

NO SMOKING POLICY

The hotel is entirely smoke-free, including marijuana and e-cigarettes. Any evidence of non-compliance with this rule will result in a €300 surcharge for extraordinary cleaning, as well as the cost of any material damage that may occur.

PET POLICY

Pets (only dogs up to 5 kg) are allowed only with the permission of the hotel, with a surcharge of €35 per day. Bringing pets without prior announcement in the reservation is not allowed, and the hotel reserves the right to refuse accommodation and cancel the reservation according to the cancellation policy. It is forbidden to bring pets to the restaurant and bar. Pets should be kept on a leash at all times.

HOTEL PREMISES

Several cameras are placed in and around the building. By entering the hotel building and facilities, you agree to be recorded.

Taking photos, voice recordings, and/or filming of hotel staff without written permission is not permitted.

It is not allowed to take any food, drinks, or inventory outside of the bar and restaurant's dining area. Please note that all food and drinks are for immediate consumption in the hotel restaurant.

Consuming food and beverages purchased off-premises is not allowed in the hotel's public areas, bar, or restaurant. Please limit consumption to your assigned room area. Providing cutlery and/or other hotel inventory for consumption of such food or beverage will result in an additional room service fee of €5.

Third-party food delivery staff are not allowed to access guest-room floors.

LIABILITY

Hotel is not responsible for lost or stolen items. Please secure valuables in the provided safe and report any lost items to reception.

The hotel is not responsible for any accidents or incidents that guests may experience within the hotel facilities, such as falls, injuries, or animal bites. Any expenses incurred as a result of such accidents or incidents will be the responsibility of the guest, releasing the hotel from any legal liability.

FACILITIES AND SERVICES

For your convenience, the hotel has arranged private parking in the basement of the hotel building for a surcharge of €35 per night. The

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hotel takes no responsibility for any damage or loss of your vehicle on the parking.

All rooms are equipped with air conditioning that can be controlled through the room control panel. To adjust the fan speed, press the middle button; to control the room temperature, slide your finger over the circle. Please note that the air conditioning does not function if windows are open or not properly closed.

Wi-Fi internet is complimentary and available throughout the entire hotel. To access it, select the Free Occidental network and follow these steps: 1. Accept the disclaimer, 2. Enter your email address, 3. Choose whether you would like to join the My Barceló loyalty program, 4. Enter your email and validate it.

Daily cleaning service is provided anytime between 8:00 and 15:00. Linens are changed upon request or when deemed necessary by our staff. Used towels are replaced whenever they are found on the bathroom floor.

The "Do Not Disturb" sign can be activated on the room control panel located in every guest room. However, for security reasons, we reserve the right to enter your room every three days to ensure security and cleanliness.

We have a sustainability policy in place to protect the environment. Therefore, in each room, you will find the option to participate in our efforts by choosing to reuse towels and linens. We invite you to join us in practicing sustainability.

HOTEL ITEMS

We kindly ask that you utilize the room and its amenities responsibly. Upon entering, please inspect the room, including the furniture, TV, sanitary fixtures, decorations, and any other equipment, to avoid any potential surcharges.

It is not allowed to take the room inventory (pillows, blankets, towels, steamers, hairdryers, etc.) out of the hotel.

We kindly ask you to return any borrowed items, such as irons, umbrellas, etc. to the Reception.

PRESERVATION OF THE HOTEL'S ENVIRONMENT AND AESTHETICS

We appreciate our guests' cooperation in maintaining a tidy and aesthetically pleasing environment within our premises. Therefore, we kindly request to refrain from using the rooms, windows, or appliances to hang clothes.

DAMAGES AND THEFT

Guests are responsible for any damages to the property or its contents. Damaged or missing items will be charged at the replacement cost. The price list is available at Reception or in the Barceló APP (category: Occidental Ljubljana – section: Your Room – content: Room Equipment).

GUEST CONDUCT

Disturbing other guests is not allowed. The hotel reserves the right to refuse further hospitality to guests who disturb others or otherwise disrespect house rules.

In the following situations, a €300 surcharge will be applied to guests staying in the room: activating a fire alarm in the absence of a fire, damage caused by accidents or vandalism, or leaving the room excessively dirty.

If any of the above situations are caused by a visitor of the hotel guest, the hotel guest remains responsible for paying the surcharge. Payment must be made directly at the hotel reception. If the hotel guest is unable to pay the surcharge at that time and the reservation is guaranteed with a credit card, the card will be charged to cover the surcharge.

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Hotel guests must wear appropriate clothing and footwear when in public areas of the hotel.

The use of soft drugs, hard drugs, and nitrous oxide is prohibited in the hotel.

Explosives, weapons, inflammable materials, or other dangerous chemicals are not permitted in the hotel.

Open fire manipulation is strictly prohibited on hotel premises.

Unwanted advances, aggression, and racism are not tolerated.

Disruptive or unlawful behaviour will not be tolerated. Guests may be asked to leave if their conduct is deemed unacceptable. The hotel reserves the right to charge for the full length of stay as per the reservation.

EMERGENCY PROCEDURE

Familiarize yourself with emergency exits and procedures. In case of an emergency, contact the Reception (Ext. 9). If a FIRE ALARM sounds, please follow the instructions outlined in the evacuation plan attached next to your room entrance door.

COMPLIANCE WITH LAW

Guests must comply with all local laws. Any illegal activities will be reported to the authorities.

By staying with us, you agree to abide by these rules and regulations. Hotel Occidental Ljubljana reserves the right to refuse service or evict guests who violate these policies.

Modifications and errors are reserved.

In conclusion, we sincerely appreciate your cooperation in adhering to the hotel rules, as they are in place to ensure a flawless stay and create a safe, secure, and healthy environment for all our guests. Your understanding and compliance contribute to a seamless experience, allowing us to provide you with the exceptional hospitality you deserve. Thank you for choosing our hotel, and we look forward to making your stay memorable and enjoyable.

Yours sincerely,

The Hotel Occidental Ljubljana Team