

1. These accommodation regulations are an integral part of the **Accommodation Contract according to § 754 et seq. Act no. 40/1964 Coll. of the Civil Code as amended** (hereinafter also referred to as the “Civil Code”), which is concluded between you as a Client and the Operative / Accommodation Provider 2R Invest, s.r.o. (hereinafter also referred to as the “Operative” or “Accommodation Provider”). The Accommodation Regulations are disclosed on the website www.citycastle.sk. Before the beginning of the stay, the Client confirms that they have been acquainted with these Accommodation Regulations and undertake to comply with them.
2. The Client who is renting an Apartment undertakes to comply with these Accommodation Regulations of the accommodation facility – Apartment House situated on Zochova street no. 4 in Bratislava.
3. The Accommodation Provider provides the Client with services at least to the extent and in the quality determined by the Decree of the Ministry of Economy of the Slovak Republic no. 419/2001 Coll., which regulates the categorization of accommodation facilities and classification features for their classification into classes, for the Apartment House category.
4. The Accommodation Provider may at any time request the Client to pay a deposit (caution money) in the amount of EUR 100,- from which the Accommodation Provider is entitled to draw in case of violation of the Accommodation Regulations, in case of damage caused by the Client or other fee obligations of the Client under these Accommodation Regulations. The Accommodation Provider will use the paid deposit to pay the contractual penalty, fee, damages or to cover any costs incurred by the Accommodation Provider as a result of the Client’s activities.
5. For the purpose of accommodation, the Client is obliged to provide the Accommodation Provider with a valid identity card (identity card, passport) issued by the government or the competent authorities. All details on document and personal information provision are part of a separate document – **Rules of processing and protection of personal data of 2R Invest s.r.o.**, which are available for the Client **on the website www.citycastle.sk** or directly in the Apartment at any time to view from inside the front door Apartment or in the entrance hall of the Apartment (hereinafter also referred to as “Regulations for processing and protection of personal data”).
6. According to the booked accommodation, the Client can get accommodated on the day of arrival from 03.00 p.m. until 12.00 p.m. (**check-in**), unless otherwise agreed in advance.
7. The Client who has booked the Apartment, upon the arrival at the accommodation facility, will collect the keys to the Apartment from a box secured by a code.
8. In the case, the Client does not get accommodated no later than at 12.00 p.m. without prior informing the Accommodation Provider about the later start of the stay, the Operative is entitled to provide the Client’s booked room/rooms to other Clients for use at disposal. The Client shall not be entitled to a refund of the price paid by them for the stay, nor to any other financial or non-financial compensation, nor to compensation or damages.
9. The Client shall use the Apartment for the period of time for which the written or electronic order was sent.
10. The Client has the right to use all the facilities and equipment of the rented Apartment and the common areas of the Apartment House. The Client is obliged to avoid the risk of damages to the Apartment House and the Apartment and their equipment, to prevent fire and is obliged not to waste electricity unnecessarily during the entire period of stay. The Client is not entitled to give the key to the Apartment to any third party, and violation of this obligation will be considered a gross violation of the Accommodation Regulations within the meaning of Section 759(2) of the Civil Code (clause 35 of these Accommodation Regulations).
11. On the day of the agreed departure, the Client is obliged to leave the Apartment by 10.00 a.m., unless otherwise agreed. The check-out time may be extended according to the Client’s request, up to 12.00 a.m. If the Client does not comply with the (**check-out**) time, they may be charged for the next day’s accommodation in full extent, as well as any costs associated with arranging alternative accommodation for guests arriving after them.
12. When leaving the apartment, the Client is obliged to close the water taps, turn off the electrical appliances, air conditioners and turn off the light in the rooms, close the windows, lock the apartment and leave the keys in the box from which they picked them up while arriving. After putting the keys in the box, the Client is obliged to set the combination “0000” on the dial. Each time the Client leaves the Apartment, they are obliged to check all power sources and appliances are switched off and close the windows and the Apartment to prevent damage to the items brought in and left behind. The Client is not allowed to keep valuable items with a value of more than EUR 1.000,- in the room, and the violation of this obligation will be considered a gross violation of the Accommodation Regulations within the meaning of § 759 paragraph 2 of the Civil Code (point 35 of these Accommodation Regulations). The Client is not allowed to keep valuable items in vehicles parked in the garage of the Apartment House.
13. If after the Client’s checking out, there are any forgotten personal belongings in the Client’s room, they will be stored, kept and labelled for the next 30 days and at the same time the Client will be informed via the accommodation system (by e-mail) in order to resolve the situation. Sending this type of item to the Client will

be done at the Client's own expense. Disposal of found stored items will be done upon written expression by the Client or after the 30 day period mentioned above.

14. In their own interest, before occupying the Apartment, the client shall check the condition and functionality of the Apartment equipment and immediately report any faults and defects to the Accommodation Provider to the following telephone number: +421 908 080 809 or e-mail: citycastle@citycastle.sk. The Client agrees that during the entire duration of the accommodation, the housekeeper, maintenance worker, or the administrator, manager of the facility, or the owner of the building has the right to enter the Apartment for the purpose to perform their work or business duties.
15. The Accommodation Provider is not responsible for any disagreements or conflicts between the accommodated Clients, but will take the necessary measures to ensure order and peace in the accommodation and common areas, within the scope of legal possibilities.
16. The Client may only welcome pre-announced visitors in the Apartment, which the Accommodation Provider agrees to in written communication, and only between 10 am and 6 pm. For each unannounced visit out-of visiting hours stated herein, a charge of EUR 20,- per person per day of violation of visiting hours will be made.
17. The Client must not move equipment, furniture, make repairs, alterations or any other interference to the apartment equipment, television set or electrical network or other installations in the Apartment or common areas.
18. The Client is obliged to keep quiet at night between 10:00 p.m. till 06:00 a.m. in the Apartment House. During this period of time, the Client's behaviour must not disturb other Clients of the Apartment House or other persons using the property in which the Apartment House is located. In the Apartment House during this period of time, there is a ban on e.g. loud singing, loud watching TV, shouting, etc., not only in the Apartments but also in the common areas of the Apartment House.
19. In the Apartments and in the corridors of the Apartment House, the Client must not be noisy, amuse, listen to the radio loudly or television or in any other way disturb other guests of the accommodation facility. There is a noise indoor sensor in the building which records the levels of noise indoors. If the permissible noise level determined by a generally binding legal regulation (Decree of the Ministry of Health of the Slovak Republic No. 549/2007 Coll. on permissible values of noise, infrasound and vibration and on requirements for the objectification of noise, infrasound and vibration in the environment) is exceeded, the client will be notified by the Accommodation Provider to eliminate this condition immediately. Repeated violation of the noise ban shall be considered a gross violation of the Accommodation Regulations (see the point 35).
20. The entire apartment building is non-smoking, including Apartments, balconies and the common areas. There is also a ban on the use of any addictive substances and the storage of toxic substances in the whole building.
21. For safety reasons, **children under the age of 10** are not allowed to be left unsupervised in the apartments, corridors, garage and other common areas of the Apartment Building.
22. Pets are not allowed to enter and to be accommodated in the Apartment House.
23. Clients are not allowed to enter and use the garden belonging to the Apartment House located on the ground floor of the Apartment House. If the client enters the garage and uses the garage to park a motor vehicle, they acknowledge that parking of LPG, CNG or LNG powered vehicles is prohibited in the garage. It is also forbidden to store any movable items in the garage; the garage is used exclusively and only for the purpose of parking the Clients' vehicles. Violation of the obligations referred to in this point shall be considered a gross violation of the Accommodation Regulations within the meaning of Article 759(2) of the Civil Code (the point 35 of these Accommodation Regulations).
24. It is not allowed to make any changes to the equipment, electrical and other installations in the whole building of the Apartment House. The Client is not allowed to use the own electrical or gas appliances in the building, and especially in the Apartment. This Regulation does not apply to electrical appliances used for the Client's personal hygiene (shavers, hair dryers, chargers for common consumer electrical appliances, etc.).
25. In the case of fire, the Client is obliged to contact the fire reporting office immediately and follow the instructions of the fire alarm directives and the fire evacuation plan. In the case of the fire brigade arrival, follow the instructions of the fire brigade commander. In case of unauthorized fire alarm activation, the Client is obliged to pay a fee of EUR 1.000,- and at the same time is obliged to pay all costs associated with the rescue services, damage to the property of the Accommodation Provider, as well as any reimbursement of costs claimed by other Clients of the Accommodation Provider related to the incident. Unauthorised fire alarm activation shall also be deemed to be the smoke alarm activation due to a violation of the smoking ban in the Apartment or anywhere in the Apartment House.
26. All common areas – corridors, elevator, and garages are scanned by the camera system. The camera system operator is the accommodation facility operator 2R Invest s.r.o., Zochova 4, 811 03 Bratislava – Staré Mesto, contact: +421 908 080 809 or e-mail: citycastle@citycastle.sk. Personal data processed through the camera system is processed solely for the purposes of the legitimate interests of the operative – protection of the property of the operative and the Clients of the facility and the safety of the Clients during their stay. The data is processed on the basis of Article 6 (1)

- b) and f) of the General Data Protection Regulation. The personal data is archived for 7 days, after that it is automatically deleted. It will be provided in the form of a video recording to law enforcement authorities or other authorised public authorities (e.g. a court) upon request.
27. The Client shall be liable for any damage caused to the property of the Accommodation Provider according to the regulations in force in the area of the Slovak Republic on the date of the breach of the Client's obligation.
 28. For loss of the Apartment key, damage to the key (or damage to the lock) will be charged a fee of EUR 100,-
 29. Bed linen is changed in the facility after the departure of each Client, for longer stays once a week, or upon request of the Client for a fee.
 30. Cleaning in the common areas is carried out on a daily basis or as required. The Apartments are cleaned after each Client's departure or upon request of the Client for a fee of EUR 20,-.
 31. The Client is obliged to keep the Apartment clean and always wash the dishes after themselves.
 32. Personal data on the Client in the extent of name, surname, date of birth, permanent residence, ID number, are entered in the guest book. The Client is obliged to fill in and sign a form (hereinafter also referred to as "*the form*") situated in each Apartment on the dining table, which contains the data necessary for the provision of accommodation services to the Client, or other data necessary for the fulfilment of the Operative's obligations under the Rules for the processing and protection of personal data. The Client undertakes to read these Accommodation Regulations and the Rules on the Processing and Protection of Personal Data before completing the form under this point, by signing the form they declare that they have read the documents referred to herein. The documents in terms of this point are available to the Client in Slovak and English language.
 33. The Accommodation Provider is not entitled to give any information and data about the accommodated Clients to third parties, including phone number and e-mail address (except for police officers after they have legitimised themselves and proved the validity of the request for the provision of personal data), nor to allow a visit to the Client without the Client's consent.
 34. **These Accommodation Regulations are available to Clients on the inside of the front door of each apartment or in the entrance hall of apartment on the website www.citycastle.sk.**
 35. The Client, their visitors or guides are obliged to observe the provisions of these Accommodation Regulations as well as the general moral and social rules customary in the area of the Slovak Republic.
 36. In the case of a gross violation of the Accommodation Regulations, damage to the property of the Accommodation Provider or any other situation threatening the life, health or property of third parties, the Accommodation Provider is entitled to withdraw from the contract for accommodation services pursuant to Section 759(2) of the Civil Code before the expiry of the agreed period of stay, immediately suspend the provision of all its services. The discharge of a contract will be notified to the Client by electronic means to the e-mail address provided by the Client in the order form and by sms message sent to the Client's phone number. In such a situation, the Client is obliged to leave the Apartment house immediately, following the instructions of the Accommodation Provider stated in these Accommodation Regulations. The price for the period, including the price for the accommodation night in which a gross violation of the Accommodation Regulations occurred, will not be refunded to the Client. At the same time, the Accommodation Provider is entitled to compensation for damages (lost profit) in the amount of 80% of the paid price of accommodation services for nights not stayed and compensation for all expenses incurred in connection with the violation of the Accommodation Regulations, such as damage, intervention of private security services, etc.
 37. These Accommodation Regulations and the legal relations arising from them are governed by Slovak law. The rights and obligations of the Apartment house and the Client which are not contained in the Accommodation Regulations are governed by the **General Terms and Conditions of the Accommodation Provider**. Other rights and obligations are governed by the relevant provisions of the Civil Code.
 38. **Complaint Policy** – information on the conditions and method of exercising the rights under the liability of the Accommodation Provider for defects ("*complaint*") including information on where the complaint can be filed and the procedure for filing a complaint for services provided in the Apartment House are regulated in the *Complaint Policy of 2R Invest s.r.o., which is published on the website www.citycastle.sk and available in each room of the Apartment House.*
 39. If the Client discovers reasons and facts that may be the subject of a complaint, they are obliged to file a possible complaint immediately without undue delay with the Accommodation Provider (hereinafter also referred to as the "*Responsible Person*") at the e-mail address www.citycastle.sk.
 40. In the event of a complaint, the Client shall be entitled to demand free, proper and timely rectification of the shortcomings of the accommodation services, namely:
 - a) replacement of defective or supplementation of minor room equipment,
 - b) if it is not possible to eliminate technical defects in the room assigned to the Client (heating system failure, low water pressure, lack of hot water, power supply failure, etc.) and the Operative cannot offer the Client other, alternative accommodation, and if the room is provided to the Client despite these defects, the Client is entitled to a discount on the basic price of the accommodation after

mutually agreed or to withdraw from the contract before the accommodation and to a refund of the accommodation price paid.

41. The complaint shall be handled by the Responsible Person of the Apartment House or the employee authorized by them, who is obliged to examine the complaint and decide on the way of its handling.
 42. If it is not possible to settle the complaint by agreement, the Responsible Person for the Apartment House is obliged to create a record of the complaint with the Client. In the record, the Client shall indicate the exact designation of the service provided, the time when the service was provided and a description of the deficiencies or defects complained of.
 43. The Accommodation Provider is liable for damage incurred by the Client during the stay in the Apartment House according to the relevant provisions of the Civil Code and other generally binding legislation in force and effective in the Slovak Republic and according to these Accommodation Regulations.
 44. The Client is obliged to claim the liability of the Accommodation Provider for damages within the time limits and in the manner prescribed by the relevant provisions of the Civil Code and other generally binding legal regulations in force and effective in the Slovak Republic.
 45. The Client is responsible for damage caused by them or by persons for whom they are liable to the property of the Accommodation Provider, as well as to the life, property or health of the Accommodation Provider's employees or other Clients. The Client is obliged to compensate the respective party for such damage according to the relevant generally binding legislation.
 46. **Suggestions for improvement of our services and any complaints should be addressed to e-mail address citycastle@citycastle.sk.**
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These Accommodation Regulations are effective from the date of their issue and publication on the website www.citycastle.sk and **have been updated as of 30/03/2022**. In the case that there is a change in the Accommodation Regulations between the conclusion of the Accommodation Contract and the fulfilment of the Accommodation Contract, the rules in force at the time of conclusion of the Accommodation Contract shall apply to the Client

For the Accommodation Provider 2R Invest, s.r.o.:

Ing. Rudolf Rusnák, Managing Director

Responsible persons:

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