



HOTEL REGULATIONS

Dear Guest,

To ensure safety and comfort of all Hotel guests during their stay, we have clarified some guidelines.

- For your convenience we have provided a safe deposit box, located in the wardrobe in your room. Hotel bears no responsibility for any damage or loss of your personal belongings. In case of any loss, you are kindly requested to immediately inform Reception desk. We suggest you to double check safe deposit box in your room upon your departure from the Hotel.
- Guests are given the key card upon registration at the reception and are kindly asked to lock the rooms. Guests are required to handover their keys to the receptionist upon departure. If guests lose or do not return the key card they are obligated to pay the penalty of 5 euros.
- It is not allowed to take explosive, weapons, inflammable materials or other dangerous chemicals in to the hotel.
- It is not allowed to bring food and beverage from outside in the hotel. Hotel keep the right to move this food and beverage.
- It is not permitted to use iron, hot plates, electric heaters or any other heater device.
- Guests may have visitors in their rooms which must be registered at the reception with personal ID.
- Hotel keeps the right to require a guarantee for extra expenses during reservation process or at the check in. Minimum amount to be deposited is 3.000 RSD per room per night.
- Payments are in local currency according to the official average rate of National Bank of Serbia on the arrival day.
- For any damage caused by the Guest to the hotel property, the Guest is due to cover the cost of damage to the Hotel.
- Room check in is from 2 pm. Check out is until 11a.m.
- All departures after 11 a.m will be considered as late departure and additional cost of 10 EUR per hour will be applied to Guest's hotel account. If departure is after 6 pm price of nightly use will be charged. Please check for details with Reception desk.
- Day use is between 10 am and 6 pm in duration of 3 hours. Night use is between 6 p.m. and 6 am in duration of 3 hours. Day and night use are bz the prices according to the official price list included in this folder.
- For your convenience hotel has arranged the parking in front of the hotel. Hotel takes no responsibility for any damage or loss of your vehicle or things in your vehicle.
- Airport transfers are available 24 hours. Please contact the reception to arrange this service.
- If you have any suggestion on hotel service or if you have any technical problem in your room, please be free to inform us at your earliest convenience. In case of late notice for any complaints that you might have, when hotel has no chance to react, those situations will not be considered as a reason for accommodation rate discount.
- Pets up to 6 kg are allowed in hotel in guest rooms. Pets are allowed in the room only if it is confirmed by the hotel when reservation is made. The movement of pets without a leash and basket is only allowed in the room. On the way from the reception to the rooms pets must be on a leash. In other areas of the hotel we can allow pets but only in a basket. Guest must inform hotel about bringing their pet during reservation process. Surcharge for pets may be applied.
- Linen is changed every second day in rooms and daily in suites. Used towels are changed daily but should you need more towels please contact the Reception.
- Bed linen is changed every three days for guests staying from 3 to 8 nights, while for guests staying in excess of 8 nights, it is changed every 4 days. Used towels found on the floor are changed while those on bathroom hooks are not. If the need arises for more frequent changes, please inform the front desk.
- Disturbing other Guests is not allowed. Hotel keeps the right to refuse further hospitality to the Guest who disturbs other Guests or on other way disrespects Hotel Regulations.
- In case of cancellation of further Guest stay by the Hotel caused by misbehaviour and disrespect of Hotel regulations, Hotel reserves the right to charge for full length of stay as per reservation.
- Breakfast is served every day from 07:00am until 10:00am in Garden Hall within hotel.
- If during your stay, for whatever reason, you need to check out earlier, it is necessary to advise Reception 24h prior departure. Otherwise full night stay with breakfast will be charged.
- In all Guest rooms DO NOT DISTURB sign has been provided. Hotel rule is that this sign cannot be displayed longer than 24 hours. After this time, Hotel reserves the right to enter the room due to Safety and Security reasons.
- Room service and Cafe Bar are available 00-24h.
- For your convenience we can arrange massage, Belgrade sightseeing, rent a car.
- At the hotel reception you have option to borrow adapters and chargers depending on availability. You are kindly requested to leave adapters and chargers at the reception after use.
- Wi-Fi internet is free and available in entire hotel.
- Laundry service is available in the hotel. Official price list is provided at the Reception Desk.
- In case of fire alarm, please follow instructions from the evacuation plan attached on the inside of your main room door.
- We assume that the Guests are familiarised and fully understand the Hotel Regulations at the beginning of their stay in our Hotel.

Beel Hotel Lav d.o.o.

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