



ATOSTOGŲ PARKAS

## **ATOSTOGŲ PARKAS HOTEL AND MEGUVA RESORT HOTEL INTERNAL RULES**

These rules determine the accommodation terms and conditions, as well as the rights and obligations of the guests at *Atostogų parkas* (Venecijos akl. 2, Žibininkiai village, Kretinga District) hotel and *Meguva Resort Hotel* (Venecijos akl. 2, Žibininkiai village, Kretinga District) operated by Atostogų parkas, UAB, legal entity code 301608930, address Venecijos akl. 2, Žibininkiai village, Kretinga District (hereinafter referred to as the 'Operator'). Each person who has checked in at the hotel is considered to have familiarised himself / herself with these rules and have committed to comply with them, as well as has to have the persons arriving together familiarised with these rules and ensure that the latter comply with them.

### ACCOMMODATION

- The initial booking (inquiry) of the hotel services may be made by phone, e-mail or other sales channels. The hotel booking is deemed to have taken place only after the Operator has received payment for the entire period booked. Upon receipt of the payment for the period booked, the hotel booking confirmation notice is sent to the guests.
- From the date of the initial booking (inquiry), full payment of the services ordered shall be made not later than:
  - within 3 calendar days or within another time limit specified in the initial booking confirmation notice received from the Operator if the hotel is booked at least 5 calendar days before the arrival;
  - within 24 hours or within another time limit specified in the initial booking confirmation notice received from the Operator if the hotel is booked at least 5 calendar days before the arrival;
  - within 1 hour or within another time limit specified in the initial booking confirmation notice received from the Operator if the hotel is booked 24 or less hours before the arrival.
- Where the guest fails to make the payment for all the services ordered within the specified time limit, the initial booking shall be cancelled.
- In case of cancellation of the initial booking, the guests shall be provided hotel accommodated services in accordance with the general procedure.
- The hotel reservation may also be done on the online booking system according to the Hotel Online Booking Rules: <https://atostoguparkas.lt/page/taisykles>.
- Any booking that has taken place and has been confirmed may be cancelled no later than 5 full calendar days before the estimated time of arrival (15:00), in which case the guest shall be refunded 75 percent of the advance payment amount received. Where a cancellation of the booking takes place less than 5 full calendar days before the estimated time of arrival, the received advance payment for the services shall be considered to be Operator's direct losses that require no proof and shall not be refunded to the customer or otherwise compensated for.
- Accommodation prices, additional person accommodation and late check-out fees are posted on the Operator's website, online booking system and at the hotel reception.
- Check-in on the date of arrival to the hotel is from 15:00, and check-out on the date of departure is up to 12:00 (noon). If available, and upon harmonising the issue with the Operator's administration in advance, guests may be subject to a free of charge late check-out (up to 14:00) or an extra late check-out (up to 18:00) for an additional payment.



- Guests wishing to pay for the additional services purchased during their stay at Atostogų parkas, UAB complex (except Parko ranča restaurant) at the time of departure have to specify in the Guest's Card the data of their payment card and consent to withdraw the funds from it. If, after the guest leaves, it is established that the provided services or their part left unpaid, the Operator has the right to withdraw the funds from the person's payment card specified in the Guest's Card.
- If the guests do not provide the data of the payment card in the Guest's Card, they have to pay fully for all additional services purchased during their stay at Atostogų parkas, UAB complex at the moment of service purchase.
- Guests must present a valid personal ID document and fill in the guest's registration card for registration at the hotel.
- Regardless of the payer making payments for the services, an adult, who must present his / her personal identity document and fill in a separate registration card, has to be registered in each separate hotel room.
- Guests who arrive by car and leave the car at the hotel parking lot are required to submit a vehicle registration document when checking in.
- All vehicles must be parked in the places intended for that purpose. It is not permitted to park cars on lawns or sidewalks. A fine of EUR 50 shall apply for non-compliance with this item of the rules.
- The Operator shall reserve the right to refuse the accommodation to persons who are drunk, refuse to provide the required identity documents, act aggressively in respect of the Operator's staff and / or other staff of the hotel, and pose a threat to Operator's staff, other guests of the hotel and Operator's assets by their misconduct.
- The Operator shall have the right to remove from the hotel persons whose behaviour is unsafe or inappropriate, may pose threat to the safety of other guests or the Operator's property and is incompatible with the recreation complex concept, moral principles or other generally established standards of public conduct and public order. The payment received for the services is considered as the Operator's direct and unjustified losses and is not returned to the client or compensated in another way.
- Where any additional persons intend to stay in the rooms of our guests after 22:00, the guests have to register these persons at the hotel's reception no later than up to 22:00 and pay for the accommodation of such additional persons at the rates set by the Operator. A fine of EUR 100 shall apply for the failure to notify the Operator about any additional persons who actually accommodate in the guest's room and failure to pay for the accommodation of these persons.
- The guests who arrive with pets may only be admitted and accommodated in the villas of *Meguva Resort Hotel*. The pets must be leashed at all times when in the area of the recreation complex, and it is strictly forbidden to let the pets run freely in the recreation complex area. It is strictly forbidden to allow your pets pooping on the ornamental plants and flowers growing in the area. The pet owners must immediately remove their pets' faeces. A fine of EUR 30 shall apply for the failure to comply with the requirement provided for in this item of the rules.

## RESPONSIBILITIES OF THE GUESTS

- Guests of the hotel must observe the order, good morals, publicly acceptable norms of behaviour and not violate the rights of the Operator's staff and other guests of the hotel, as well as public order, by their actions and behaviour. Where necessary, Operator's staff shall have the right to call for the assistance of the police and / or security services.



- Guests must avoid making noise and disturbing the rest of other hotel guests during quiet hours (24:00 to 7:00).
- In the event of failure of any hotel room devices, equipment or inventory items, damage to property, etc., guests must notify the Operator's staff immediately but not later than within 1 hour. In the event of failure of any hotel room devices, equipment or inventory items, it is strictly prohibited to use them. The Operator shall not be liable for the damage caused to the guests or other persons due to the use of faulty devices, equipment or any other kind of malfunctioning inventory items of the hotel room.
- The guest who has incurred property and / or non-property damage in the area of the hotel shall immediately but no later than within one hour notify the Operator's staff of the circumstances of the incident. Where the guest fails to comply with the above requirement, the Operator shall be entitled to refuse to investigate the complaint and / or claim of the guest and shall not be held liable for the damage incurred by the guest.
- Any registered hotel guest shall be responsible for the behaviour and compliance with these rules of all persons actually living in the room registered under his / her name.
- Guests have to compensate for the damage caused by their actions / omissions to the Operator's property or property interests and third parties, including the loss of income of the Operator, in accordance with the procedure established by the laws of the Republic of Lithuania. The compensation for the damage caused to the Operator is the responsibility of the adult registered in the hotel room. Where necessary, Operator's staff shall have the right to call for the assistance of the police and / or security services.
- When leaving the room, guests must unplug all electrical appliances, close the windows, make sure that all water taps are off and lock the door of the room.

**THE FOLLOWING IS NOT PERMITTED IN THE HOTEL:**

- Bring in any pets and keep them in hotel rooms.
- Accommodate in the hotel room more persons than was specified during the registration without the consent of the Operator's administration.
- Noisy behaviour, loud music, etc., or disturbance of the other guests of the hotel in any other manner during quiet hours (24:00 to 7:00), as well as any actions violating public order.
- Rearrange the hotel room furniture, carry it to other rooms, etc.
- Keep any flammable, hazardous, odour-emitting, etc. chemical substances, as well as any potentially dangerous equipment, devices, materials, etc. in hotel rooms.
- Bring any firearms or side arms to the hotel and the recreation complex area.
- Use in the hotel rooms electrical appliances other than the electrical appliances for hygienic purposes, phone chargers and personal computers.
- Leave any electrical appliances switched on, when leaving the hotel room.
- Smoking in any indoor premises of the hotel (rooms and common areas). A fine of EUR 50 shall apply for smoking in the indoor premises of the hotel.
- Leave unsupervised minors (under the age of 14) in hotel rooms and common areas.
- Remove towels, blankets, bedding or other hotel room items from the hotel rooms.
- Photograph and film common areas of the hotel and the recreation complex without the Operator's permission.



## BREAKFAST AND MAINTENANCE OF THE PREMISES

- Hotel guests are served breakfast in the hotel's restaurant 8:00 to 11:00.
- The guests wearing bathrobes, bathing suits or sportswear are not allowed to the hotel's restaurant.
- The accommodated rooms are cleaned daily 8:00 to 18:00.
- Bedding is changed at least once every three days; hygiene products (shampoo, soap) are supplemented every day; towels are changed according to the wishes of the guests: towels left on the hanger means that the guest does not need to have them changed, and towels left on the floor means that the guest needs to have them changed.

## FIREPLACE (WOOD BURNING STOVE) OPERATION RULES

### *Starting a fire:*

- Put in the kindling and small pieces of wood or chips on top of it.
- Allow it to burn up by opening the primary and secondary air valves.
- Once it has started burning well, add more firewood.
- Firewood should not touch the glass.
- Be careful to avoid live coal falling on the wooden floor covering.
- Upon noticing any technical defects, the guest must immediately notify the reception and stop the burning process.

### *Safety requirements*

The following is **strictly prohibited** when using the fireplace:

- To start a fire in the fireplace using flammable liquids (gasoline, kerosene, acetone, etc.).
- Leave the fireplace doors opened when using it.
- Entrust the supervision of a working fireplace to young children.
- Place and store any items on the fireplace.
- Make use of the fireplace without an ash box.
- Leave a working fireplace unattended.
- Burn household items, textiles, plastics (disposable tableware), toilet paper, etc. in the fireplace.

### *In case of emergency:*

- Call the hotel reception at +37061421888 and provide the following information: what happened, villa number, your name and the number of people present in the villa.
- In the event of an imminent threat, evacuate from the hotel and immediately notify the reception.

## OTHER PROVISIONS

- Hotel reception working hours is 07:00 to 24:00. Where the guests need any assistance after 24:00, they must contact the person on duty at the hotel's reception.
- The Operator shall not bear responsibility for hotel guests' belongings that are kept not in the safe or the storage room.
- Where possible, and based on the guests' contact details provided during the registration, the guests shall be notified of their belongings that have been found in the rooms. Such lost and found items of the guests shall be kept by the hotel for a period not exceeding 3 months.
- In case of any observations or complaints regarding the equipment, furniture and bed linen quality



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of the room or the room itself, the guests are advised to contact the Operator's staff immediately.

- In order to ensure the safety of the hotel guests, or where there is a reasonable suspicion that any illegal activities are carried out in the hotel room, Operator's staff shall have the right to enter the relevant rooms.
- The Operator shall not investigate the claims of the guests and shall not be responsible for the property and / or non-property damage incurred by the guest, if the guest or the persons accompanying him / her have failed to comply with these rules and recommendations.
- The guests are notified that the recreation complex is considered to be a public place where the Operator is entitled to take pictures of the recreation complex area for marketing purposes, including the guests present there at such particular time. Each guest visiting the recreation complex shall be deemed having consented to be photographed in the recreation complex area and consents to the Operator's use of such pictures for marketing purposes, except for the cases where the use of such pictures could violate person's honour and dignity.

**UAB „Atostogų parkas“**

Venecijos akl. 2, Žibininkai, LT-97231, Kretingos raj.  
Įmonės kodas / Company code: 301608930  
PVM mokėtojo kodas / VAT code: LT 100004163110

**Atsiskaitomosios sąskaitos:**

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Bankas / Bank: DNB  
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