



MIRAMARE
★ ★ ★ ★ ★

KUĆNI RED **Miramare**

ZABRANA PUŠENJA

Hotel Miramare je nepušački hotel. Radi sigurnosti i osiguranja da naš inventar ne bude izložen predmetima ili radnjama koji stvaraju neugodan miris našim gostima i osoblju, kojeg je teško ukloniti iz zraka, tepiha, zidova i namještaja, nije dozvoljeno pušenje, kao niti uporaba drugih snažnih mirisnih eteričnih ulja na bazi biljaka ili sintetičkih proizvoda u našem objektu. Jedini objekt u kojemu je pušenje dozvoljeno je odvojeni prostor unutar našeg Cigar bara.

GARANCIJA REZERVACIJE:

Sve rezervacije moraju biti zajamčene važećom kreditnom karticom. Ne teretimo Vašu kreditnu karticu u trenutku kada izvršite rezervaciju. Vaša kreditna kartica jamči Vašu rezervaciju. Obavezno zabilježite broj potvrde rezervacije kada izvršite rezervaciju.

PRIJAVA

Vrijeme prijave je od 15:00. Gosti moraju imati najmanje 18 godina za prijavu u Hotel Miramare. U interesu sigurnosti i sprječavanja prijevara, gosti moraju potvrditi svoj identitet dajući važeću državnu identifikaciju sa fotografijom (za EU državljanke osobnu iskaznicu ili putovnicu za putovnicu za ostale zemlje) prilikom prijave. Također je potrebna važeća, potpisana i unaprijed odobrena kreditna kartica.

RANI DOLAZAK:

Rani dolazak je moguć ovisno o raspoloživim kapacitetima na dan prijave uz doplatu.

PREDAUTORIZACIJA PRILIKOM PRIJAVE:

Prilikom prijave na Vašoj kreditnoj kartici biti će rezervirana sredstva u iznosu Vašeg noćenja te iznosa za eventualne dodatne troškove. Sredstva rezervirana prilikom prijave biti će na raspolaganju u roku od 24 sata do 30 dana, ovisno o Vašoj banci. Hotel nije u mogućnosti osloboditi sredstva.

ODJAVA:

Soba Vam je na raspolaganju do 10:00 sati.

KASNI ODLAZAK:

Ukoliko želite kasni odlazak, molimo Vas da kontaktirate recepciju.

NAPLATA NEDOLASKA:

Sve garantirane rezervacije u slučaju nedolaska biti će naplaćene na Vašu kreditnu karticu.

Naplaćuje se ukupni trošak Vaše rezervacije.

OTKAZ REZERVACIJE:

Hotel Miramare nije odgovoran za vremenske uvjete, osobne hitne slučajeve ili promjene rasporeda. Rezervaciju je potrebno otkazati 7 dana prije dolaska kako bi izbjegli naplatu nedolaska za prvo noćenje.

PLAĆANJE:

Moguće je koristiti sljedeće kartice: Visa, Master Card, Maestro te Diners. Kako bi bila valjana, kreditna kartica mora biti potpisana. Ukoliko plaćate gotovinom moguće je platiti isključivo u Kunama.

USLUGA PARKIRANJA:

Hotel raspolaže vlastitim vanjskim parkiralištem i garažom, uz doplatu.

POSJETE U SOBU:

Sobe mogu koristiti samo osobe koje su registrirane u hotelu. Posjete u sobu nisu dopuštene. Za druženje sa Vašim gostima možete koristiti prostor našeg Lobby bara, Cigar bara ili restorana.

DORUČAK:

Doručak se poslužuje od 7:00 do 11:00 u restoranu. Doručak je besplatan za sve goste koji imaju uslugu noćenja s doručkom.

DODATNI LEŽAJ:

Na upit je moguć i dodatni ležaj ili dječji krevetić ovisno o raspoloživosti, i uz doplatu.

IZGUBLJENO / NAĐENO:

Svaka soba opremljena je sefom. Hotel ne snosi odgovornost za izgubljene, ukradene ili oštećene dragocjenosti. Za sve stvari zaboravljene tijekom Vašeg boravka slobodno kontaktirajte recepciju na broj 00 385 51 707 100.

U SLUČAJU NUŽDE:

U slučaju požara ili drugog hitnog slučaja, molimo Vas da obavijestite recepciju. Na vratima Vaše sobe je evakuacijski plan sa izlazima u slučaju nužde.

ZAŠTITA OD POŽARA:

Hotel je u potpunosti opremljen sa detektorima dima. Informacije o sigurnosti možete naći u Vašoj hotelskoj mapi.

NE SMETAJ I ULAZAK U SOBE:

Kako bi svim gostima osigurali čist i siguran boravak, zadržavamo pravo ulaska u Vašu sobu u svrhu čišćenja, održavanja, provjere stanja inventara kako bi spriječili kršenje hotelskih pravila.

Hotelsko osoblje će kucanjem najaviti svoj dolazak osim ako okolnosti nalažu drukčije. Ukoliko ne želite da Vas se ometa tijekom dana molimo da o tome obavijestite recepciju. Ukoliko ste bolesni također obavijestite recepciju o tome. U slučaju hitne situacije vodstvo hotela zadržava pravo ulaska u sobu i kada imate oznaku zabrane ulaska na Vašim vratima ukoliko se sumnja na ilegalne radnje, uznemiravanje drugih gostiju ili uništavanje hotelskog inventara. U slučaju sumnje na ilegalne aktivnosti, hotel ima pravo pozvati policiju.

DOMAĆINSTVO / PREGLED SOBA:

Odjel domaćinstva je na raspolaganju svaki dan od 6:00 do 22:00. Sobe se čiste te pregledavaju svakodnevno te se vodi evidencija o stanju soba. Ukoliko se ustanovi kako ste pušili, kuhali ili unosili zabranjene stvari u objekt, biti ćete novčano kažnjeni.

OŠTEĆEN ILI UKRADEN HOTELSKI INVENTAR:

Svaku nastalu štetu u hotelskim prostorijama ili na inventaru (izazvanu namjerno ili nenamjerno) snose gosti osobno kao i njihova pratnja. Hotel Miramare pravo teretiti Vašu kreditnu karticu za nadoknadu nastale štete. Nakon odlaska gosta hotel također zadržava pravo teretiti kreditnu karticu za sva nastala oštećenja, ukradene stvari, pušenje u sobi i sl. Uložit ćemo sve napore kako bi nastalu štetu sanirali uz minimalne troškove za gosta.



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HOUSE RULES **Miramare**

SMOKE-FREE:

Hotel Miramare is non smoking hotel. For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture we do not permit smoking tobacco, or other strong-smelling plant-based essential oils or synthetic products in our facility. Only facility where smoking is allowed is separated room inside of our Lounge bar.

GUARANTEED RESERVATIONS:

All reservations must be guaranteed with a valid credit card. We do not charge your credit card at the time you make your reservation. Your credit card guarantees your reservation. Please make sure to receive a reservation confirmation number when you make a reservation.

CHECK-IN:

Check in time is from 15:00. Guests must be at least 18 years of age to check in at Hotel Miramare. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (for EU citizens ID or passport, for other countries passport) at check-in. A valid, signed, and pre-approved credit card in the name of the guest registration is also required.

EARLY CHECK-IN:

Early check-in is offered based on availability, with extra charge.

PRE-AUTHORIZATION AT CHECK-IN:

We require pre-authorization of credit cards/debit cards at check-in. A pre-authorization is a temporary hold of a specific amount of your available credit limit balance placed on your credit/debit card for the full amount of your intended stay, plus tax. Pre-authorization is not a charge to your account, it is a hold on those funds. Once your actual charge is posted at check-out it can take anywhere from 24 hours to 30 days for the original pre-authorization to be removed by your bank. It is your responsibility to be aware of how your bank handles all of your transactions, including pre-authorizations. We are unable to remove pre-authorizations directly through our hotel.

CHECK-OUT TIME: Room rental period expires at 10:00 a.m.

LATE CHECK-OUT:

If you require a later check-out, please contact Front Desk.

NO SHOW CHARGES:

Failure to check in on the scheduled arrival date for a reservation guaranteed with a credit card will result in a No-Show fee being charged to your credit card. You will only be charged the first night, one (1) night's full room rate and the balance of the reservation will be cancelled.

CANCELLATION:

Hotel Miramare is not responsible for weather conditions, personal emergencies, or schedule changes. Reservations must be cancelled 7 days prior to your arrival date, in order to avoid a one (1) night full room cancellation fee.

PAYMENT:

We accept Visa, Master Card, Maestro, and Diners. Pursuant to credit card agreements, credit cards are not valid unless signed by the cardholder. Credit cards must be signed. Cash (HRK) payment is welcomed with a signed and pre-authorized credit card.

VALET SERVICE AND PARKING:

We have ensured outdoor parking as well as garage parking, with extra charge.

ROOM VISITS:

Hotel Miramare accommodation can be used only by the person registered at the reception. Room visits are not allowed. For any meetings with your guests, please use our public areas: Lobby Bar, Cigar Bar or Restaurant.

BREAKFAST:

Breakfast is served at Restaurant every day from 07:00 am until 11:00 am. Breakfast is free to all registered guests who have BB rate.

ADDITIONAL BEDDING:

A limited number of extra beds and baby cots are available upon request.

LOST & FOUND POLICY:

An in-room safe is provided in all rooms. Hotel Miramare assumes no liability for lost, misplaced, stolen or damaged valuables or belongings left outside of in-room safe. If you discover that you have left behind something of value to you, please call us immediately +385 51 707 100.

IN CASE OF EMERGENCY OR FIRE:

Please notify Front Desk in the event of a fire or other emergency. A map that shows emergency exits can be found on the back of your room door.

FIRE SAFETY POLICY:

The hotel is fully equipped with smoke detectors, fire safety information in Guest Room Directory, and emergency evacuation plans on the door of each guest room.

DO-NOT DISTURB AND ACCESS TO ROOMS:

To provide all of our guests with an exceptionally clean and safe hotel experience, we reserve the right to enter your guestroom for reasonable purposes, such as for housekeeping, maintenance, verify that the room, or to address or prevent a violation of our Hotel Policy/House Rules. Hotel staff will normally knock and announce themselves before entering your guestroom, unless we believe that exigent circumstances exist. Please contact Front Desk if you are a "Day Sleeper" or you are staying in the room due to illness. Management reserves the right to enter a room with a known status of "Do Not Disturb" in the event of an emergency, suspected illegal activity taking place, disturbing other guests, or damage being done to hotel property. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction.

HOUSEKEEPING/ROOM INSPECTION:

Housekeeping is provided daily between the hours of 06:00 AM – 22:00 PM.

Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen. For saving world environment, please hang up any towel you intend to re-use. Towels left in the bathtub or on the floor will be replaced. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined, without any refund.

DAMAGE AND/OR THEFT OF HOTEL PROPERTY:

You are liable for any damage howsoever caused (whether by the deliberate, negligent, or reckless act) to the room (s), hotel's premises or property caused by you or any person in your party whether or not staying at the hotel during your stay. Hotel Miramare reserves the right to retain your credit card and/or debit card details as presented at registration and charge or debit the credit /debit card to compensate or make good the cost or expenses incurred or suffered by Hotel Miramare. Should this damage come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay. We will make every effort to keep any costs that the guest would incur to a minimum.