

Hotel Helmi reservation terms and conditions

Reservation terms and conditions

These terms and conditions apply to accommodation reservations of individual persons, unless otherwise agreed.

These terms and conditions also apply to accommodation reservations made through the online booking system of Hotel Helmi.

Reservation and confirmation

A name, address and date of arrival and departure have to be provided upon reservation.

The hotel is only bound by the reservation when it has been confirmed by word of mouth or in writing (by email).

The hotel has the right to set different rules, a reservation fee or a credit card confirmation as a condition of the reservation.

Checking in

The room is available from 3 pm on the day of arrival, and it must be handed over at 11AM on the day of departure at the latest.

For security reasons, only persons who have checked in at the hotel have the right to reside on the guest premises of the hotel and the hotel rooms. The maximum person limit of individual spaces must not be exceeded.

If a reservation fee or a separate arrival time has not been agreed upon, the room will be kept reserved until 6 pm of the day of arrival.

Later arrivals must be agreed upon separately with the personnel of the hotel, and the reservation must be confirmed with a credit card or with other agreed means. Otherwise, the hotel has the right to vacate the room and charge one night from the credit card.

Reservation guarantee

The reservation is guaranteed if paid by credit card or invoiced in advance.

The advance invoice must be paid at the time of check-in. Guests must be prepared to present a receipt of the payment at the reception when checking in.

Hotel rooms are reserved until 6 pm, unless a later arrival time has been agreed separately.

Cancellation or failure to appear

Unless otherwise agreed upon at the time of reservation, cancellations must be made by 6 pm on the day before arrival.

If the room is not cancelled on the day of arrival by 6 pm and the guest fails to appear, the hotel has the right to charge the fee of one night.

If the guest leaves before the agreed date, the hotel must be notified no later than at 12 pm on the day of departure. If the departure is several days earlier than agreed, the guest must pay an agreed price for the non-used nights. Departure before the agreed departure date may affect the total cost of accommodation.

Means of payment

Payment must be made in cash or by credit card upon arrival. Invoicing customers according to a separate agreement. We accept the following means of payment: Visa, Visa Electron. Master and Diners Club. Bank card and cash payment.

The hotel has the right to charge the guest's credit card for the first night in order to confirm the reservation. The hotel reserves the right to charge guests upon check-in.

We follow general reservation and cancelling terms and conditions.

Accommodation rules

Hotel guests must follow general rules of conduct. Guests are responsible for the costs caused by a breach of the general rules of conduct. Hotel Helmi is a non-smoking facility. The entire area of the facility is non-smoking. If a guest violates this rule, he/she is responsible for compensating for all costs caused. The hotel has the right to charge the guest's credit card for the costs caused. The fine is EUR 100.

The guest is responsible for any damage caused on purpose or by negligence.

Pets

Pets are welcome at Hotel Helmi. An additional fee of EUR 10 is charged for each pet and each stay at the hotel.

Please inform the hotel in advance if you arrive with a pet. Person(s) checked in at the room are responsible for the welfare of the pet and for potential damages and expenses caused by it.

Pets are not allowed to cause a disturbance to other guests.

In principle, the pet should not be left unsupervised in the room.

Accommodation of minors

Room reservations can only be made by persons over 18. The person reserving a room for a minor is responsible for the minor, regardless of whether the person stays with the minor or not. A minor staying at the hotel by himself must have a free form permit letter from a guardian, which states the name, date of birth and accommodation time of the minor, as well as the name and phone number of the guardian.