

LLC “SANTAS REZIDENCE” Internal Procedure Regulations

The Regulations prescribe the procedure by which the services of SIA “Santas Rezidence” are provided, as well as determine the safety, hygiene and other requirements that must be observed in the hotel LLC “Santas Rezidence” and on its territory.

These Internal Procedure Regulations of LLC “Santas Rezidence” (hereinafter - the Regulations) and the Client's obligations specified herein are binding for all clients of LLC “Santas Rezidence”, as well as their accompanying persons (regardless of age) and their guests.

The Client is obliged to ensure that the Client's accompanying persons (regardless of age) and the Client's guests are acquainted with the content of the Regulations and comply with them.

The Regulations are located in LLC “Santas Rezidence” hotel (informative materials on TVs and at the reception) and published on the website www.villasanta.lv.

The Client confirms that he / she has read the Regulations and assumes the obligations provided for in these Regulations at the moment when he / she has started using LLC “Santas Rezidence” hotel services, i.e., presents a valid identity document (passport or ID card) and signs a filled-in registration card, acknowledging that the personal data he / she provides are true and accurate.

General Regulations:

1. The Client undertakes to comply with the requirements of regulatory enactments in the premises, including the general requirements of public order and provisions of regulatory enactments regarding epidemiological safety, fire safety, labor protection and environmental protection.
2. Parents or other persons responsible for a child shall not have the right to leave a child under the age of 7 unattended.
3. The hotel rooms have minibars, which are available at an additional cost. The guest must pay for the consumed products from minibar when leaving the hotel. The hotel reserves the right to check the assortment of the minibar and to charge for the consumed but unpaid products.
4. Smoking is only allowed in the designated areas of the hotel. Smoking is prohibited outside designated areas and indoors. The penalty for smoking in an unauthorized place is set at EUR 150 on a case-by-case basis.
5. The hotel is not responsible for guests' belongings left unattended. Guests are offered free use of individual in-room safes.
6. The hotel guarantees that the Client's personal data will be used only for the purposes of providing hotel services - for accounting and marketing purposes, reports, statistics.
7. The hotel accepts guests with pets at an additional cost. The client assumes all responsibility for the damage caused by the pet. The pet must be on a leash or in a cage in the hotel's common areas. In the restaurant premises, the Client with a pet may attend the recreation area only. Pets must not be left alone in the hotel (both indoors and outdoors).

The Client is obliged to:

8. observe the Internal Procedure Regulations of SIA “Santas Rezidence”.
9. keep quiet in the hotel premises and territory within the timeframe from 22:00 to 9:00.

10. comply with the requirements of the service personnel to ensure internal order.
11. inform the hotel administration about the loss or damage of the Client's private property before signing-out.
12. Pay the bill before signing-out. If this is not done, the Client grants SIA "Santas Rezidence" the right to make a payment from the Client's payment card without the Client's signature / acknowledgement.

The Client is prohibited to:

13. damage or carelessly treat the inventory, equipment and premises of the hotel. For damages caused by the Client's fault, the hotel deducts payment according to the amount of loss.
14. behave aggressively, violently, loudly, offend or otherwise disturb other clients and staff.
15. disturb the peace of other persons by loud or unethical behavior.
16. burn candles without prior approval, as well as leave burning candles unattended. It is forbidden to bring, use or store flammable objects and substances in the hotel.

LLC "Santas Rezidence" has a right to:

17. authorize the Client's payment card to check its validity.
18. apply a penalty of EUR 50 to the Client in case the room key is not returned.
19. SIA "Santas Rezidence" shall not be liable for damages, losses, injuries caused by accidents and other reasons, which have occurred as a result of the Client's negligence, lack of due attention or non-compliance with these Regulations, including non-compliance with the instructions of the service personnel.
20. SIA "Santas Rezidence" shall not be liable for damages, losses incurred by the Client, if the damage or loss is caused by the actions of third parties or other circumstances for which SIA "Santas Rezidence" is not responsible. It is the Clients' responsibility to lock their rooms, doors at night and when leaving it, and not to leave valuables, money, credit cards and documents in the room during their absence.
21. Any service personnel have the right to give instructions to the Client regarding the observance of these Regulations, while the Client must follow these instructions.
22. The hotel service staff has the right to refuse to serve or expel the Client from the hotel in any of the following cases: if the Client is noisy, the Client is obviously intoxicated by alcohol or other substances, the Client's behavior is offensive or violates state or municipal regulations, the Client repeatedly does not comply with the requirements of these Regulations. In the above case, the money for the reserved and paid services is not refunded.
23. To impose a fine of up to EUR 1000 on the Client for non-compliance with the Internal Procedure Regulations of LLC "Santas Rezidence".
24. The Client assumes responsibility for any possible losses that occur to SIA "Santas Rezidence" and / or third parties or their property as a result of the actions or omissions of the Client, the Client's accompanying persons or the Client's guests.
25. The Client shall not be liable for losses, if such have occurred as a result of force majeure.