

HOUSE RULES

Welcome to Hotel Materra!
To ensure a pleasant and safe stay for all our guests,
please adhere to the following rules:

CHECK-IN AND CHECK-OUT:

THE CHECK-IN TIME AT THE HOTEL IS FROM 2:00 PM,
AND THE CHECK-OUT TIME IS UNTIL 12:00 PM.

MANDATORY GUEST REGISTRATION:

EVERY GUEST IS REQUIRED TO REGISTER AT THE HOTEL RECEPTION UPON ARRIVAL.
PLEASE PREPARE AND PRESENT A VALID IDENTIFICATION DOCUMENT.

SAFETY INFORMATION:

BRINGING ITEMS WITH UNPLEASANT ODOURS, EXPLOSIVE MATERIALS, AND WEAPONS INTO
THE HOTEL IS PROHIBITED.

IN ACCORDANCE WITH THE LAW NO. 45/2017 ON RESTRICTIONS ON THE USE OF TOBACCO
AND RELATED PRODUCTS, SMOKING IS NOT ALLOWED IN ALL PUBLIC ENCLOSED SPACES OF
THE HOTEL. IN CASE OF VIOLATING THIS RULE A CHARGE MAY BE APPLIED TO THE GUEST.
USE OF THE WELLNESS AREA AND GYM IS AT YOUR OWN RISK.

FOOD PREPARATION AND COOKING IN HOTEL ROOMS:

PREPARING FOOD AND COOKING IN THE ROOMS IS NOT ALLOWED. FOR YOUR NEEDS,
THE HOTEL OFFERS A VARIETY OF CATERING AND ROOM SERVICES.

PRIVACY:

RESPECT THE PRIVACY OF OTHER GUESTS DURING YOUR STAY.
PLEASE REDUCE NOISE BETWEEN 10:00 PM AND 8:00 AM TO ALLOW A PEACEFUL
REST FOR ALL HOTEL GUESTS.

MAINTENANCE AND DAMAGES:

IF YOU NOTICE ANY MALFUNCTION OR DAMAGE IN YOUR ROOM, KINDLY REPORT IT
IMMEDIATELY TO THE HOTEL STAFF.

PLEASE HANDLE THE HOTEL'S INVENTORY CAREFULLY. IN CASE OF INTENTIONAL
DAMAGE, A CHARGE MAY BE APPLIED TO THE GUEST FOR THE INCURRED DAMAGE.

PETS:

DOGS ARE WELCOME IN OUR HOTEL WITH PRIOR NOTIFICATION. THE MAXIMUM
ALLOWED WEIGHT OF THE DOG IS 10 KG. PLEASE ENSURE THAT YOUR PET DOES NOT
DISTURB OTHER GUESTS AND ADHERE TO THE PET POLICY.
A PET FEE IS LISTED ON THE HOTEL'S PRICE LIST.

Please respect all other rules and instructions of the hotel for our collective safety and comfort.
Thank you for respecting house rules and we wish you a pleasant stay at Hotel Materra