



Policy

Thank you for choosing the Ivánka Castle for your stay! We would like our guests to have a good time and revisit us. Therefore, in favour of your smooth stay and preservation of the building, we would like you to follow these rules.

1. Rooms are available from 4:00 p.m. and should be left until 10:00 a.m. the day of departure. Earlier arrival and later departure are also possible after prior consultation.
2. In case of smaller groups, it may happen that accommodation is provided to more groups at the same time (at most four). Please, respect each other when using the common rooms (kitchen, bathroom, great hall)!
3. At arrival, the group leader is given the keys for a deposit fee. At departure, the group leader is given the deposit back after handing the keys over. If the keys are lost or damaged, the expenses are deducted from the amount of the deposit. Deposit fee is 25 Euros per a set of keys.
4. At your arrival, please, fill out a *Notification Form* where you indicate the personal data of all guests. Sign the form, confirming that you agree with our Policy. The information is used exclusively in our register. No third party will be given the data.
5. On the day of departure, please, leave the rooms clean and in order, sweep up and if necessary, empty the trash bins into the big waste containers standing on the courtyard. If you used the bed linen of the Castle, please, take it off before leaving.
6. Please, take care of the values of the building and use its equipment in accordance with their intended purpose. Please, do not take any room equipment out of the building! We do not take responsibility for any damage or accident resulting from improper use.
7. Damages caused in the building or courtyard or to any equipment shall be compensated.
8. During the day, guests can be received, however, in case of their request to stay overnight, please, check with the caretaker.
9. Power outlets in the rooms are suitable for operating low-powered devices exclusively (e.g. laptop, phone chargers). Please, in order to prevent damages and accidents, do not connect any high-power device to the power outlets!
10. Our rooms were not designed to eat in them comfortably so please, use the common room.
11. Due to his work, the caretaker is authorized to stay in the territory of the Castle.
12. Please, use the recycling containers for separate waste collection as intended! It is our common interest to produce as less waste as possible.
13. As far as possible, please, use a separate pair of shoes indoors! Always leave your muddy shoes in the shoe cabinet placed in the lobby and clean them on the courtyard.
14. Please, be wise and save energy! Do not let the lights on if you do not need them, do not let the water run longer than necessary and during the heating period air the room shortly but intensively!

15. Make fire only in the designated area! Combustible materials in the Castle building are forbidden.
16. If you leave the accommodation during the day, close the door of the building or if there are more groups accommodated at the same time, close your rooms. We do not take responsibility for the loss of unattended items.
17. Please, do not disturb other guests and neighbours with disruptive behaviour between 10:00 p.m. and 7:00 a.m.!
18. Smoking is allowed only in the designated area outside the building.
19. Within the territory of the whole Park, alcohol consumption for persons under the age of 18 is forbidden. We also kindly ask our guests over the age of 18 to consume alcohol in a civilized manner.
20. Storing, consuming or selling drugs is prohibited and considered a crime. In such a case, we are obliged to make the necessary actions.
21. Except guide dogs, animals are forbidden in the Castle building.
22. Please, if you want to use the washing machine, check with the caretaker, wait for his approval!
23. Without permission of the operator, commercial activities, advertising and gambling are forbidden.
24. The operator is entitled to make pictures and audio tracks in the whole territory of the Park and use them to present the accommodation. If you do not want to participate in the recording, please, indicate it on the *Notification Form*!
25. Guests not respecting our Policy shall be removed after warning or by the police. The removed person who has violated our regulations has no right to demand anything from the operator.

The Policy was not prepared to restrict but to help us to provide our guests the best possible circumstances in long term.

If you had a pleasant time here, please, spread a good word of the Ivánka Castle!

Depending on the nature of the accident, notify without delay:

Ambulance (in case of an accident): 155

Fire Department (in case of fire): 150

Police (in case of disturbance): 158

General Emergency Number (in any case): 112

Caretaker of the building: +421 908 123 456