



Hotel House Rules

Check in 15:00 - 04:00 h

Check-out 11:00 h

Flexible Sign in/out Depending on room availability on the day of guest check-in/check-out.

Room Price

The price of a night in a room includes breakfast and insurance for the guest and is shown without tourist tax. Additional meals, amenities and services are subject to additional charges. If you want additional benefits and services, please contact the Hotel Reception.

Hotel Services

All information about the Hotel's services is available at the Reception and www.admiralhotel.hr.

Breakfast & Room Service

Breakfast: 07:00 – 10:00 Breakfast in the room: 07:00 – 11:00

Room service hours: 06:00-24:00

Meals and drinks served in the rooms will be charged according to the price lists of the Minibar, The Bar and the Taurus restaurant. Buffet breakfast in the restaurant Taurus is included in the price. Breakfast in the room is charged 5,00 EUR (37,67 HRK) per person.

Extra bed

Extra beds can be placed in selected room categories, in Deluxe, Deluxe twin and Executive rooms and in the Zagreb Suite, Junior Suite and Admiral Suite at an additional cost of 15,00 EUR (113,02 HRK).

Day-use Rooms

Rooms for daily use are rented out between 10:00 and 18:00, for a maximum duration of 8 hours. Day use rooms are charged at 70% of the price of one night. The service's availability is subject to hotel's occupancy.

Room maintenance and cleaning

Room maintenance and cleaning is done from 8:00 to 16:00. If the guest wants a specific time for cleaning the room, please arrange such time by calling the Hotel Reception.

Children

A maximum of two children up to the age of 12 can share a room at no additional cost using existing beds in the rooms (in selected rooms).

Children's bed

Free of charge at the guest's request (subject to availability).

ADMIRAL HOTEL • Rudeška cesta 140 • 10 000 Zagreb • Tel/Fax.: +385-1-3322-900 • E-mail: office@admiralhotel.hr

INTERIGRE d.o.o. • Karlovačka cesta 36b • 10 000 Zagreb • OIB: 57930981912 • IBAN: HR5924840081107374955 • SWIFT: RZBHHR2X



Pets

Admiral Hotel is a "dog-friendly" hotel that accepts dogs up to 40 kg / 88 lbs, with a maximum of two dogs per room with a total weight of 40 kg / 88 lbs. A fee of 25,00 EUR (188,36 HRK) per dog per night is charged for dogs staying overnight. Guide dogs and assistance dogs are always welcome free of charge.

Transportation service to/from the airport

For transportation services to/from the airport, please contact the Reception.

Parking

Free public parking is available near the hotel.

Payment

Admiral Hotel accepts Visa, Master, Maestro and Diners credit cards. Payment is made upon check-in at the Hotel. The city tax amounting to 1,59 EUR (12,00 HRK) are charged upon check-in. Other used benefits and services are charged upon check-out from the Hotel.

Smoking

Smoking is not allowed in the public areas of the Hotel and in the hotel rooms and apartments. If traces of smoking are found in the room, a damage fee of the amount of 50,00 EUR (376,73 HRK) will automatically be charged to the room.

Cancellation / No Show

For more information, please read our General Rules on registration, deposit, cancellation and guest no-show at www.admiralhotel.hr.

Written complaint notice

Pursuant to Article 10, Paragraph 1, Point 10 of the Act on Hospitality Activities (85/15, 121/16, 99/18, 25/19, 98/19, 32/20 and 42/20), we inform guests that complaints can be submitted in the book of complaints at the reception, by mail to the address of the company's headquarters and by email to office@admiral.hr, and we will confirm its receipt in writing without delay, or deliver it to the address. We will respond to written complaints in writing within 15 days from the date of receiving the complaint.



Kućni red i Pravila Hotela

Prijava	15:00 – 04:00 h
Odjava	11:00 h
Fleksibilna Prijava/odjava	Ovisno o dostupnosti soba na dan prijave/odjave gosta.

Cijena noćenja

Cijena noćenja u sobi uključuje doručak i osiguranje za gosta te je iskazana bez boravišne pristojbe. Dodatna jela, pogodnosti i usluge se nadoplaćuju. Ukoliko želite dodatne pogodnosti i usluge, molimo Vas obratite se Recepciji Hotela. Za dodatni ležaj naplaćuje se naknada.

Usluge Hotela Sve informacije o uslugama Hotela dostupne su na Recepciji i www.admiralhotel.hr

Doručak i posluga u sobu

Doručak: 07:00 – 10:00 Doručak u sobi: 07:00 – 11:00

Sobna posluga: 06 - 24:00

Jela i pića posluženi u sobama naplatiti će se prema cjenicima Minibar-a, The Bar-a te restorana Taurus. Nadoplata za poslugu doručka u sobi iznosi 5,00 EUR (37,67 HRK) po osobi.

Pomoćni ležaj

Pomoćne ležajeve moguće je postaviti u odabranim kategorijama soba i to u Deluxe, Deluxe twin i Executive sobama te apartmanima Zagreb Suite, Junior Suite i Admiral Suite uz nadoplatu od 15,00 EUR (113,02 HRK).

Dnevni odmor

Sobe za dnevni odmor izdaju se između 10:00 i 18:00 sati, u maksimalnom trajanju od 8 sati. Usluga je dostupna ovisno o popunjenosti hotela. Usluga dnevnog boravka naplaćuje se 70% cijene jednog noćenja.

Održavanje i čišćenje soba

Održavanje i čišćenje soba vrši se u razdoblju 08:00 – 16:00. Ako gost želi određeno vrijeme čišćenja sobe, molimo da se takvo vrijeme dogovori na Recepciji.

Djeca

Najviše dvoje djece starosti do 12 godina može dijeliti sobu bez dodatnih troškova koristeći postojeće ležajeve u sobama (u odabranim sobama).

Dječji krevet

Besplatno na zahtjev gosta (ovisno o dostupnosti).



Kućni ljubimci

Admiral Hotel je „dog-friendly“ hotel koji prihvaća pse do 40 kg / 88 lbs, i to maksimalno dva psa po sobi ukupne težine 40 kg / 88 lbs. Za noćenje pasa naplaćuje se naknada 25,00 EUR (188,36 HRK) po psu i po noćenju. Psi vodiči i psi pomagači su uvijek dobrodošli bez naknade.

Usluga prijevoza u/iz zračne luke

Za usluge prijevoza u/iz zračne luke, molimo Vas kontaktirajte Recepciju.

Parking

U blizini Hotela dostupan je besplatan javni parking.

Plaćanje

Admiral Hotel prihvaća Visa, Master, Maestro i Diners kreditne kartice. Plaćanje se vrši pri prijavi u Hotel. Pri prijavi se naplaćuje usluga smještaja te boravišna pristojba koja iznosi 1,59 EUR (12,00 HRK). Ostale korištene pogodnosti i usluge se naplaćuju prilikom odjave iz Hotela.

Pušenje

Nije dozvoljeno pušenje u javnim prostorijama Hotela te u hotelskim sobama i apartmanima. Ukoliko su u sobi pronađeni tragovi pušenja, na sobu će automatski biti knjižena kazna za pušenje u iznosu od 50,00 EUR (376,73 HRK).

Otkazivanje / No Show

Za više informacija, molimo pročitajte naša Opća pravila o registraciji, pologu, otkazivanju i nedolasku gosta na www.admiralhotel.hr.

Obavijest o načinu podnošenja pisanog prigovora

Sukladno članku 10. stavak 1. točka 10. Zakona o ugostiteljskoj djelatnosti (NN 85/15, 121/16, 99/18, 25/19, 98/19, 32/20 i 42/20), obavještavamo goste da prigovore na uslugu mogu podnijeti pisanim putem u knjigu prigovora u ugostiteljskom objektu, poštom na adresu sjedišta trgovačkog društva te elektronskom poštom office@admiral.hr i bez odgađanja ćemo pisanim putem potvrditi njegov primitak, ili dostaviti na adresu. Na pisane prigovore, u pisanom obliku odgovorit ćemo u roku od 15 dana od dana zaprimljenog prigovora.