



Hotel Rules and Policies

Check-in: From 15:00 **Check-out:** By 11:00

Flexible Check-in/Check-out:

Subject to room availability on the guest's check-in/check-out date. Additional charge for late check-out: until 13:00 – €30.00; until 15:00 – €60.00, after which the full price is charged. Early check-in – €30.00

Room Rate

The room rate includes breakfast and guest insurance and is stated without the tourist tax. Additional meals, amenities, and services are extra. If you require additional amenities and services, please contact the hotel reception.

Reception

The reception is open 24/7. Reception provides luggage storage services for 1 day or longer, postal services, message delivery to guests, photocopying, emailing, and wake-up calls to the room. For an additional €10.00, the reception provides storage for valuable items. A transportation service for guests is available upon request. Hotel staff will assist with luggage from 07:00 to 21:00.

Breakfast and Room Service

Breakfast: 07:00 – 10:00

Room breakfast: 07:00 – 11:00

Room service: 07:00 – 24:00

Meals and drinks served in rooms will be charged according to the minibar, The Bar, and Taurus restaurant price lists. An additional charge of €5.00 per person applies for room breakfast service.

Extra Bed

Extra beds can be set up in selected room categories, including Deluxe, Deluxe Twin, Executive rooms, and the Zagreb Suite, Junior Suite, and Admiral Suite apartments for an additional €25.00.

Day Use Rooms

Day-use rooms are available between 10:00 and 18:00 for a maximum duration of 8 hours. Service availability depends on hotel occupancy. Day-use rooms are charged at 70% of the standard room rate.

Room Maintenance and Cleaning Services

Room maintenance and cleaning are provided between 08:00 and 16:00. If you prefer a specific cleaning time, please arrange it with the reception. The hotel offers laundry and ironing services – a laundry bag and form are provided in the room, which must be completed. Note: Laundry will not be accepted without a properly filled-out form. Laundry received before 9:00 will be delivered by the end of the day; laundry received after 9:00 will be delivered the next day by the end of the day.

ADMIRAL HOTEL • Rudeška cesta 140 • 10000 Zagreb • info@admiralhotel.hr Tel.: +385 1 3322 900 • Fax: +385 1 3322 910

ADMIRAL .HR d.o.o. • Karlovačka cesta 36b • 10020 Zagreb • Croatia • OIB: HR57930981912 • E-mail: office@admiral.hr Tel.: +385 1 2902 120 • Fax: +385 1 2902 150 • Bankovni podaci: Raiffeisenbank Austria d.d. Zagreb, Magazinska cesta 69 IBAN: HR5924840081107374955 • SWIFT: RZBHHR2X



Children

A maximum of two children up to 12 years old can share a room without additional charge using existing beds (subject to availability in selected rooms).

Babycot

Available upon request, free of charge (subject to availability).

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, totaling 40 kg / 88 lbs. The fee for staying with a dog is €25.00 per dog per night. Guide dogs and assistance dogs are always welcome at no charge.

Airport Transfer Service

For airport transfer services, please contact the reception.

Payment

Admiral Hotel accepts Visa, Master, Maestro, and Diners credit cards. Payment is due upon check-in. The accommodation fee and a tourist tax of €1.86 will be charged at check-in. Other services and the minibar in the room will be charged at check-out.

Smoking

Smoking is not allowed in the hotel's public areas, rooms, or apartments. If traces of smoking are found in the room, a fine of €100.00 will be automatically charged to the room.

Internet

The entire hotel is covered by free wireless internet.

Cancellation / No-Show

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

Written Complaint Submission Notice

In accordance with Article 10, Paragraph 1, Item 10 of the Hospitality Industry Act (NN 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, and 42/20), we inform guests that complaints about services can be submitted in writing to the guestbook at the hospitality establishment, by post to the company's headquarters address, or via email at info@admiralhotel.hr. We will confirm receipt of the complaint in writing without delay or send it to the provided address. We will respond to written complaints in writing within 15 days from the date of receipt.

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