

## **HOTEL RULES**

Dear guests,

We want to offer you an unforgettable experience at Doorbin Hotel and for this reason we have established a set of principles and rules we respectfully ask you to take into consideration during and after your stay.

### **Reservation**

Reservations can be done directly at one of the following telephone number: 061 766-4579 or visiting at [www.doorbinhotel.com](http://www.doorbinhotel.com). Unguaranteed reservations will be kept until 6.00 PM (local time) on arrival day. Except for cases when the reservation is guaranteed at the date the reservation was made by payment in advanced. In case of non-attendance, the hotel has the right to retain the sum equivalent to the first night of accommodation and to release the room for the rest of the booked period.

In case of no reservations, Panoramic Restaurant has the policy to serve guests in the order of their arrival in the restaurant. For group- dinner it is recommended to have a reservation, even if you are accommodated at the hotel.

For reservations please contact us at the telephone number: 061-782 6679 if you call from your room, Reservations will be kept only 50 minutes after the booked time.

For Doorbin Hotel services, it is recommended that reservations are made at least 24 hours in advance at the telephone number: 252-7666-666. For more information please go to [www.doorbinhotel.com](http://www.doorbinhotel.com)

### **Cancelling a reservation**

Any reservation cancellation for accommodation services can be done by calling the phone or sending an email at [info@doorbinhotel.com](mailto:info@doorbinhotel.com). Reservations is held until 6.00 PM on arrival date. Reservation cancellation for renting hall or meeting conference rooms also can be done by writing to: [info@doorbin.com](mailto:info@doorbin.com) or call us with at least four hours before reservations time.

### **Rates**

Doorbin Hotel rates differ depending on the type of room you choose, availability, day and season, as well as number of people per room. Rates for restaurant services are presented on [www.doorbinhotel.com](http://www.doorbinhotel.com). for more information please call to 252-666-6666.

### **Arrival and departure**

Check-in starting with 2.00 PM

Check-out before 12.00 AM

On request depending on room availability and for an extra charge, we can have early check-in (you receive the room before the above mentioned time) and/ or late check-out (you leave the room later than the above mentioned time). Each service will be charged by 50% of the accommodation rate/ night, including the rate does not include breakfast.

If check-out is after 6.00 PM a charge of 100% of the accommodation rate/ night is applied. Guests who check out before 12.00 AM can leave their luggage with reception in a luggage room for up to 24 hours with no extra cost.

For luggage left with reception for a period extending 24 hours storage fees will be charged. If the guests' luggage is left in the room after check-out time at 12.00 AM, an extra fee for using the room will be charged (similar to late check-out).

These requirements from guests can be dealt with to the extent the hotel does not have firm reservations for the rooms in question.

## **Accommodation**

Children between 0 and 7 years are accommodated for free when the beds already existent in the room. For children under two there is the possibility of a baby bed, if available. Please inform us when making the reservation if you need a baby bed to be able to honor your request, if available.

## **Symbols and signs**

For extra requests during your stay you can use the following signs:

- "DO NOT DISTURB!" – with your permission access to your room will be made to check facilities and cleanliness between 7.00 AM and 3.00 PM, at the time you communicated to reception;
- "PLEASE CLEAN MY ROOM!" – by this message you request your room to be cleaned.

## **Extra guests**

You can receive guests in your room between 8.00 AM and 10.00 PM with no extra charge. In case you receive guests in your room between 10.00 PM and 8.00 AM they will have to pay the difference in rates and to register with reception by filling in the check-in file.

## **Dress Code**

Doorbin Hotel does not have a special dress code, but we recommend decency and respect both for the other guests and for the hotel staff. People dressed in bathrobes, shorts, strapless tops and flip flops will not be accepted in the restaurant, elevator (lift) and hotel lobby. At the Doorbin reception guests accommodated at the hotel receive towels and slippers (if the guest does not have flip flops).

## **Payment**

Doorbin Hotel accepts cash or other agreed forms of payments or bank transfer. In this last situation, please present a Payment Order with the bank's signature when you check in. The receipt will be issued when this is presented. Except for contracts already in use, we inform you that payment or authorization of the payment is done with check-in.

Payment for Doorbin services can be done by cash or bank transfer. For bank transfers, payment must be done in advance based on an invoice. For clients checked into Doorbin Hotel, guests of Doorbin, payment of services can be done both at Doorbin reception desk and at the hotel reception desk.

tips and costs of services

tips for hotel staff are entirely up to the guests.

## **Smoking**

Traditional smoking and electronic cigarette are not allowed inside Doorbin, according to our business coordinators. Doorbin Hotel has outdoor spaces for smokers. Doorbin Hotel has only non-smoking rooms. If hotel rules are not observed, the client will pay a fine of 6 usd equivalent to room cleaning services.

## **Pets**

General rule does not allow animals or birds to be checked into the hotel. In exceptional cases and only with the hotel's permission, pets are allowed provided a national/ international health certificate (with all included vaccinations) is presented at reception at check-in. Check-in charge is 20 USD /day/animal/ bird. With the restaurants and Doorbin pets are not allowed.

## **Airport/hotel/airport transfer**

Doorbin Hotel offers transfers to and/or from the airport.

Price/ transfer:

- One way: 10 usd/person
- Return: 20 usd/person

Please ask for a transfer from the airport when you make the reservation or a transfer to the airport 24 hours before you leave and specify the number of persons.

Breakfast, lunch and dinner

Breakfast is served in Doorbin Restaurant on the ground floor of the hotel between

- 7.00 and 10.30 AM (Mondays to Fridays)
- 7.00 and 11.00 (Thursdays and Fridays)

You can invite any person to have breakfast with you, but it is mandatory they pay for their breakfast, respect behavior norms and wear decent clothes.

For guests who are not accommodated at our hotel, breakfast is 29 lei/ person.

You can lunch and dinner at the Doorbin Panoramic Restaurant on the ground floor of the hotel starting with 12.00 AM up to 12.00 PM. For meals with pre-set menus (for example events) reservation is confirmed and guaranteed by advanced payment. The sum paid in advanced is lost in case of no show.

### **Room Service**

Room service is available on request. The room service fee is 10 usd on request.

### **Parking space and cars**

Doorbin Hotel offers its clients, if available, 200 parking places in -door car park and outdoor car parking. The price for one parking place is 15 usd/ accommodation night.

Even though we take all the necessary precautions, we do not assume responsibility in case of theft or damage inflicted on our property. To avoid such disturbance, please do not leave any valuables inside your car.

Doorbin Hotel also offers secured space for car parking for its clients. We recommend our clients to make sure that the car is secure by anti-theft devices. We do not assume responsibility in case of theft or damage inflicted on our property.

### **Safety of personal objects**

Doorbin Hotel is equipped with certified room access electronic systems and room safes. we recommend our clients to use the safes available both at reception and in their rooms to store their valuable objects. We do not assume any responsibility for objects forgotten, lost or presumably stolen within the premises of Doorbin Hotel.

### **Safety during transportation**

Transportation means in the hotel are insured according to applicable law. We do not assume any responsibility for any material damages or physical injuries of our clients or luggage inflicted while using transportation means. We reserve the right not to transport drunken persons or persons under the influence of other substances or persons who cause disturbances.

### **Special assistance**

Our desire is to offer the best conditions to the disabled. The majority of hotel spaces are accessible for the disabled. If you need special assistance of any kind please let us know in advance so we can offer you the most pleasant stay at our hotel.

### **Information confidentiality**

If you contact us by e-mail, fax or through our sites, we retain the right to use your data for direct marketing. We will

never use your name or other information about you without your prior approval. You will have the possibility to inform us whether you want to receive this information in the future.

### **Disputes and complaints**

We reserve the right to debit the card of our clients, regardless of their wish, in the following cases at least :

- they have left the hotel without paying for the services of Doorbin Hotel they enjoyed;
- they have produced great damage and destruction;
- they have left with objects that do not belong to them and they have not paid for at reception;
- they did not cancel the reservation on the due date;

Any controversy, dispute or complaint which may arise from the application of these terms and conditions will be dealt with in amicable way. In case this is not possible, it will fall under the jurisdiction of Iasi courts of law.

### **Loyalty programmers**

We reserve the right to award various bonuses and supplementary services with no charges or pay to our clients by means of the Doorbin's loyalty program.

### **Programme to eliminate undesirable clients**

The client needs to comply with hotel rules. They will have to follow silence inside the hotel, restaurant centre, as well as the norms of social and moral cohabitation. The Doorbin Hotel a client must also take care of the property they are responsible for throughout their stay at the hotel.

Any violation of hotel rules or of the moral norms of social cohabitation gives the hotel the right to interrupt the contract/ accommodation immediately with no prior notice.

We reserve the right to refuse the accommodation, restaurant service and access in Doorbin to clients who are drunken, rude or create disturbance or clients who damage the image of the hotel and disturb other clients. The value of possible damage to goods and property belonging to Doorbin Hotel will be paid for by the persons responsible for it.

We reserve the right to evacuate undesirable clients from the hotel, restaurant or cafeteria's centre. Taken into account the things mentioned above we reserve the right to select our clients.

### **Alcoholic beverages**

It is forbidden to bring and consume alcoholic beverages inside the Doorbin hotel by any means. The rooms, restaurant or cafeteria are not allow in serving drunken persons or who have consumed alcoholic beverages in great quantities and have become rude.

### **Offered services**

The clients accommodated at Doorbin Hotel have preferential offers of free and paid services. For paid services you can get more information at the hotel reception.

Free services

- Welcome tray (water boiler, coffee, sugar, tea) – for the first day of accommodation.
- buffet-type breakfast
  
- wireless internet network (Wi-Fi & Wired)
- safe valuables service (room safe)
- wake-up call
- receiving and transmitting messages

- shoe polish service
- restaurant reservation service

**Paid services**

- transfer to and from hotel to and from the airport or train station
- room service
- minibar products
- laundry and ironing
- domestic and international telephone calls
- domestic and international courier
- car park

**Protection against fire**

Client safety is ranked first and that is why we have taken all safety measures in case of fire.

Access doors into rooms and doors leading to evacuations routes have been treated against fire and they provide 30 minutes of direct flame resistance. the hotel is equipped with hydrants and fire extinguishers. Attention to detail is also visible in the evacuation routes of the hotel which are equipped with permanently illuminated elements linked to domestic sources of energy.

**Structural integrity**

For Doorbin Hotel, a hotel approximately 5 floor s high, and the structural safety and the resistance structure of the hotel are vital, because the stability, resistance and durability depend on them. That is why, combining architecture and structural engineering, the building was designed so as to ensure in any situation, the necessary security. The nature of the terrain chosen for the foundation determines the bearing capacity of the terrain and it represents the maximum pressure the foundation terrain can support with no risk of breaking. As far as the walls are concerned, they take part of the weight of the building and transmit it to the foundation, ensuring the thermal and phonic insulation of the building and its resistance to horizontal strain (e.g. wind, or flood).

**Final clauses**

We consider that each client is aware of and has accepted the terms and conditions mentioned above when accessing any of the services offered by Doorbin Hotel (accommodation, restaurant, and events).

Modifications of terms and conditions

The terms and conditions can be modified at any time by Doorbin Hotel without any prior notifications.

We thank you for your understanding and we wish you a pleasant stay at Doorbin Hotel.

The management