



## **Hotel policy**

### ***Terms and Conditions:***

Bookings can be made by writing a request to the hotel's e-mail [office@lhj.lv](mailto:office@lhj.lv) or by filling out the necessary information on the hotel's website [www.lighthousejurmala.lv](http://www.lighthousejurmala.lv) to send the reservation request, or by other reservation websites (online reservation systems).

To book a room in the hotel, the guest must electronically notify hotel administration the exact room name, accommodation period, guest's name, phone number, e-mail address and guest's credit card number and its expiration date, thus guaranteeing the payment for booked hotel services in case of late cancellation or no show. The hotel accepts American Express, Visa, MasterCard, Maestro credit cards for the payment

It is possible to book a room for the *High Season* (01.07. -15.08. ) only by making a prepayment or by allowing the hotel to charge the guest's credit card in the amount which is equal to the cost of all the reserved accommodation period. Payment is charged from the guest's credit card on the day the booking is made.

### ***Guaranteed reservations:***

The reservation can be guaranteed only by providing the hotel with the guest's credit card number and expiration date or by making a prepayment (not later than 24 hours prior to arrival).

In case of unguaranteed reservation, the hotel keeps the right to sell the room to another person.

### ***Cancellation policy:***

Guaranteed reservation without any penalties may be canceled up to 72 hours prior to arrival date, by sending a written request for reservation cancellation by e- mail [office@lhj.lv](mailto:office@lhj.lv) or by exact online reservation systems, where the booking was made.

In case of delayed reservation cancellation or without informing the hotel about reservation cancellation, the hotel does not return the pre-paid amount for a guaranteed reservation.

If the guaranteed with credit card reservation is cancelled after more than 72 hours before the date of arrival or in case of no -show, a penalty equal to the accommodation cost for the first night will be charged.



On the hot season period (01.07. -15.08. ) cancellation is not possible. In case of reservation cancellation or no show, the hotel will not return pre-paid amount.

If a reservation is made via the online booking system, the cancellation shall be in accordance with their booking cancellation conditions.

In emergency situations, the hotel can cancel booking for objective reasons, for example:

- the hotel does not accept liability for force majeure or other reasons which affect hotel service performance;
- if wrong or misleading information concerning personal identity or intention of stay is provided by booking the room;

By reasonable booking cancellation on behalf of the hotel, the client has no right to the loss compensation.

### ***Check-in and check-out time:***

Check-in time starts from 2:00 p.m.

Check-out time ends at 12:00 a.m.

### ***Check-in conditions:***

To check-in the hotel, all guests must provide hotel administration a valid passport or ID card and a valid guest credit card to guarantee potential additional services. If guest does not agree to present a credit card, guest must submit a cash deposit in amount of 200.00 EUR to guarantee potential additional services.

If a reservation is made in advance or via online reservation systems, upon arrival guest must present the booking confirmation or a voucher from tour company and a credit card which was mentioned to guarantee a reservation.

The hotel reserves the right to pre-authorize guest's credit card for the amount that would cover the accommodation costs.

Payment for accommodation must be made during the check in.

### ***Early check-in and late check out:***

The hotel can offer an early check-in and late check-out in case of approving the availability in advance with the hotel administration.



Early check-in is available from 10:00 a.m. for an additional cost in amount of 25 % of the booked room rate for 1 night.

Late check-out available until 6:00 p.m.

Leaving the hotel before 4:00 p.m., the additional payment for the accommodation will be in amount of 25 % of the booked room rate for 1 night.

Leaving till 6:00 p.m., the additional payment for accommodation will be in amount of 50 % of the booked room rate for 1 night.

Departing after 6:00 p.m. The additional payment for accommodation will be in amount of 100 % of the booked room rate for 1 night.

### ***Extra bed:***

There is possibility to place 1 extra bed (fold-out chair) and 1 baby cot in the room. On the client request an extra bed must be confirmed with hotel administration at the time of booking.

For children under 6 years of age, residence in one room with adults are free of charge.

For the third person residence in the room, which is 6-12 years old, there is an additional fee, which is 10% of the room rate for the accommodation period.

For the third person residence in the room, which is 12 years old or older, there is an additional fee - 25% of the room rate for the period of residence.

### ***Payment types:***

For hotel services guests can pay by bank transfer (advance payment), credit card (Visa, MasterCard, American Express and Maestro) or by cash (euros or dollars).

### ***Payment conditions:***

Invoice for accommodation must be paid before or during check-in time.

Bill for the additional hotel services must be paid before or at the time of the guest's departure from the hotel. If the guest does not pay for hotel services until a mentioned time above, the hotel has the right to charge from the client's credit card the full amount of the stay and used additional services provided by the hotel.

Additional services are not automatically included in the accommodation price, but are paid separately before or during the guest's check-out from the hotel.



The guest can place money on deposit to pay additional services.

Payment for accommodation and additional services is performed according to the price list that is confirmed by the hotel administration.

***Accommodation price includes:***

Accommodation for 2 persons, A ' la carte breakfast, 12% VAT, free TV channels and Wi -Fi internet, room cleaning 1 x per day , turndown service 1 x per day, use of air conditioning, private safe use in the rooms, the possibility to use the summer sun beds on the private hotel beach.

***Parking:***

Free parking place is available in the hotel territory for hotel and restaurant guests.

Closed underground parking is available for hotel guests in the territory of residential complex "DzintaruRezidence" in Madona Street Nr. 5, 5 minutes walking from the hotel in the price of 10 EUR per night.

The hotel is not responsible for the guest's personal automobiles and its contents, which are parked in the above mentioned hotel parking.

***Smoking policy in the hotel:***

There is allowed to smoke only on the hotel terraces in front of the rooms and in the hotel yard.

Smoking in any of hotel inside areas and rooms is forbidden. The penalty for smoking in the rooms is 75 EUR.

***Guests visitors rules of stay in the hotel rooms:***

Guest's visitors may stay in the hotel rooms only until 11:00 p.m. After 11:00 p.m. the visitors stay in rooms must be coherent with the hotel administration and, if necessary, must be presented with visitor's identity documents.

***Telephone calls:***

Payment for external phone calls is performed according to the price list that is confirmed by the hotel administration and is added to the guests invoice.

***Internet access:***



There is available free wi-fi internet in the hotel public areas and guest rooms. Password can be acquired at the hotel administration.

***Guest transportation:***

Upon request, guests are provided for an additional charge with a transfer from the airport to the hotel and from the hotel to the airport or other specified destination.

***Pets:***

The hotel allows to stay in the rooms with pets weighing up to 5 kg, upon advanced approval by the hotel administration. The surcharge for animals - € 35.00 per night.

The guest bears full financial responsibility for its owned pet's aroused damage to the hotel property, as well as the noise made, disturbing the other hotel guests peace.

***Security rules:***

The rooms are equipped with individual safe boxes that are suitable for guests to keep their personal belongings. The hotel is not liable for customer personal belongings loss.

Do not damage hotel inventory. If you found a defective equipment in the room on arrival, please inform reception to avoid any misunderstandings.

If damages are caused by the guest, the guest complies to compensate the amount of damages made.

It is not allowed to light candles in the hotel rooms without prior consent of hotel reception administrator. Do not leave lighted candles unattended. Do not bring inflammable objects or chemicals in the hotel.

After 11:00 p.m. in the hotel rooms can stay only registered persons.

For security reasons, after 11:00 p.m. Guests are asked to make their visitor registration at the reception. Guest bears full responsibility for its visitor's action.

Children under 18 years must be under the supervision of an adult or authorized person.

Upon check-in each guest receives an electronic room key. For guests and their belongings safety, it is forbidden to give electronic key to the third party. Each hotel guest is responsible for received electronic room key damage or loss.



In case the guest is not in his room for more than 3 days and he has not notified the hotel administration in advance about his absence, the hotel administration has the right to organize committee and describe all of the customer's property and inform the police about the guest's absence.

***Video surveillance in the hotel:***

Video surveillance system operates in the hotel public areas and part of the staff rooms so the video-recording can be made. Video surveillance is being carried out for the guest's personal security and to ensure the high standard service for “Light House Jurmala” hotel and restaurant guests and staff.

***Photography and filming:***

Photography and filming for commercial purposes (including trademarks and brand) requires to get a prior written hotel's “Light House Jurmala” permission.

***Additional information:***

In case of any medical, allergic or any other important factors that may effect on your stay, please inform the hotel staff at the time of your reservation.  
Accommodation, please inform the hotel staff while making reservation.