

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. Ako želite dodatne pogodnosti i usluge, molimo Vas obratite se Recepciji Hotela. Za dodatni ležaj naplaćuje se naknada.

Recepcija

Radno vrijeme recepcije je 0-24 sata dnevno. Recepcija vrši usluge čuvanja prtljage 1 dan ili dulje, usluge pošte i dostave poruka gostu, fotokopiranja, e-maila i poziva za buđenje u sobu. Uz dodatnu naknadu od 5,00 € recepcija vrši uslugu pohrane vrijednih predmeta. Na upit je dostupna usluga prijevoza gosta po destinaciji. Osoblje hotela vrši uslugu nošenja prtljage od 7:00 do 21:00.

Doručak i posluga u sobu

Doručak: 07:00 -10:00 Doručak u sobi: 07:00 - 11:00
Sobna posluga: 07:00 - 24:00

Jela i pića posluženi u sobama naplatit će se prema cjenicima Minibara, The Bara te restorana Taurus. Nadoplata za poslugu doručka u sobi iznosi 5,00 € 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 25,00 €.

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. Popodnevno čišćenje sobe dostupno je na upit do 21:00.

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 „pet-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 € po psu i po noćenju. Psi vodiči i psi pomagači su uvijek dobrodošli bez naknade.

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

INTERIGRE d.o.o. • Karlovačka cesta 36b • 10020 Zagreb • Croatia • OIB: HR57930981912 • E-mail: info@admiralhotel.hr
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IBAN: HR5924840081107374955 • SWIFT: RZBHHR2X



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 €. 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. Ako su u sobi pronađeni tragovi pušenja, na sobu će automatski biti knjižena kazna za pušenje u iznosu od 50,00 €.

Internet

Cijeli hotel je pokriven besplatnim bežičnim internetom.

Relax zona

Relax zona sadrži tursku i finsku saunu te jacuzzi. Nadoplata za uslugu iznosi 20,00 € po satu

Teretana

Teretana je besplatna za goste hotela.

Otkazivanje / No Show

Za više informacija, molimo kontaktirajte nas na hotel-i@admiral.hr.

Obavijest o načinu podnošenja pisanog prigovora

Sukladno članku 10. stavak I. 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 hotel-i@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 podnošenja prigovora.

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Hotel Rules

Check-in 15:00-04:00 h
Check-out 11:00 a.m

Flexible check-in/check-out

Depending on the availability of rooms on the day of check-in/check-out of the guest.

Price per night

The price of a night's stay in the 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. A fee is charged for an extra bed.

Reception

The reception is open 0-24 hours a day. The reception provides luggage storage services for 1 day or longer, mail services and delivery of messages to the guest, photocopying, e-mails and wake-up calls to the room. With an additional fee of €5.00, the reception provides a storage service for valuable items. On request, the service of transporting the guest to the destination is available. The hotel staff carries out luggage service from 7:00 a.m. to 9:00 p.m.

Breakfast and room service

Breakfast: 07:00 - 10:00 Breakfast in the room: 07:00 - 11:00
Room service: 07:00 - 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. The supplement for breakfast service in the room is €5.00 per person.

Auxiliary bed

Extra beds can be placed in selected room categories, namely in Deluxe, Deluxe twin and Executive rooms and in the Zagreb Suite, Junior Suite and Admiral Suite apartments with an extra charge of €25.00.

Daily rest

Rooms for day rest are rented out between 10:00 and 18:00, for a maximum duration of 8 hours. The service is available depending on the occupancy of the hotel. The day care service is charged at 70% of the price of one night.

Room maintenance and cleaning

Maintenance and cleaning of rooms is carried out between 08:00 and 16:00. If the guest wants a specific time for cleaning the room, please arrange such a time at the Reception. Afternoon room cleaning is available on request until 21:00.

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).

Baby crib

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

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**Pets**

Admiral Hotel is a "pet-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 per dog and 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. Accommodation service and residence tax amounting to €1.59 are charged upon registration. 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 hotel rooms and apartments. If traces of smoking are found in the room, a fine for smoking in the amount of €50.00 will automatically be charged to the room.

Internet

The entire hotel is covered by free wireless internet.

Relax zone

The relaxation zone contains a Turkish and Finnish sauna and a jacuzzi. The surcharge for the service is €20.00 per hour

Gym

The gym is free for hotel guests.

Cancellation / No Show

For more information, please contact us at hotel-i@admiral.hr.

Notice on how to submit a written complaint

Pursuant to Article 10, Paragraph I, Point 10 of the Act on Catering Activities (Official Gazette 85/15, 121/16, 99/18, 25/19, 98/19, 32/20 and 42/20), we inform guests to object to the service can be submitted in writing in the complaint book in the hospitality facility, by mail to the address of the company's headquarters and by email to hotel-i@admiral.hr, and we will confirm its receipt in writing without delay, or deliver it to the address. We will respond to written objections in writing within 15 days from the submission of the objection.

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