



ACCOMMODATION RULES

Sport Arena Malacky

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Facility and Operator Identification Data

Facility name: Sport Arena Malacky
Address: Na píle 6287/1, 901 01 Malacky
Responsible manager: Boris Sivák
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Name of the operator: Šport aréna Malacky, s.r.o.
Registered office: Na píle 6287/1, 901 01 Malacky
Company ID: 52 471 616
Statutory representative: Ing. Simona Hlavenková Contact: arenamalacky@arenamalacky.sk

Type and manner of provision of services

The sports accommodation is used exclusively for short-term accommodation for athletes in connection with their training or competition activities. **It is located on the second floor.** The length of stay between the accommodated person (sports organization) and the operator is determined by the form of reservation.

Capacity of the facility:

32 people (8 four-bed rooms) Additional services for guests:

RELAX zone, Gym hall, Multifunctional hall, Ice rink

Catering in the facility:

The possibility of ordering all-day meals in the form of catering in the GASTRO area

Layout and spatial solution of the operation

The accommodation is located on the second floor.

Room No. 1.-7. (34.87^{m2}) and room No. 8 (32.52^{m2})

Basic room equipment:

- Separate bathroom and toilet (5.91^{m2})
- Desk – 1pc
- Wardrobe – 2pcs (room no. 1-7.)
- Wardrobe – 3pcs (room 8)
- Wall shelf – 1pc
- Bedside table – 2 pcs
- Bed – 4pcs
- Chairs – 2 pcs
- Bin – 2pcs
- Mirror – 1pc

Supplying the facilities with drinking water, domestic hot water, sewage disposal

The building is supplied with drinking water from the public water supply and drained by the public sewage system, which is connected to the COV Malacky, BVS A.S.

The heating in the accommodation is through the heating radiators in the number of:

- 1 pc. room
- 1pc bathroom

Method of storage and handling of bed linen and the frequency of its replacement

The facility is equipped with a sufficient amount of **laundry according to the** bed capacity of the facility. **Clean laundry is stored in a separate warehouse. Used laundry is stored separately from clean laundry in lockable containers in the used laundry storage, which are disinfected after dispatching the laundry to the laundry room. Clean laundry is transferred in disposable plastic packaging.**

The cleanliness of bedding (pillows, duvets, blankets, etc.) and linens (towels, bedding covers, etc.) is checked when cleaning rooms. Contaminated bedding is thoroughly cleaned and washed according to the manufacturer's recommendation. Damaged and worn bed linen, towels, or other used linen is immediately removed from use. Bed linen is not changed during the client's stay (except in exceptional cases). The change of linen always takes place after the departure of the accommodated client. The contracted external company is responsible for the change of linen and the order of the accommodation part

Method and frequency of routine cleaning and general cleaning of the accommodation

Cleaning is performed on the day of check-out of the guests, namely:

- Complete cleaning of the room
- Changing bed linen and towels
- Disinfection of the bathroom and touch surfaces
- Vacuuming and disinfection of touch surfaces in the bed area
- Supplementing hygiene needs

Detergents and disinfectants used:

SOMO	acidic agent intended for cleaning sanitary ware and pools
SANOSIL CLEAN CW	detergent and disinfectant
PULIRAPID	detergent – removes lime deposits, limescale, rust
FIXINELA	Acidic drain cleaner
SAVO	Disinfectant and water cleaner (swimming pools, flooring, removes deposits, bacteria, fungi)

Cleaning and disinfection in the accommodation area is provided by a contracted external company.

Procedure for ensuring the destruction of animal pests

- Regular preventive checks by a professional company (at least 1-2 times a year)
- Use certified products safe for people and the environment

Waste management and wastewater disposal method

Solid municipal waste is collected in closable and washable containers equipped with plastic bags. The respective collection containers are emptied, cleaned and disinfected daily. Waste is disposed of through an authorized professional company on the basis of the relevant contract at weekly intervals. Sharp and biologically contaminated waste is not produced on site

Instructions for accommodated clients:

At the same time, the Client who rents the room (s) undertakes to comply with these Accommodation Rules.

In the event of a breach of the Accommodation Regulations, the ŠAM Operator is entitled to cancel the order or terminate the provision of accommodation services

1. The client's accommodation will be based on a binding reservation/order and payment of the reservation fee – a deposit that will be deducted when billing the stay. In the event of cancellation of a reservation/order, the applicable cancellation policy under the General Terms and Conditions shall apply. The sports arena can only accommodate a client who checks in properly. For this purpose, the client shall present a valid identity document to the relevant employee. In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR), we inform clients that the personal data you provide during registration will be processed for the purposes of securing your requests, providing services and fulfilling our legal obligations.

3. Only people who are not affected by infectious diseases are allowed to use the accommodation.
4. Based on the booked accommodation, the client is obliged to check in no earlier than 14:00 and no later than 22:00 – until this time, the room is booked for the client, unless otherwise specified in the order. If the client does not arrive on the agreed day of arrival by 22:00, the Operator is no longer obliged to accommodate the client. On the day of termination of accommodation, the client is obliged to vacate the room by 10:00 a.m., unless otherwise agreed in advance.
5. If the client requests an extension of the accommodation, it can only be provided if the accommodation capacity is available. If there is a possibility of extended accommodation, the Operator is also entitled to provide a different room than the one in which it was originally accommodated.
6. The Client uses the room for the period agreed with the Operator.
7. When occupying a room, the client checks the condition and functionality of the equipment in the room in their own interest and immediately reports any defects to the responsible employee. The accommodated client is responsible for damage caused to property and equipment. The Operator is not responsible for the items brought in by the accommodated clients or for damage to the items left behind.
8. The Client agrees that during the entire period of its rental, a cleaning lady, a maintenance worker, or another authorized person has the right to enter his room for the purpose of performing official duties. In the event that the client does not want a regular cleaner to enter the room during their stay, they are obliged to mark the room using a device designed for this purpose, which is located at the entrance to the room.
9. The operator is not responsible for any disagreements or conflicts between guests.
10. In the room, the Client may receive visits only with the consent of the relevant employee of the Operator. After approval, the visit is also allowed from 7:00 a.m. to 10:00 p.m. at the latest.
11. In the room, the client must not move the device, carry out repairs or any interference with radio or television receivers, or with the electrical network or other installation.
12. The client is not allowed to use their own electrical appliances in the Sport arena and especially in the room. This regulation does not apply to electrical appliances used for the client's personal hygiene (shavers, massage machines, hair dryers, etc.) and charging devices for personal electronic devices (mobile phone, laptop, tablet, etc.).
13. The client must not loudly entertain, sing, or listen to a radio or television program in the room or in the corridors of the Sports Arena. From 10:00 p.m. to 6:00 a.m., he is obliged to observe night quiet.
14. For safety reasons, it is not allowed to leave children under 10 years of age unattended by adults in the room, in the corridors and in other common areas of the Sport Arena.
15. Pets are not allowed. There is a strict ban on smoking (**this ban also applies to electronic or smokeless cigarettes and other cigarette substitutes**) and handling open fire throughout the accommodation.
16. The Client has the right to use all the facilities of the rented room. The Client is responsible for all damage caused to the Operator's property in accordance with applicable regulations and the General Terms and Conditions.
17. The client is obliged to close the water supply closures, turn off electrical appliances and room lighting, close the windows and close the doors when leaving the room.

18. The Client pays the bill usually upon departure, unless otherwise agreed with the Operator. Upon departure, the Client is also obliged to hand over the room key. Loss, damage or theft of the key is charged in accordance with the valid price list.

19. For accommodation and other services, the client is obliged to pay prices in accordance with the valid price list available at the Operator and on the website. In the event that the client agrees in the accommodation contract other prices than those specified in the price list, he/she shall pay for accommodation under the contract.

20. Each room includes an evacuation plan indicating the escape route and emergency exits, located at the exit from the room. Misuse of emergency exits is sanctioned in accordance with the General Terms and Conditions.

21. The client's complaints and any suggestions for improving the activity are recorded by the client in the wish and complaint book, which is located at the reception.

22. The client is obliged to comply with the provisions of these Accommodation Rules from the moment he rents the room. In the event of a serious breach of it, the Operator has the right to withdraw from the contract for the provision of accommodation services even before the expiry of the agreed period.

23. A client who has not arranged a catering unit with the Operator is not permitted to consume food or beverages in the designated Gastro Zone. Violation of this prohibition is considered a violation of the operating rules.

24. The interior entrance door in the accommodation section opens by attaching an electronic chip. Entry is possible daily from 7:30 a.m. to 9:30 p.m. Outside these hours, the entrance through the main door is **blocked**. From 9:30 p.m. to 7:30 a.m., access to the building is through the exit door.

These accommodation rules are available to clients in the rooms and on the Operator's website.

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