

ACCOMMODATION RULES OF ESPERANZA LAKE RESORT

1. GENERAL PROVISIONS

- 1.1. These Accommodation Rules of Esperanza Lake Resort (hereinafter referred to as the "Rules") establish the terms and conditions for booking, payment, and provision of services by Esperanza Lake Resort (hereinafter referred to as the "Hotel"), located in Paunguriai, Trakai District, LT-21282, Lithuania.
- 1.2. The Hotel is operated by UAB "Mello Trading," legal entity code 301793094, with its registered office at Lukiškių g. 3, Vilnius, Lithuania. Hotel contact details: phone +37066003366 and email reception@esperanzaresort.lt.
- 1.3. The Hotel provides accommodation and dining services, conference and/or event venue rental, organization of conferences and/or events, SPA services, and other recreational activities (e.g., bicycles, tennis courts, etc.).
- 1.4. These Rules are binding on all Hotel guests (hereinafter referred to as the "Guest") who enter the Hotel premises and/or use its services.
- 1.5. By registering, the Guest confirms that they have read and understood the Rules, have informed any accompanying persons thereof, and agree to comply with them. If the Guest does not agree to the Rules, they may not use the Hotel's services.
- 1.6. The Hotel's personal data processing conditions are detailed in the Hotel's Privacy Policy. Guest data is submitted to the National Tourism Information System as required by law. If the Guest is a member of the "Marriott Bonvoy" loyalty program, their data may be transferred to the Marriott International system.

2. RESERVATIONS AND CONTRACT FORMATION

- 2.1. Reservations can be made via email, telephone, online, or in person at the Hotel.
- 2.2. When booking, the number of Guests, preferred room type, arrival and departure dates, and any special requests (e.g., traveling with a pet) must be specified.
- 2.3. If the reservation is made under a cooperation agreement, the agreement number must be provided. Otherwise, the Hotel will treat the reservation under standard conditions.
- 2.4. A reservation is confirmed upon full payment of the indicated booking fee within the specified timeframe. A properly paid reservation receives a confirmation number.
- 2.5. A contract for Hotel services is considered concluded when the Hotel confirms the paid reservation and issues a confirmation number.
- 2.6. Unpaid reservations remain valid until the end of the payment period and are cancelled thereafter.
- 2.7. The Hotel will provide the Guest with a room of the reserved type and other services but does not guarantee a specific room.

3. CHECK-IN, CHECK-OUT, AND DINING

- 3.1. Guests must check in by presenting a valid ID, visa (if required), payment card details (if required), and completing the registration card. Failure to provide the requested documents or information entitles the Hotel to refuse service.
- 3.2. The Hotel administrator verifies the Guest's identity and provides information on the Hotel's rules, services, and offers.
- 3.3. Check-in time: from 15:00. Check-out time: until 12:00.
- 3.4. Early check-in or late check-out is available upon prior arrangement and subject to an additional fee.

- 3.5. If the Guest fails to check out on time, the Hotel may relocate their belongings to a secure place and/or charge an additional fee for extended room use.
- 3.6. Breakfast and other meals are served at times indicated at the reception. Room service is available at an additional charge. If the Guest checks out early, a takeaway meal may be provided upon request. Early departures must be reported at least one day in advance.

4. PRICES AND PAYMENTS

- 4.1. General prices and payment terms are published on the Hotel's website www.esperanzaresort.lt or in other official Hotel materials. Specific booking prices are stated in the booking offer and/or confirmation.
- 4.2. Service prices are listed in euros, including VAT.
- 4.3. The Hotel reserves the right to change services and prices without prior notice. Prices in confirmed bookings can only be changed by written agreement between the parties.
- 4.4. Additional charges imposed by authorities may apply and are not included in the Hotel's service prices.
- 4.5. Payment can be made in cash, by card, or via bank transfer.
- 4.6. The Guest is personally responsible for paying for all additional services used.
- 4.7. If advance payment is not made, the Hotel may pre-authorize the payment card for the duration of the stay or request a deposit.

5. SERVICE CANCELLATION

- 5.1. Paid but unused services, including no-shows, are non-refundable unless cancelled according to the established procedure.
- 5.2. Early departures must be reported to the reception. In such cases, refunds are provided proportionally to the unused nights. If no notice is given, a fee equivalent to one night's stay applies.
- 5.3. Refund terms for specific bookings are outlined in the booking details.
- 5.4. If a reservation is cancelled less than 24 hours before arrival, no refund will be issued, and the amount may be deducted from the reserved card.
- 5.5. If the reservation is cancelled more than 48 hours prior to the scheduled arrival, a late cancellation fee equal to the price of one night's stay shall apply, unless otherwise stated in the reservation confirmation (non-refundable amounts may be charged from the amount reserved on the Guest's card).
- 5.6. An additional fee applies for each unregistered Guest. All persons present in the room after 11:00 PM must be registered by informing the Hotel administration.
- 5.7. The Hotel may deduct unpaid amounts from the payment card or deposit provided as a guarantee.

6. ARRIVAL WITH PETS

- 6.1. Guests with pets not allowed at the Hotel.

7. STORAGE OF ITEMS AT THE HOTEL

- 7.1. The Hotel's liability for Guest belongings is governed by Article 6.865 of the Civil Code of the Republic of Lithuania.
- 7.2. The Hotel is not responsible for lost or unsecured items if loss occurs due to the Guest's or their companions' fault, force majeure, or item characteristics.

- 7.3. Any loss or damage must be reported immediately; otherwise, the Hotel is not liable.
- 7.4. Placing items in the room safe does not constitute handing them over to the Hotel.
- 7.5. The Hotel may refuse to store dangerous, oversized, or high-value items.
- 7.6. Hotel parking areas are not guarded, even if paid, and the Hotel is not liable for vehicles, belongings, or animals left inside.

8. GUEST RESPONSIBILITIES AND LIABILITY

- 8.1. Guests must comply with the Hotel rules, fire safety regulations, staff instructions, and remain quiet during designated hours.
- 8.2. Smoking (including e-cigarettes) is strictly prohibited in rooms and non-smoking areas. Violation incurs a 400 EUR fine.
- 8.3. Guests may not bring unauthorized persons, dangerous objects, substances, or weapons into the Hotel.
- 8.4. Guests must use facilities and inventory responsibly. It is prohibited to litter, pick plants, park improperly, use towels or indoor furniture outdoors, move furniture, or alter the interior.
- 8.5. Guests are responsible for their belongings, must lock rooms when leaving, and not leave items unattended.
- 8.6. Minors may use services only under adult supervision. Children under 12 must not be left alone in rooms or shared areas. Adults are liable for the conduct and safety of minors in their care.
- 8.7. When using the gym, bicycles, or other equipment, Guests are responsible for their own and others' safety. Usage while intoxicated or without knowledge of proper operation is prohibited.
- 8.8. Guests must immediately report faults, fire, or emergencies to the Hotel staff. Faulty equipment must not be used.
- 8.9. Guests must not organize photoshoots, launch fireworks, or bring and consume outside food or drinks at events without permission.
- 8.10. Upon departure, Guests must settle all charges and return room keys.

9. USE OF SPA FACILITIES

- 9.1. SPA services must be booked in advance at reception, by phone, or email.
- 9.2. Cancellations must be made at least 12 hours before the procedure to avoid a 100% charge.
- 9.3. SPA guests must follow hygiene, behavior, and relaxation rules. Showering is mandatory before using pools or saunas. Towels must be placed under the body in saunas and relaxation areas.
- 9.4. Minors are allowed only with adult supervision. Children under 3 must wear special diapers and floatation devices.
- 9.5. Use of SPA facilities while intoxicated, contagious, or with open wounds is prohibited.
- 9.6. Guests are responsible for their own and accompanying persons' safety; no lifeguards are on duty.
- 9.7. Guests must leave the SPA area by closing time or when instructed by staff.

10. HOTEL RIGHTS AND DUTIES

- 10.1. Rooms and common areas are cleaned, and linens and towels are changed according to hygiene standards.
- 10.2. Hotel staff may enter rooms for maintenance, safety, or emergency purposes.

- 10.3. Staff will warn Guests about inappropriate behavior. Guests may be relocated, removed, or reported to the police if they behave inappropriately, pose risks, damage property, violate rules, or ignore staff instructions.
- 10.4. Due to technical or unforeseen reasons, services may be temporarily unavailable, or rooms reassigned. Compensation is not provided unless a lower-standard room is given, or prepaid services are not delivered.
- 10.5. The Hotel may unilaterally terminate the agreement without compensation if the Guest (or associated minors) commits the following and does not immediately rectify them after a warning:
 - 10.5.1. Violates these Rules, public order, behaves aggressively or offensively, threatens others' health, safety, or peace, or allows pets or minors to do so.
 - 10.5.2. Consumes alcohol or drugs in shared areas or disturbs others while under their influence.
 - 10.5.3. Destroys or damages property of the Hotel and/or other persons, ignores staff instructions, or endangers safety.
 - 10.5.4. Provides false identity, booking, or payment details, uses another's identity, booking details or payment card, refuses to confirm identity, booking details or pay.
- 10.6. Upon termination, the Guest must immediately leave the premises. The Hotel may retain payments for unused services, demand payment for used services, and compensation for damages caused by the Guest, their children, visitors, or pets.
- 10.7. Termination decisions are communicated verbally and/or in writing, depending on urgency.
- 10.8. Where possible, the Hotel will allow the Guest to correct issues before termination.

11. LIABILITY

- 11.1. Guests are responsible for their and their minors' safety and health when using Hotel services and must follow all applicable usage and safety rules.
- 11.2. In accordance with Lithuanian law, Guests must compensate for any damage caused to the Hotel's or others' property or health by themselves, their minors, pets, or invitees.
- 11.3. Items found in the Hotel are stored for 3 months after departure. They may be returned by mail or courier at the Guest's expense.
- 11.4. All items in the rooms and other premises remain the property of the Hotel, except for disposable hygiene products, which may be taken upon departure.
- 11.5. If the Guest suffers loss or damage during their stay, they must inform the Hotel administration before departure. Such cases are handled according to Lithuanian law.
- 11.6. The Hotel is not liable for damage resulting from the Guest's failure to follow these Rules, service usage, or safety requirements.
- 11.7. Force majeure liability is governed by the Civil Code of the Republic of Lithuania.

12. GIFT VOUCHERS

- 12.1. Gift vouchers are valid until the indicated date, may be used only once, are non-refundable and non-exchangeable. Standard booking rules apply when using gift vouchers.
- 12.2. Vouchers are valid only for the specified services and must be presented before service is provided.

13. INTELLECTUAL PROPERTY AND IT SECURITY

- 13.1. All Hotel logos, names, website content, design, promotional materials, software, information systems, photos, and other intellectual property are protected under applicable laws.

- 13.2. Any copying, distribution, modification, publication, or use for commercial or other purposes is prohibited without prior written Hotel consent.
- 13.3. Guests must not interfere with the operation or security of the Hotel website or booking systems, including unauthorized access, data manipulation, uploading malware, or disrupting access. Such actions are considered a serious breach and may be reported to authorities.
- 13.4. The Hotel reserves the right to restrict or terminate services for violations of intellectual property or IT security policies.

14. GOVERNING LAW AND DISPUTE RESOLUTION

- 14.1. These Rules are governed by the laws of the Republic of Lithuania.
- 14.2. Any disputes between the Guest and the Hotel shall be resolved through negotiations. If no agreement is reached, disputes shall be resolved in Lithuanian courts according to the Hotel's location, unless otherwise specified by law.
- 14.3. Consumer disputes may be submitted to the State Consumer Rights Protection Authority (Goštauto g. 12, 01108 Vilnius, Lithuania, email: tarnyba@vvtat.lt, phone: +370 5 262 6751, website: www.vvtat.lt) or to the relevant territorial units or via the ODR platform: <http://ec.europa.eu/odr/>.