

House rules

Dear Guests,

At Hotel Petronilla we want all of our guests to feel comfortable, respected and safe. We are a small boutique hotel with limited spaces and therefore kindly ask you to follow our House Rules:

Dress Code

Please do not walk and stay in the public Hotel areas in inappropriate clothing, i.e. pajamas, underwear, bathing suit, sweaty gym garment, hotel slippers, bare feet, on socks, etc. Walking without clothing is strictly forbidden. Please make sure you are appropriately dressed when going to the Hotel's breakfast and dining area and bar. Proper attire is required in public areas of the hotel.

Smoking

Hotel Petronilla is a non-smoking hotel. Smoking is not permitted on the hotel premises. You may smoke on your balcony if available but keep the door closed at all time to prevent smoke from entering the room. Any violation of this rule may result in a fine. If smoking inside the room, an additional night will be charged to allow extra sanitizing.

Mobile phones

Please refrain from using mobile phones or other digital devices in the breakfast and dining area and bar. As our ambience is so small please avoid loud speaking. Do not disturb other Hotel guests by loud noises in Hotel rooms, hallways and public areas especially from 22:00 to 8:00 hours.

Pets

Pets are allowed in the Hotel rooms with a prior announcement and a possible additional charge. Please note that pets are not allowed in the dining areas. Pets are not to be left unattended in all Hotel areas. All pets must be under the complete control of a responsible guest, and must be on a hand-held leash at all times. The pet owner is responsible for any possible damage caused by the pet.

Valuables

For your money, securities and other valuables there is a safe at your disposal in your room. Instructions are in the safe itself. The hotel is not liable in case of theft or loss. The hotel is not responsible for accidents and injuries.

Fitness room

The fitness room is located on the -1 floor and available to hotel guests from 7.00 to 21.00. Access is allowed for guests from 16 years onwards. It is not allowed to bring in food or drinks (with the exception of water). Before accessing kindly contact the reception. To use the sauna or hot tub, contact the reception at least 20 minutes before accessing.

Children policy

Children under 12 years old are allowed to stay in their parents' room for free including extra bed and breakfast. None of our guest rooms can sleep more than 3 persons.

For health and safety reasons children under 12 years of age must be accompanied by an adult at all times and may not use the facilities alone or roam around the building, restaurant and garden, they are not permitted to use the gymnasium, sauna or hot tub by themselves. Accompanying adults are invited to ensure appropriate behavior of the kids so as not to disturb other guests.

Check-out

Please vacate the room by 10.00 am on the check-out date. Should you like to stay longer than 10.00 am in your room please contact reception, and additional charge might apply for late checkout. Guests who check out of the hotel prior to their scheduled departure date are subject to an early departure fee of one night.

Thank for adhering to these basic hotel policies. Additional rules are applicable for Corona protocol, lost & found procedures, non-registered visitors and you may ask at reception for more information.

Uta Wilmer
Manager Hotel Petronilla