

Hotel policy

We want You to consider Yourself at home in "BalticInn". This is why, in order to provide You pleasant and safe stay at our hotel, we kindly ask You to review the services use conditions and internal regulations!

Check-in time:

Checking in: starting from 3:00 p.m.

Departure: till 12:00 a.m.

If You want to arrive to the hotel earlier or to leave it later than the indicated time, we kindly ask You to inform us in advance by phone: +37167 218 401, or by e-mail:info@balticinn.lv

Room reservation:

For room reservation call: +37167 218 401, or by e-mail:info@balticinn.lv

Terms of registration:

For registration in the hotel, guests need valid passport, driving license (for Latvian residents) or ID card.

Payment procedure:

For hotel services guests can pay by means of money transfer, credit card (Visa, Euro/MasterCard, American Express and Maestro) or in cash (in Lats, Euro or US Dollars).

Room reservation terms:

In order to perform guaranteed reservation, a guest has to make prepayment after the receipt of reservation confirmation, 7 days before arrival to the hotel during summer period (1st of June – 31st of August) and 24 hours before arrival to hotel during fall-winter period (1st of September – 31st of May), or has to indicate a credit card number as a guarantee.

Attention!

The resort hotel has a right to cancel not guaranteed reservation without any preliminary notification. In case of not guaranteed reservation, guest can choose a room only from the hotel rooms being available at that time. In case of not guaranteed reservation, if guest has not arrived in the appointed day of arrival till 6:00 p.m., the hotel has the right to sell the room to any other person.

Room reservation cancellation terms:

In case of not guaranteed reservation, if guest has not arrived to the hotel till 6:00 p.m., the hotel has the right to sell the room to any other person.

In case of guaranteed reservation, if guest cancels reservation in the appointed day of arrival, the hotel has the right, at its sole discretion, partly compensate losses, appearing because of such cancellation, as well as all the charges appearing because of paying back the received money in cash or to the bank account of the client, but not less than 5 (five) % of the deposited amount, except for the specific cases, if they are indicated in the agreement.

If guaranteed reservation is cancelled 7 days (Latvian time) before the appointed day of arrival during summer period (1st of June – 31st of August) and 24 hours before the arrival during fall-winter period (1st of September – 31st of May), the deposited money will be returned, but the client pays all the hotel charges appearing because of paying back the received money in cash or to the bank account of the client, but not less than 5 (five) % of the deposited amount.

Room price includes:

Breakfast and outdoors swimming pool (for hotel room guests), VAT, Wi Fi, parking lot, from 7:00 a.m. to 11:00 a.m. during summer period (1st of June – 31st of August) and from 07:00 a.m. to 10:30 p.m. during fall- winter period (1st of September – 31st of May).

Smoking in the hotel:

Smoking is allowed only in the hotel yard.

Visitors:

We kindly ask You to register any visitor staying in Your room after 11:00 p.m. at the reception.

Transportation services:

We arrange transfer from the air-port to the hotel and from the hotel to the air-port or any other place upon request. Car rental services is also available.

Pets in the hotel:

You can stay in our hotel only with lap-pets weighing not more than 3 kg, in the special rooms.

Clothes:

Guests can stay in the bathrobe and slippers only in the hotel rooms, and going to recreation center.

Storage of valuables:

You can store money, jewellery and other valuable things at the hotel reception. The hotel is responsible only for things left at the hotel reception.

Security conditions:

It is forbidden to bring and keep inflammable materials in the rooms, use personal electric heaters, spoil furniture and disturb other guests.

As we take care of Your personal safety and safety of other clients, as well as quiet atmosphere on the hotel, recreation center., it is strictly forbidden to stay here in a state of strong alcoholic intoxication.

The hotel staff has a right to refuse to serve a customer, being in a state of strong alcoholic intoxication. In this case money for the booked and prepaid services is not returned.

Damage:

In order avoid any misunderstanding, in case You find any damage in the room, we kindly ask You to immediately inform the hotel reception about it. If the damage was made by the guest, the client will have to pay for it depending on the damage.

Swimming pool and water relaxation areas' internal regulations:

In order to avoid any incidents in the swimming pool and water relaxation areas of the hotel, we advise You to think over if You swim well. In case You are not sure, the sports centre trainers will be glad to help You and will teach You to swim.

It is strictly forbidden to use glassware and drinks in glass bottles in the swimming pool and water relaxation areas.

You can stay in the swimming pool and water relaxation areas only in swimming suits and swimming trunks.

In order to avoid traumas and correspond to the training atmosphere, it is allowed to visit recreation center only in the proper clothes and shoes.

Accommodation of children in the hotel:

Children under 18 years old can stay in the hotel in the care of their parents or an authorized person.

Children under 6 years old can stay in their parents' room free of charge. For accommodation of children older than 6 years old the payment according to the price-list is taken.

Complaints, suggestions, information:

If You have any complaints, questions and advice apply to the hotel reception. Our helpful personnel will give You all the information about services, excursion routes and answer questions You are interested in in the Latvian, English and Russian languages.

Confidentiality:

The hotel guarantees that it will not use Your personal data in order to get profit and will not sell it to any third party.