

ABOUT HOTEL POLICIES

At Radisson Blu Resort & Spa, Split, our commitment lies in ensuring **100% guest satisfaction**. To uphold this pledge, we meticulously outline our Hotel Policies covering features like **Parking, Check-In/Check-Out times, Cancellations, Payments, etc.** Should you seek further clarification or details, we encourage you to reach out to the hotel directly as your comfort and contentment are our utmost priority.

CHECK-IN / CHECK-OUT

Our check-in time begins at **15:00 (3pm)**

Our check-out time extends until **12:00 (noon)**.

Documents needed for check in procedure: passport, ID card and credit card.

During the check-in process, it is mandatory for us to report your stay to government authorities. For more detailed information on this requirement, please visit the following web site: <https://www.htz.hr>

Late check-out and early check-in options are subject upon availability and may incur an additional fees

CANCELLATIONS & NO SHOWS

Cancellation policies may vary depending on the rate or dates of your reservation. Please refer to your reservation confirmation to verify your cancellation policy. If you require further assistance, contact our team. Alternatively, you can cancel your reservation online.

In case of no show, the full amount of the booking will be charged. All nights will be automatically cancelled, meaning that hotel does not hold your room after no show.

PAYMENT

Hotel Currency is EUR - Euro

Accepted Payment Options - American Express, Diner's Club, MasterCard, Visa, Maestro, cash.

Pre-authorization of your credit card will be done during check in. Pre-authorization is technically a "hold" on your credit card credit line from a purchase placed there by a merchant (Radisson Blu Resort & Spa, Split) who has initiated a charge, but not completely processed it.

When the merchant (Radisson Blu Resort & Spa, Split) completes the charge process, the pre-authorization amount will be replaced by an actual charge debited from your card. If the actual charge is less than the pre-authorization amount, the rest of it will be released up to 7 days after your departure.

Important:

- We only accept credit cards for pre-authorization.
- The amount we obtain will depend on the length of your stay, however the member of staff checking you in will explain this process clearly.
- No funds will be taken from your credit card, but it will show as a 'Pending Transaction'.
- The authorization of your card will last the length of your stay and it will take up to 7 days after your departure to be released.
- You can use a different card to settle your final bill.
- If you have any inquiries regarding pre-authorization process, please don't hesitate to reach out to one of our Front Office team members

CITY TAX

The tourist tax must be paid by any person not resident in the city of Split, for each overnight stay (i.e. per person per night) in facilities situated within the Municipality of Split.

Category	City tax 01.10. – 31.03. per night (per person)	City tax 01.04. - 30.09. per night (per person)
Children up to the age of 11 years	Free of charge	Free of charge
Children 12-18 years	0,90 EUR	1,00 EUR
Children > 18 & Adults	1,80 EUR	2,00 EUR

CHILDREN'S POLICY

Children under the age of 18 must be accompanied by an adult and cannot be registered in the room by themselves.

Baby Cots for infants are available Free of charge.

Children up to the age of 11 stay Free of charge while sharing a bed with their parents. If they require an extra bed, this service will be charged from 55,00 EUR till 70,00 EUR per person, per night, depending on the season.

Children of the age of 12 and above are being charged as an adult.

FAMILY ALWAYS COMES FIRST

We at Radisson Blu Resort & Spa, Split understand your need to spend quality time with your family and we are here to make the most of your stay by offering the facilities you need, the services you expect and the benefits you deserve.

You and your children would be happy to know we offer:

- Baby cribs free of charge
- Children menus in our restaurants
- Highchairs in restaurants
- Children's pool
- Kid's corner at Super Breakfast Buffet

ROOM CAPACITY POLICY

All room rates are based on double occupancy. Maximum sleeping capacity in a room or suite varies from 2 to 6 persons, depending on the room/suite type booked. Additional adults in a room or suite on an extra bed will be charged from 55,00 EUR till 70,00 EUR per person, per night, depending on the season.

HALF BOARD SERVICE

Guests can choose between half board lunch or dinner services, where half board lunch needs to be booked at least 24 hours' in advance.

Category	Additional cost for HB (Half Board)
Children < 6	Free of charge

Children from 6 till 11 years	19,50 EUR
Children > 12 & Adults	39,00 EUR

PARKING

Self-parking is available for 15,00 EUR per 24-hour period from 01.11. till 31.03., and 20,00 EUR per 24-hour period from 01.04. till 31.10.

Our parking facility can accommodate a maximum of 138 vehicles.

The parking facility is fully secured and offers both outdoor and covered parking areas for your convenience. Additionally, you have the option to charge parking fees directly to your room.

Complimentary electric car charging stations, including E-chargers, are available exclusively for hotel guests.

PETS

Please be informed that we are pet friendly hotel and we accept dogs up to 10kg with daily supplement of 35,00 EUR per dog. Dogs are allowed in outdoor area of bar and restaurants (terrace). Pets are not allowed in SPA center and our hotel beach. Pets must be under control of their owners on hotel areas throughout their stay in the hotel and not disturb other hotel guests.

ACCESSIBILITY POLICY

All our public spaces are easily accessible with a wheelchair, and we offer 5 accessible rooms within the hotel.

UMBRELLAS, CHARGERS AND ADAPTERS ON DEMAND

Please note you have possibility to borrow umbrellas, chargers, and adapters at the hotel reception. When issuing one of the mentioned items, reception clerk will post a deposit charge to the amount of 20,00 EUR on your hotel account. When the item is returned at the reception, the deposit charge will be automatically rebated. In the event that a guest fails to return a specific borrowed item, they are required to pay the previously posted charge as per hotel policy.

SPALATO SPA CENTRE

Operating hours: 7:00 AM – 10:00 PM

Due to operational requirements, the use of SPA facilities must conclude by 9:45 PM at the latest. Please note that thermal zone and sauna close at 9 PM.

Codes of conduct in SPA are obligatory for every guest and in case of repeatedly breaking the rules it will result in removing the guest from the facility.

After checking in on the reception, a locker and accompanying key is provided along with 1 towel and bathrobe. Upon arrival guest is due to sign on arrival sheet as a guarantee for returning the locker key.

General rules for SPA facilities usage:

- Shower is mandatory before and after the SPA facilities usage.
- Running and jumping is forbidden in the area of the pool.
- Mobile phone usage in form of talking, ringing and other disruptive activities is not allowed.
- Importing food and drink is forbidden.
- Naked body exposure is forbidden.

SAFETY AND SECURITY

To secure order and safety in the hotel, some notices and guidelines should be followed:

- Children under the age of 18 must be accompanied by the adult and cannot be registered in the room by themselves.
- In case you need doctor's attention, please ask our front desk for assistance and they will recommend a doctor you can contact.
- The hotel and hotel area are under video surveillance, excluding guest rooms, toilet facilities and SPA changing rooms.
- You may leave your baggage in our luggage room. The luggage room is under video surveillance, but hotel is not responsible for any object within your luggage.
- Persons under the influence of alcohol and narcotics are not allowed to enter in the hotel. Hotel reserves the right not to serve alcohol to the guests.
- Mobile phone usage in form of recording, taking pictures and other disruptive activities towards other guests is not allowed (including camera drones), also disrupting other guests, in form of yelling, staring, pushing or any form of aggressive behaviour is not allowed.
- All hotel rooms and public areas of Radisson Blu Resort & Spa, Split are 100% non-smoking. Smoking is allowed only on the terraces of our bars & restaurants. Please be informed that the fine in Croatia, for smoking inside close premises are 15 000 EUR.
- Giving room keys to third parties is not allowed.
- Bringing non-hotel guests in your room is not allowed.
- Open fire in the room, balcony or any other indoor public space of the hotel strictly prohibited. This refers to candles, lighters, matches or any other open flames.
- Keeping dangerous or life-threatening objects/materials in rooms is not allowed.
- Moving or stealing room furniture is not allowed.
- Violation of hotels codes of conduct, aggressive behaviour or actions that are life/property threatening for others is strictly forbidden and consequentially person in question can be asked to vacate the premises of the hotel.
- Destroying hotel property is strictly forbidden.
- Car parking at the hotel entrance or exit in a way that traffic is blocked is not allowed.
- In line with our hotel policy regarding guest's safety and security, outside food & beverage delivery workers are not allowed to enter in the hotel. If you wish to order outside food & beverage services, you will be requested to come to main hotel entrance on the ground floor to pick up your order at your convenience.
- It is not allowed to order food and drinks by courier service from outside the hotel and consume them in the public areas of the hotel.
- Our staff is strictly forbidden to mediate for prostitution and solicitation.