

ABOUT HOTEL POLICIES

Radisson Blu Resort & Spa, Split is strongly determined to reach **100% guest satisfaction**. By saying that, it is important to clarify all details of our **Hotel Policies** on items such as **Parking, Check-In/Check-Out times, Cancellations, Payment and much more**. For additional information, please feel free to contact the hotel directly.

CHECK-IN / CHECK-OUT

Check-in time is from 15:00 (3pm)

Check-out time is until 12:00 (noon)

Documents needed for check in procedure: passport, ID card and credit card number for insurance reasons. During check in process we are obliged to report your stay to the government authorities, please find more info about it on following [link](#)

Late check-out and early check-in are subject to availability and fee.

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) actually 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 authorisation 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 questions about pre-authorization, please contact one of our Front Office team members.

CITY TAX

The tourist tax has to 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 per night (per person) |
|-------------------------|---------------------------------|
| Children under 12 years | Free of charge |
| Children 12-18 years | 0,66 EUR (5 HRK) |
| Children > 18 & Adults | 1,33 EUR (10 HRK) |

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 under the age of 12 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 (414,40 HRK) till 70,00 EUR (527,40 HRK) per person, per night, depending on the season.

Children over the age of 12 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
- High chairs in restaurants
- Kids Club (not manned; available throughout the year)
- Children's pool
- Kid's playground at the beach
- 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 (414,40 HRK) till 70,00 EUR (527,40 HRK) 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 between 6 and 12 years | 18 EUR (132,21 HRK) |
| Children > 12 & Adults | 35 EUR (257,00 HRK) |

PARKING

Self-parking 18 EUR (132,20 HRK) for 24h.

Maximum parking capacity – 138 vehicles.

The parking is secured and contains outdoor parking area and covered parking area. It is possible to charge it to the room.

E-charger for electric cars is available and complimentary for hotel guests.

PETS

Please be informed that we are pet friendly hotel and we accept dogs up to 15kg with daily supplement of 35 EUR (257,00 HRK) per dog. Dogs are allowed in outdoor area of bar and restaurants (terrace). Pets are not allowed in SPA centre 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 of 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 charge to the amount of 13 EUR (100 HRK) on your hotel account. When the item is returned at the reception, posted charge will be automatically rebated. In the event of non-returning specific borrowed item, guest is obligatory to pay previously posted charge.

SPALATO SPA CENTRE

Working hours: 07:00 am – 22:00 pm

Due to operational needs the usage of SPA facilities must be finished at 21:45 pm at the latest. 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 2 towels and bathrobes. Upon arrival guest is due to sign on arrival sheet as a guarantee for returning the locker key.

General rules for SPA facilities usage:

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

SAFETY AND SECURITY

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

1. Children under the age of 18 must be accompanied by the adult and cannot be registered in the room by themselves.
2. In case you need doctor's attention, please ask our front desk for assistance and they will recommend a doctor you can contact.
3. The hotel and hotel area are under video surveillance, excluding guest rooms, toilet facilities and SPA changing rooms
4. 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.
5. 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.
6. 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.
7. 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. For smoking in a non-smoking area or guest room hotel will charge the guests with a fee of 50 EUR.
8. Giving room keys to third parties is not allowed
9. Bringing non-hotel guests in your room is not allowed.
10. Keeping dangerous or life-threatening objects/materials in rooms is not allowed
11. Moving or stealing room furniture is not allowed
12. 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
13. Destroying hotel property is strictly forbidden
14. Car parking at the hotel entrance or exit in a way that traffic is blocked is not allowed
15. 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.
16. It is not allowed to order food and drinks by courier service from outside the hotel.

*1 EUR = 7,53450 HRK