



**MNG PLASTIK-GOGIĆ DOO INĐIJA OGRANAK HOGO,
Vojvode Stepe 32, 22320 INĐIJA, SRBIJA
PIB 101612478, MB 08369623**

GENERAL TERMS OF SERVICE
MNG PLASTIK-GOGIĆ D.O.O. INĐIJA HOGO BRANCH

In order to ensure the safety and comfort of all hotel guests during their stay in our facility, we are providing you with more information to make your stay as pleasant as possible.

Rooms are available to guests from 3:00 PM on the day of arrival until 11:00 AM on the day of departure. If you wish to extend your stay, it is necessary to inform the reception desk promptly. The hotel reserves the right to charge for any stay past the designated check-out time if the guest fails to check out on time. Alongside accommodation services, we also offer: Spa Center (open 9:00 AM – 9:00 PM), Restaurant NEST (open 7:00 AM – 11:00 PM, Fridays and Saturdays until midnight), Cigar Lounge (open 7:00 AM – 11:00 PM, Fridays and Saturdays until midnight), Private Dining Room (open 7:00 AM – 11:00 PM), and Meeting Room. Please note that a prior reservation is required to use the private dining room and meeting room.

Guests must respect quiet hours between 10:00 PM and 7:00 AM and not disturb other hotel guests. The hotel reserves the right to discontinue any guest's stay who violates these rules or otherwise disturbs the peace.

Breakfast is served daily in the hotel restaurant between 7:00 AM and 10:00 AM, and room service is available every day from 7:00 AM to 10:30 PM.

Accommodation services are available only to properly registered hotel guests. A valid photo ID is required for registration. The hotel collects personal data from the valid ID provided for legal and efficient operation. These data are treated as confidential and handled in accordance with applicable laws and our internal Personal Data Protection Policy.

Upon check-in, guests receive a key card for their room, which they must return to the reception desk upon check-out.

The hotel does not take responsibility for lost personal items, so we kindly ask guests to store their personal and valuable belongings in the in-room safe. Please report any lost or found items to the reception desk immediately. Before leaving the hotel, please ensure you have emptied the safe and taken all your documents and valuables.

Guests are liable for any damage to hotel property caused by them or persons they are responsible for, including installations, equipment, or furniture. In such cases, the hotel has the right to charge for the damage in accordance with the price list of the damaged or missing inventory.

Please immediately report any irregularities, malfunctions or complaints about the service to the reception desk. Delayed complaints, for which we had no opportunity to respond, will not be considered grounds for a refund or discount.

The procedure for filing complaints due to service non-conformity, incorrect billing, etc., is governed by the Complaint Procedure, which is valid at the Hogo Branch as of December 13, 2024. Legal entities may protect their rights in this area as prescribed by the Law on Obligations of the Republic of Serbia.

Smoking is strictly prohibited in all rooms, balconies (*except the large balconies in deluxe terrace rooms and the terrace of the Hogo apartment*), and shared areas.

Smoking is allowed in designated areas only.

Please note that the additional charges will apply to all guests not compliant with this regulation.

In case of fire alarm activation, please follow the evacuation plan instructions on each room's door. The bringing in of explosives, weapons, flammable substances, and other hazardous chemicals is strictly prohibited.

Guests can place a DO NOT DISTURB sign on their room door. According to hotel policy, this sign may be displayed for a maximum of 24 hours, after which the hotel reserves the right to enter the room and check its general condition for safety and security reasons.

Guests are provided with free Wi-Fi in all rooms and public areas.

Pets are not allowed in the hotel.

Accommodation services are charged according to the price list displayed at the hotel's reception desk. Prices are expressed in Serbian dinars (RSD) and include VAT. They cover overnight stays with breakfast and use of SPA centre facilities.

The residence tax is not included in the price and is charged at 70.00 RSD per person per night. Children up to 7 years old are exempt from the residence tax, while children aged 7 to 15 are charged 35.00 RSD per person per night.

Please note that the Serbian dinar is the only currency we can accept per Serbian law.

All payments can be made in cash (in dinars), by payment card, or via bank transfer.

The hotel provides parking space for its guests.

During your stay, the reception desk is available 24/7 for any information or assistance you may need.

Thank you for choosing Hotel HOGO!
We wish you a pleasant stay!