



Vilnius TV lounge spaces Debesys Apartments are a delightful venue offering accommodation and catering services. These internal rules outline the obligations and rights of guests staying in the apartments when utilizing the services of the Debesys lounge and the guest service procedure.

These rules apply to all apartment guests, and each guest must adhere to them and ensure compliance among accompanying guests. Anyone in Debesys lounge area on the 68th floor is considered a guest. The individual who checked in is liable for any damages or repercussions that may arise due to rule violations.

The prices (including VAT) and payment terms and conditions for the apartment's services are set out on the Vilnius TV Tower website, www.tvbokstas.lt, and in other official promotional and informational materials. Video surveillance is implemented in common areas and spaces to ensure security.

RECEPTION AND ACCOMMODATION

- Upon arrival, guests are provided with a guest card, which must be completed with the details from a valid identity document (passport or ID card).
- Check-in time is from 3:00 P.M., and check-out time is until 12:00 P.M.
- Late check-out is available upon request, subject to availability, and at an extra cost of EUR 100 (stay extended until 6:00 P.M.).
- Guests staying less than 24 hours are charged the total daily rate regardless of the billing hour.
- Guests staying at the hotel are required to pay the Vilnius City Tax, which amounts to EUR 2 per day for individuals aged 18 and over.
- The accommodation is restricted to those who have registered on the day of their arrival.
- The individual who reserved the room(s) is responsible for the behavior of all persons staying in the room and for ensuring that these rules are followed.
- The apartment staff reserves the right to deny admission to individuals whose conduct is deemed inappropriate or violates public order. And to expel guests who repeatedly break the rules after a first warning. In this case, the payment is non-refundable.
- Video surveillance is implemented in common areas and spaces to ensure security.
- In case of any damage, the guest must immediately notify the apartment administrator, providing details of the incident, including its location and circumstances. The subsequent complaints will not be addressed unless the guest adheres to this condition.

- Upon departure, the guest is required to return the room inventory to the apartment administrator. In the event of damage, loss, or other occurrence, the guest is required to reimburse the value of the inventory. If the damage impedes accommodation for other guests, the full price of the apartment will be charged for the duration of the repair.
- If the guest fails to vacate the apartment by the agreed-upon departure time and cannot be contacted, or if they intentionally refuse to pay for the provided services and do not vacate the room upon the administration's request, the administration reserves the right to relocate the belongings to another secure location.
- The apartments are equipped with a minibar. Food and beverages provided on arrival are included in the price of the apartment during your stay. Any extra food and beverages for the minibar must be paid for. To place an order, please contact the apartment administrator.
- The Vilnius TV Tower assumes no responsibility for items left unattended in the guest's room. Guests are welcome to store their valuable items in the in-room safes provided for their convenience.
- Guests are required to promptly report any technical faults or service quality issues to the apartment's administrator. Subsequent complaints will not be considered.
- The apartment administrator reserves the right to enter the guests' rooms for security reasons. Additionally, they are authorized to call an ambulance if necessary.
- The apartment administrator is available 24 hours a day.
- From 11:00 P.M. until 6:00 A.M., the apartments observe a quiet period. It can be modified by administrative decisions. During quiet periods, please refrain from causing noise or disturbance to other apartment guests.
- Smoking is strictly prohibited in apartments and common areas. Please use the designated smoking area located outside. The administrative fee for smoking inside the TV Tower is EUR 200 per person.
- The apartments are cleaned daily from 8:00 A.M. to 6:00 P.M.
- The apartments offer daily bed linen changes, and towels and bathrobes are changed upon request.
- Moving the furniture is strictly prohibited (without the administration's approval).
- Pets are not allowed.
- Lost items found by guests or employees are handed to the administrator. Any items found/left by guests will be kept for 30 days after departure. Hygiene products, underwear, and other similar items are discarded without storage after the guest leaves. Upon the visitor's written request, stored items may be transferred to the guest via postal service or another suitable method, provided the guest assumes financial responsibility for the shipping costs.
- The apartment's commercial filming or photography and distribution of content that may harm the company's reputation or dignity are prohibited.



EXTRA GUESTS

The apartment can accommodate up to two guests simultaneously. Guests staying in the apartments may receive visitors who do not reside in the apartment, but only after prior arrangement with the administrator and no later than 10:00 P.M. An additional €100 Apartment Visitor Fee applies for such visits.

FOOD SERVICES

- Breakfast is served daily from 8:00 A.M. to 11:00 A.M. The guest's choice of evening meal is delivered to the room at a pre-arranged time.
- Breakfast is included in the price of the apartment. Guests are welcome to select their meals from the breakfast menu until 9:00 P.M.
- Guests have unlimited access to the food service areas in the Vilnius TV Tower.
- At the Toliai Bistro-bar, guests are expected to adhere to the sophisticated, smart casual dress code. Failure to comply with this stipulation may result in denying guests access to the restaurant.
- Breakfast is provided on request for guests departing prior to 8:00 A.M. The guest must inform the apartment administrator of early departure by 6:00 P.M. the day before their departure.

FIRE PROTECTION

- In case of fire or smoke detection, immediately call 112 (general emergency number). Address of the apartments: Vilnius TV Tower, Sausio 13-osios g. 10, Vilnius.
- Take note of the location of emergency exits and stairwells, fire extinguishers, and fire alarms.
- When the room key card is removed from the key card slot located by the room door, all electrical appliances in the room, including the air conditioning and sockets (except the minibar), are automatically switched off. If you leave the card in the key card slot, remember to switch off all appliances (e.g., TV, lights, kettles, etc.) before leaving the room.
- Do not cover electrical appliances with any material.
- Smoking is prohibited indoors.
- Burning candles in rooms or common areas is strictly prohibited.
- It is prohibited to bring any materials or liquids that are flammable and could potentially cause a fire.
- The apartments have a floor evacuation plan that must be followed in case of fire.
- If you smell intense smoke or detect a fire: try to extinguish the fire if it is not life-threatening. Otherwise, close the windows and doors tightly and leave the room. Move away from the danger zone and follow the instructions of the administrators and firefighters. During a fire, do not use the lift under any circumstances; use only the stairwell.