Hotel House Rules

Check-in

From 3:00 p.m.

Check-out

By 11:00 a.m.

Flexible Check-in / Check-out

Subject to room availability on the guest's arrival/departure date. A late check-out fee applies: until 1:00 p.m. – €30.00 (price as of 10 September 2026: €30.00); until 3:00 p.m. – €60.00 (price as of 10 September 2026: €60.00). After that, the full room rate will be charged. Early check-in – €30.00 (price as of 10 September 2026: €30.00).

Room Rate

The room rate includes breakfast and insurance for the guest and is quoted exclusive of the tourist tax. Additional meals, amenities and services are charged extra. If you would like any additional amenities or services, please contact the Hotel Reception.

Reception

The Reception is open 24 hours a day. The Reception offers luggage storage for one day or longer, postal services and delivery of messages to guests, photocopying, email services and wake-up calls to your room. A valuables storage service is available at the Reception for an additional fee of €10.00 (price as of 10 September 2026: €10.00). Guest transportation within the destination is available upon request. Hotel staff provide luggage assistance from 7:00 a.m. to 9:00 p.m.

Breakfast and Room Service

Breakfast: 7:00 a.m. – 10:00 a.m. | Breakfast in your room: 7:00 a.m. – 11:00 a.m.
Room service: 7:00 a.m. – midnight.
Food and beverages served in guest rooms are charged according to the price lists of the Minibar, The Bar and Taurus Restaurant. A supplement of €5.00 applies to breakfast room service (price as of 10 September 2026: €5.00).

Extra Bed

Extra beds can be provided in selected room categories: Deluxe, Deluxe Twin and Executive rooms, as well as the Zagreb Suite, Junior Suite and Admiral Suite, for an additional fee of €25.00 (price as of 10 September 2026: €25.00).

Day Use

Day-use rooms are available between 10:00 a.m. and 6:00 p.m., for a maximum duration of 8 hours. This service is subject to hotel occupancy. The day-use rate is 70% of the price of one overnight stay.

Housekeeping, Room Cleaning, Laundry and Ironing

Rooms are serviced and cleaned between 8:00 a.m. and 4:00 p.m. If you would like your room cleaned at a specific time, please arrange this with the Reception. The Hotel offers laundry and ironing services.

A laundry bag and form are provided in the room; please complete the form before submitting your laundry. Please note: laundry will not be accepted without a properly completed form. Laundry received by 9:00 a.m. will be returned by the end of the same day; laundry received after 9:00 a.m. will be returned by the end of the following day.

Children

Up to two children aged 12 or under may share a room free of charge, using the existing beds (in selected rooms and subject to availability).

Baby Cot

Available free of charge upon request, subject to availability.

Pets

Admiral Hotel is a dog-friendly hotel and accepts dogs weighing up to 40 kg / 88 lbs, with a maximum of two dogs per room and a combined weight of no more than 40 kg / 88 lbs. The fee is €25.00 per dog, per night (price as of 10 September 2026: €25.00). Guide dogs and assistance dogs are always welcome free of charge.

Airport Transfers

For airport transfer services to or from the airport, please contact the Reception.

Parking

Free public parking is available near the Hotel.

Payment

Admiral Hotel accepts Visa, MasterCard, Maestro and Diners cards. Payment is made upon check-in. The accommodation charge and tourist tax of €1.86 (price as of 10 September 2026: €1.86) are payable at check-in. Any other services used and items from the in-room minibar are charged upon check-out.

Smoking

Smoking is not permitted in the Hotel's public areas, guest rooms or suites. If any signs of smoking are found in a room, a smoking penalty of €100.00 will automatically be charged to the room (price as of 10 September 2026: €100.00).

Internet

Free wireless internet access is available throughout the Hotel.

Cancellation / No-show

For more information, please read our General Terms and Conditions regarding guest registration, deposits, cancellations and no-shows at www.admiralhotel.hr.

Information on How to Submit a Written Complaint

Pursuant to Article 10, paragraph 1, item 10 of the Hospitality and Catering Industry Act (Official Gazette Nos. 85/15, 121/16, 99/18, 25/19, 98/19, 32/20 and 42/20), guests are hereby informed that complaints about services may be submitted in writing in the complaints book at the hospitality establishment, by post to the company's registered address, or by email to info@admiralhotel.hr. We will promptly acknowledge receipt of the complaint in writing or send the acknowledgement to the address provided. Written complaints will be answered in writing within 15 days of receipt.