Updated: 23 October 2026

Hotel House Rules

INGER Hotell provides rooms for temporary accommodation for a period agreed with the hotel administration.

1. Check-in and check-out

- Check-in is from 14:00. Check-out is by 12:00.
- Early check-in or late check-out is available subject to availability and prior agreement with reception. The additional charge is 5 € for each hour.
- At check-in, guests must present an identity document: a passport, ID card or valid driving licence.

2. Booking and cancellation

You can book a room by calling +372 688 1100 or +372 5845 3245, on the official website inger.ee or through online booking platforms.

Cancellation, booking changes, prepayment, refunds and no-show conditions are determined by the selected rate and booking confirmation. For bookings made through an online platform, the relevant conditions of that platform also apply.

If you plan to arrive later than the agreed time, inform reception in advance.

Book on the official website

3. Accommodation for minors

- Children under 4 stay free of charge without a separate bed. The hotel may provide a playpen for young children free of charge for the duration of the stay.
- Children over 4 are provided with a separate bed for an additional charge.
- Guests may stay independently from the age of 18.
- Children under 18 may stay only with parents, guardians or other responsible adults acting on a lawful basis.

4. Payment

- Payment deadlines, payment method and any prepayment requirement are determined by the selected rate and booking confirmation. Payment directly at the hotel can be made by bank card or in cash.
- For legal entities, an invoice may be issued after the stay if a letter of guarantee is provided.
- All prices on the website include taxes.

5. Conduct

- Respect other guests and hotel staff.
- Keep your room clean.
- Strictly follow fire safety rules.
- Observe quiet hours from 23:00 to 07:00.
- Loss of or damage to hotel property must be compensated.

6. Smoking and alcohol

- Smoking is allowed only in designated smoking areas on the ground floor and outdoors.
- Smoking is prohibited in rooms and other hotel premises except for the designated smoking area. This includes electronic cigarettes and vapes. The charge for breaching the smoking ban is 100 €.
- Disrupting public order, including while under the influence of alcohol or drugs, is prohibited. In the event of unlawful behaviour, hotel staff will call the police.

7. Pets

Accommodation with a pet is allowed by prior agreement with the hotel administration. Information about the pet must be provided when booking.

The hotel may refuse to accommodate a pet if it may pose a danger to guests or staff.

8. Parking and additional services

- Immediately on arrival, display a parking disc showing the time you started parking. Then register your vehicle at reception: parking is free for hotel guests throughout their stay after the vehicle has been registered.
- For hotel and cafe visitors, the first hour of parking is free when a parking disc is used.
- After the free hour, visitor parking costs 0.50 € per 30 minutes or 5 € per 24 hours.
- Additional services may be provided for a separate charge. Laundry, transfers and flower delivery are available at the hotel. Services can be ordered and paid for when booking or at reception.

9. Visitors

Invited visitors may remain on the hotel premises until 23:00.

10. Lost property

- When forgotten items are found, the administration takes reasonable steps to locate the owner and return the property.
- If the owner cannot be found, the administration keeps the items for 60 days.
- Particularly valuable items, documents and large sums of money are handed to the police.

11. CCTV

CCTV is in operation in the hotel's common areas and car park.

12. Early termination of a stay

The hotel administration reserves the right to end a guest's stay early and require the guest to leave in the event of alcohol, drug or other intoxication, a breach of the house rules and/or disruption of public order, without a refund, including for subsequent days.

13. Privacy and data

The use of cookies on the website is described in the current English Cookie Policy linked below.

The website Cookie Policy does not cover all processing of guests' personal data during booking and a stay. For questions about the processing of your data and applicable rights, contact inger@inger.ee.

Cookie Policy (EN, PDF)

Operator and contact details

Organisation	Osaühing Travel Balt
Registry code	10972649
VAT number	EE100876189
Address	A. Puškini tn 28, 20306 Narva, Estonia
Phone	+372 688 1100
Additional phone	+372 5845 3245
Email	inger@inger.ee
Website	https://inger.ee/en/