

ACCOMMODATION RULES

1. The hotel is entitled to accommodate only a guest who duly registers, presents a valid identity document (ID card, passport). If the guest does not prove a valid identity document, the hotel is entitled to refuse the guest's accommodation with regard to the Act on Local Fees 565/1990 Coll. for Czech citizens and Act 314/2015 Coll. for foreign clients.
2. Upon repeated arrival of an already accommodated guest at the hotel, the guest is obliged to prove himself, upon request, with a valid hotel card, which was registered in the hotel.
3. For accommodation, the guest is obliged to pay prices in accordance with the valid price list for the entire stay during registration at the reception. The guest pays for other services provided during the stay or at check-out. The guest may be asked to pay at any time during his stay.
4. The hotel does not provide currency exchange services. However, it is possible to pay bills in Euros at the current and pre-announced hotel exchange rate. The hotel is obliged to issue a receipt to the guest or the buyer about services provided and the sale of goods. At the same time, the hotel is obliged to register the received revenue using the Previo cash register and reservation system, and in the event of a technical failure, within 48 hours at the latest.
5. The guest is entitled to park the vehicle in the reserved hotel car park only in the case of a confirmed parking space by the hotel and under the conditions of keeping the vehicle key at the hotel reception.
6. The hotel is not responsible for items brought into the hotel or for damage to stored items, unless they have been stored in a place reserved for that purpose. The hotel is only liable for jewelery, money and other valuables if they have been stored in the hotel safe or taken over by the hotel or if they have been damaged by the actions of a hotel employee.
7. The guest uses the room for the period agreed with the hotel. If the accommodation time has not been agreed in advance, the room will be vacated no later than 12:00 on the last day. If the guest does not do so within the specified time, it is the hotel is entitled to charge for the next day. In case the hotel has previously booked this room and the guest does not heed the call or is not present at the hotel, the hotel reserves the right to

with the participation of a three-member commission, write the guest's things and store them in a safe place so that the room can be used by the guest who booked it.

8. Based on the confirmed order, the hotel is obliged to accommodate the guest from 15:00 to 23:59.

During this time, the guest room is reserved, unless otherwise specified in the order. Any request for accommodation before 15:00 must be agreed with the hotel in advance and awaiting confirmation from the hotel.

9. In the room or common areas of the hotel, the guest may not move equipment, make adjustments and any interventions in the electrical network or other installations without the consent of the hotel management.

10. Smoking is prohibited in all hotel rooms and common areas of the hotel, except for the area expressly designated for that purpose. In case of violation of this obligation, the hotel is entitled to charge the guest a penalty fee of CZK 2,000.

11. In the hotel, and especially in the room, the guest is not allowed to use their own electrical appliances. This Regulation does not apply to electrical appliances used for the personal hygiene of guests (razors, hair dryers).

12. The guest is obliged to close the door upon departure and hand over a key-card at the reception, authorizing entry to the hotel room or other areas of the hotel.

13. In case of loss or damage of the key card, the guest is obliged to immediately report the loss to the reception. Failure to do so will result in the hotel not being liable for any damages related to the loss of the key-card. The guest is charged a fee of CZK 45 for the lost or damaged card-key. The guest is required to pay this fee beforehand departure from the hotel.

14. For safety reasons, it is forbidden to leave children under the age of 10 unattended in the room and other areas of the hotel. The legal guardian is fully responsible for any damage caused to children at the hotel.

15. For security reasons, the hotel reserves the right to refuse accommodation or to terminate accommodation immediately, as well as to refuse service, or to directly prohibit staying in the hotel by persons whose behavior, appearance or appearance do not meet the usual principles and standards of a four-star hotel international level. :

(a) have committed acts which have harassed or offended other hotel guests to the usual extent

b) apply or distribute psychotropic substances

- c) are under the influence of alcohol or drugs
- d) carries out door-to-door sales or other forms of business not approved by the hotel
- e) harass other persons with gestures, direct sexual suggestions or other similar conduct in order to offer sexual services
- (f) use the common hotel premises for purposes other than those for which they are intended
- g) violate the regime of wellness or balneo Services
- h) take food from the restaurant or consume their own alcoholic beverages in the restaurant
- i) if they do not follow the regime set by the hotel in the car park and if they do not leave the car keys at the hotel reception and thus violate the fire directive of the hotel facility

16. Dogs and other small animals can be accommodated at the discretion of the hotel, if they are healthy and during the stay of their owner does not disturb other hotel guests. The owner of the animal is responsible for cleaning the animal and bears the financial

liability for any damage to hotel property caused by their pet. Prices for accommodation of pets will be charged according to the valid price list.

17. The guest is responsible for damages caused to the hotel property according to the valid regulations. The guest pays for the damage he does not prove, unless he proves that he did not cause it. This claim also applies to damage that is found after the departure of the guest.

18. If the guest has any reasonable wishes or complaints during the stay, he can contact the relevant hotel staff who will make every effort to comply with the guest's wishes.

19. In the period from 22.00 to 07.00, the guest is obliged to observe night rest.

20. The guest is obliged to comply with the provisions of these accommodation regulations, with which he is obliged to become acquainted. In the event of a breach, the hotel has the right to withdraw from the hotel's service contract before the agreed time expires. If a violation of the provisions of the Accommodation Rules is found, the hotel is entitled to take all necessary measures to prevent violations of the Accommodation Rules, depending on the nature of the violation and in cooperation with the hotel security service or the Czech Police.

21. These accommodation rules are valid and effective from 01.08.2020

