

ACCOMMODATION RULES

1. The hotel can accommodate only those guests who hold a valid reservation and are duly registered. Guests are required to present valid personal identification upon arrival. If a guest does not provide valid personal identification (citizen ID card, passport), the hotel is entitled to refuse accommodation based on the law on local fees for Czech citizens and on Act No. 314/2015 Coll. for foreign clients.
2. At the request of staff, the hotel guest is required to present valid ID or passport.
3. Guests shall pay for their accommodation and any additional services during their check in according to the current rate list. Prior to departure, guests are required to officially check out from the hotel and settle their payment.
4. The hotel does not provide currency exchange services. However, it is possible to pay bills in Euros at the current hotel's exchange rate. Guests will receive a bill for all services and sale of goods. At the same time the hotel is obliged to register the received revenue with the tax administrator online. In the event of a technical outage this must be within 48 hours.
5. The hotel is liable for damage for items stored only if the items were personally taken to be stored by a hotel employee. The hotel is not liable for a guest's improperly stored or forgotten items. The hotel is liable for damage or loss of jewelry, money, and other valuables only if they were stored in the hotel safe, placed in storage by the hotel, or if the damage or loss was caused by a hotel employee.
6. Guests may use their room for the respectively agreed-upon accommodation period. Unless agreed upon and approved by the hotel in advance, guests must check out no later than 10 a.m. on the last day of their stay and are required to vacate the room by that time. If they fail to do so, the hotel is authorized to bill the guest for the cost of an additional day.
7. The hotel is obliged to hold a confirmed reservation from 2 p.m. to midnight. During this period, the room is reserved for the guest, if not specified otherwise in the booking. Early check-in (before 2 p.m.) must be requested in advance (when the booking is made), but is not guaranteed until the hotel confirms it, and the hotel may charge extra for this service.
8. Hotel guests are not permitted to move any furniture or equipment, nor to interfere with or alter the electrical system or equipment located in the hotel rooms or in public areas.
9. Smoking is prohibited throughout the hotel. In the event of non-compliance, the guest will be charging a penalty of CZK 2 000.
10. In the hotel and especially in rooms, guests are not allowed to use their own electrical appliances. This does not apply to electrical appliances used for guest's personal hygiene (shavers, hair dryers, etc.).
11. When leaving the room, guests should ensure that the faucets and lights are turned off and close the door. Room keys must be returned to the reception upon checkout.

12. If a guest should lose their room key, they must report this to the reception as soon as possible. If they fail to do so, the hotel shall assume no responsibility for any damage related to the key's loss. Guests shall be charged a fee of CZK 500 for a lost key. Guests are obliged to pay this fee prior to departing the hotel.
13. For safety reasons, children younger than 10 years may not be left unsupervised in hotel rooms or other hotel premises. Reimbursement for any damage caused by a child/ren is the responsibility of the child/ren's parent(s) or legal guardian(s).
14. For security reasons, the hotel reserves the right to deny accommodation or terminate accommodation immediately, as well as to deny service or stay in a hotel directly to persons who do not comply with the normal principles and standards of an international three-star hotel and:
 - a) have committed acts of harassment to other hotel guests
 - b) apply or distribute psychotropic substances
 - c) are under the influence of alcohol or narcotics
 - d) carries out doorstep selling, or other forms of business not approved by the hotel
 - e) annoy other persons with misdemeanors, direct sexual suggestions or other similar behavior offering sexual services
 - f) use common hotel areas for purposes other than those for which they are intended
15. Dogs and other small animals may be accommodated at the hotel's discretion if they are healthy and, during their owner's stay, are not disruptive to other hotel guests. The pet's owner is responsible for pet waste clean-up and will be financially responsible for any damages to hotel properties caused by their pet. Prices for accommodating pets will be charged according to the valid price list.
16. Guests will be held responsible for any damage to hotel property. Guests will pay compensation for any damage caused by them unless they prove they were not at fault. This includes compensation for any damage discovered after the guest's departure.
17. If a guest has any special wishes or substantiated complaint during their stay, they may contact the appropriate hotel staff member, who will make every effort to accommodate the guest's wishes.
18. Hotel guests must observe quiet hours from 10 p.m. to 7 a.m.
19. Guests are required to familiarize themselves with these hotel policies and to comply by these rules. In the event, that a guest breaks any of these rules, the hotel has the right to terminate the guest's stay prior to the originally agreed-upon day of departure.
20. These accommodation rules are valid and effective from 01.01.2020.