



## HOTEL REGULATIONS

1. After arrival, guests are obliged to present their valid identification documents (ID card, passport or stay permit) at the hotel reception desk. Foreigners are obliged to fill out the registration form of the Foreigner Police Inspectorate. The hotel then issues hotel accommodation cards for all the registered guests containing legally required information such as the name of the hotel, guest's name, room number and time of their stay.
2. When a group arrives, the tour leader has to present a name list of all participants with numbers of their valid ID documents (ID card, passport or stay permit).
3. In case the payment for the accommodation provided is not prearranged as to be realised via bank transfer, it has to be made at the reception desk on the day when the accommodation starts.
4. Accommodation always starts at 02:00 p.m. of the first accommodation day and ends at 10:00 a.m. on the last day of the arranged stay.
5. Any time guests leave the hotel, they have to hand over their room keys at the hotel reception desk.
6. When entering the hotel, the guests already accommodated here are obliged to present their valid hotel accommodation cards if asked to do so.
7. The hotel is not responsible for the valuables left unattended in the room. Hotel guests can use the hotel safe to store their valuables and money safely.
8. Should a guest ask for the accommodation to be prolonged, the Accommodation Provider is also entitled to offer him/her a different room depending on current free vacancies of the hotel.
9. When leaving the room, guests are obliged to close water taps, switch off the lights and all the electrical appliances, close windows and lock the door.
10. The Accommodation Provider is authorised to collect a refundable deposit amounting to 500 CZK or 20 EUR per person on the day of the accommodation start. The deposit is to be used by the Provider in the case when accommodated guests cause any damage to the equipment of accommodation facilities or lose any other equipment provided to them. Should the possible damage exceed the deposit collected, accommodated persons are obliged to pay the difference on the last day of their accommodation at the latest.
11. All guests are obliged to maintain the night peace and quiet from 10:00 p.m. to 06:00 a.m.
12. Accommodated persons are obliged to keep the provided room clean and tidy, which also applies to all shared facilities and areas. It is forbidden to move the equipment and make any adjustments of the electrical grid and other installations.
13. Guests may not smoke or manipulate with open fire in any area of the accommodation facility.
14. All possible defects need to be immediately reported at the hotel reception desk.
15. Guests are obliged to follow fire and safety rules – emergency regulations and the evacuation plan are available at the reception desk and also posted on walls of the hotel corridors.
16. Visits are allowed from 08:00 a.m. to 10:00 p.m. with the approval of the reception desk. Guests are not allowed to provide accommodation to visiting persons or other guests, who are not properly registered.
17. The Accommodation Provider is entitled to unilaterally change the place where guests are accommodated for any other appropriate room in the event of an accident or necessary repair works.

18. All guests are obliged to follow all provisions of the hotel regulations. Should a guest breach the regulations stated above, the Accommodation Provider is entitled to the premature termination of the accommodation services provided to the guest.
19. All possible complaints and other claims are settled by the accommodation facility management.