



ACCOMMODATION RULES

1. The hotel may only accommodate a client who has duly registered and for whom there are no valid reasons for denial of service. The assessment of this eligibility is the responsibility of the reception staff.
2. When a client who has already been accommodated at the hotel comes back to the hotel, the client is obliged to show a valid hotel ID upon request.
3. If the client requests an extension of his/her accommodation, the hotel may offer him/her another room than the one in which he/she was originally accommodated.
4. If the client orders a single room in advance and the order is confirmed by the reservation department, the hotel will charge the client the price for a single room even if the client stays in a multi-bed room or suite.
5. The hotel is only liable for damage to items stored in the safe at the main reception.
6. The client uses the room for the period of time agreed with the hotel. If the accommodation period has not been agreed in advance, the client shall check out no later than 11.00 a.m. on the last day and vacate the hotel room at the same time. If the client fails to do so within the specified time, the hotel may charge the client for the following day's stay.
7. The client who checks in before 6.00 am will pay the price for the previous night. A client who requests accommodation before 2.00 p.m. is required to pay the early check-in surcharge.
8. The client must not move equipment, make alterations or any interference with the electrical network or other installations in the room or common areas of the hotel without the consent of the hotel management.
9. The client is not allowed to use his/her own electrical appliances in the hotel and especially in the room. This regulation does not apply to electrical appliances used for the client's personal hygiene. Appliances intended for personal hygiene may only be used in the bathroom, provided that all safety precautions are observed.
10. The client is obliged to turn off the taps (faucets) and lock the door when leaving the room.
11. At the end of the stay, the client is obliged to hand over the room card at the reception and personally check out of the hotel. The receptionist has the right to ask the client to wait at the reception desk while his/her room is rechecked by the hotel staff.
12. For safety reasons, it is forbidden to leave children under the age of 12 unattended in the room and other areas of the hotel.
13. For security reasons, the hotel reserves the right to refuse accommodation or terminate accommodation immediately to persons who have committed acts contrary to good manners and their behaviour is a nuisance to other guests of the hotel.
14. It is forbidden to use the common areas of the hotel for purposes other than those for which they are intended.
15. From 22.00 to 06.00 the night quiet is observed.
16. The client is responsible for any damage caused to the hotel. The hotel may claim damages from the client in accordance with the applicable Damage and Pollution Price List, which is available at the hotel reception.
17. For accommodation and services provided, the client is obliged to pay the prices in accordance with the valid hotel price list. The bill is payable on presentation. If the client's bill exceeds CZK 15.000, the hotel has the right to ask the client to pay the amount due during the stay.
18. The client can receive such visitors in the hotel restaurant or lobby bar. If the client takes his/her visitor to his/her hotel room, it is absolutely necessary to register the visitor at the reception. In case the visitor does not leave the client's room by 22.00 and does not check out at the hotel reception, the client of this room will be charged the tariff for the stay of another person in the room.
19. Complaints of clients and any suggestions for improvement of the hotel's activities are received by the reception.
20. The consumption of food and alcoholic beverages purchased outside the hotel is not allowed in the hotel restaurant.



21. The client is not allowed to take any food from the hotel restaurant and consume it outside the restaurant.
22. The guest is not allowed to enter the restaurant in a bathrobe.
23. Access to the restaurant and lobby bar is only possible from 18.00 to 20.30 in formal attire.
24. After consuming in the hotel restaurant and lobby bar, the client is obliged to present his/her hotel card and confirm the amount of consumption with his/her signature before leaving or pay the bill immediately.
25. In case of illness or injury of the client, the hotel will arrange for medical assistance. The costs incurred for treatment or transportation are the responsibility of the client.
26. Animals and pets are not allowed in the entire hotel premises.
27. All rooms are non-smoking. In case of violation of this prohibition, the client will be charged a fee to cover the cost of restoring the room to its original condition in the amount of the current Damage and Soiling Price List.
28. In the public areas of the hotel, the consumption of own beverages and food is strictly forbidden, subject to a fine as stated in the current Damage and Pollution Price List.
29. Parking in front of the hotel is allowed for 30 minutes to unload and load luggage.
30. The client is obliged to comply with the provisions of these accommodation regulations. In case of violation, the hotel has the right to withdraw from the service contract before the expiry of the agreed period. In the event of a breach of the provisions of these Accommodation Regulations, the Hotel is entitled to take all necessary measures to prevent the breach of the Accommodation Regulations.