

Accommodation rules of the hotel Avenue Pallova 28

Terms and Conditions of Accommodation

The accommodation of the guests is provided based on the accommodation agreement, following the regulations of the Act on Public Registers, section §2326 (Basic provision of Accommodation) which states that: *By an accommodation a short-term lease contract, the accommodation provider undertakes to provide short-term accommodation to a guest for a stipulated period or a period following from the purpose of the accommodation in a dedicated facility, and the guest undertakes to pay the accommodation provider for the accommodation and services associated with accommodation within the time limit prescribed by the accommodation rules or, where applicable, within a usual time limit.*

The accommodation agreement is valid after the guest's signature is provided on the hotel registration form provided at the reception. The order for accommodation services is made through email correspondence or website reservation portal.

If the guest does not comply with the hotel's Terms and Conditions of Accommodation or if the guest behave in a way that negatively effects the hotel's reputation, the hotel is entitled to immediately terminate guest's accommodation even before the originally agreed

Any changes or cancelation of the reservation need to be announced at least 1 day prior to arrival at the hotel (7 days in case of a group of at least 10 rooms). Otherwise, the hotel will charge 100% cancelation fee with the amount of the booked accommodation.

Guests are required to familiarize themselves with the accommodation regulations and to comply with the provisions of these accommodation rules. In case of a guest violation, the hotel has the right to end the guest's stay before originally agreed departure date.

Guest accommodation is always defined during the booking, and for this type of accommodation is a guest charged by corresponding price.

The price of accommodation services is not fixed and the hotel is entitled to change prices based on current occupancy. This does not apply to already confirmed reservations.

Information about hotel Services and prices are available at the hotel reception.

The hotel is allowed to accommodate only guests, who register upon arrival. Guests are required to present a valid ID card or passport (visa) upon arrival and sign a registration form. Likewise, guests are required to sign or submit any document, currently required by extraordinary measures of the Government of the Czech Republic (e.g. in connection with covid-19 disease situations).

If the guest does not prove a valid ID, the hotel is entitled to refuse guests Accommodation, or in the case of foreign guests, can contact the Citizens Police who may issue a fine to the guests. All this with regards to the *Act on Local Fees for Czech Citizens* and the *Act 314/2015 Coll. For Foreign Clients*.

Based on the confirmed order, the hotel is obliged to accommodate the guest on the day of booking from 14:00 to 24:00. During this time the is room reserved for guests, unless specified else in the booking confirmation. Any earlier accommodation before 14:00 is possible only by prior arrangement and current availability on the day of the arrival.

The agreed price for accommodation is paid by the guest based on the conditions by which the reservation was made. I.e., in advance or on the day of arrival.

In exceptional cases of overbooking, the hotel is entitled to offer other, alternative accommodation to the guest. However, this accommodation must not differ significantly from the originally confirmed one.

Guest's visits can be accepted only from 8 am until 6 pm and only with the consent of receptionist.

In case of illness or injury of the guest, the hotel will help to seek medical assistance. Any fees for transfer and treatment will be paid by the guest. The exception will be when the hotel will be responsible for the illness or injury of the guest.

The hotel is not responsible for guests' personal belongings, motor vehicles and bicycles.

The hotel is not responsible for guests forgotten personal belongings and also, is not responsible for the loss of guest's jewelry, money, electronics and other valuables.

Guests are responsible for damage or pollution on the property of the hotel if they don't prove that they were not responsible for the damage / pollution. The guest is obliged to report any damages to the hotel reception and pay the corresponding fee. This also applies to damages caused by the guests that were discovered after the departure.

It is not allowed to move facilities and equipment without the consent of the hotel management. Also, any interventions to the electrical network are prohibited.

For safety reasons, the guest may use their own electrical appliances in the room which are used only for his personal hygiene (razors, hair dryers, etc.), as well as personal computers, chargers for mobile phones, tablets, etc.

Accommodated guests are required to follow fire regulations.

All interiors of the hotel and restaurant are strictly non-smoking. In case of guest violation, the hotel reserves the right to a fine of CZK 2,500 / € 100. In case of a repeated violation, the hotel reserves the right to immediately terminate the guest's stay without any compensation or compensation of accommodation.

When guests leave the room, they close the windows, turn off the lights, close the water taps, turn off electronic appliances and unplug any of their own chargers or adapters.

For safety reasons, children under the age of twelve must not stay in the room or in others hotel and restaurant premises without adult supervision. Also, parents are responsible for any damages caused by their children.

Dogs and pets in general can be accommodated with guests only by prior agreement by the hotel staff and on the condition that the pets will not disturb other guests, will not destroy or soil any hotel equipment. The guest will pay for any damages caused by pets. The rate for pets is charged on top of the regular accommodation rate.

It is strictly prohibited to keep, carry or store firearms on any hotel premises.

The guests are required to respect the hotel's Quiet hours from 10 pm until 7 am.

If the accommodated guest is under the influence of alcohol or narcotics and is breaking the Quiet hours of the hotel, the staff can restrict entrance of this guest into the building. If the problem remains and the guests is uncooperative the staff can prematurely terminate guest's accommodation.

Should the guests wish to prolong his stay and there is still availability, the hotel can offer a different room than the one for the original reservation.

The check-out period for guests is between 6 am and 12 am. Check-out earlier or later than this time period is possible only if the guest has paid all of his bills at the reception.

The latest time for check-out and return of hotel cards is 12 am. If the guests do not check-out by this time the hotel will charge a price of full or part of the daily rate for another night. If the guest is not present at the hotel, the staff will clean out guest's belongings from this room and store them in appropriate place at the hotel so that the room can be used for other reservations.

In case of loss of the hotel magnetic card, the guests are required to report such loss to the hotel staff as soon as possible. The hotel will charge a fee of 500 CZK or 20 EUR for a card loss.

For a set fee, guests can use the hotel's parking garage. The hotel is however not responsible for any damages or theft of personal belongings or cars in the garage.

Personal Data Processing

The hotel processes personal data according to the *Regulation 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data.*

For accommodation purposes, the hotel processes the following data: name, date of birth, address, I.D. or passport number and guest's contact, provided by guests to the hotel reception staff.

Personal data will be processed manually by hotels employees who are authorized by the hotel to do so.

The hotel is responsible for keeping personal data of guests in hotel's records as long as 6 years since the data was originally collected. The guests have the right to review their data and ask for any corrections if needed or ask for deletion based on placing a request.