



ACCOMMODATION RULES

A. Accommodation conditions

1. Any guest can be accommodated under his registration. The guest is immediately on his arrival required to present a personal document as follows: identity card, passport or other valid identification document. After check-in, the receptionist inform guest about accommodation and other services offered by hotel (restaurant, relax centre services etc.).
2. The guests under the age of 18, if they are not part of an organized school trip, can only be accommodated when accompanied by a person over the age of 18.
3. The guests are provided with basic and additional services, which are divided into free of charge and paid services.
4. The guest in case of stay extension can be offered different room from that one he has been originally staying. Hotel has in exceptional cases a right to provide an accommodation different from the agreed on, unless the alternate accommodation does not vary from the acknowledged order.
5. The guest is obliged to pay the price for accommodation and services provided in accordance with the valid price list. Payment for the services provided is made upon the guest's accommodation, unless otherwise agreed in advance.
6. The room reservation is kept within 6 p.m. at the latest, unless agreed differently in advance.
7. A hotel room is available for a guest in the period agreed on. If the period of stay is not agreed on in advance, check-out is at 10 a.m. the last day of the stay. If the guest leaves the room later, hotel has a right to claim payment for another night.
8. The guest accommodated before 6 a.m. will pay also previous night.
9. Each guest is required to keep quiet hours from 10 p.m. until 6 a.m.
10. The guest can receive visitors not accommodated in the hotel in public hotel area; in hotel room only upon the reception clerk permission from 8 a.m. till 8 p.m.
11. Every fault or deficiency that guest finds out in the room has to be reported to the reception clerk immediately.
12. The guest is not allowed to make any changes, furniture displacements or interference with electric mains or system.
13. For ski and ski equipment there are lockers in the ground. The key is available at reception desk.

B. Ways of accommodation

1. Upon direct guest request through reception clerk.
2. Upon acknowledged order (in writing, verbally, by telephone, e-mail)
3. If the guest does not arrive on the date defined in the order, hotel has a right to charge cancellation fee calculated according to price list.
4. Animals can accompany a guest at the hotel only upon the permission of hotel management. Each animal has to have valid vaccine certificate card. A dog has to have a basket and has to be accompanied by its proprietor. No hotel furniture, no kitchenware neither tableware can be used for animals. Any damages or sanitary absences non-conformity caused by the animal are in responsibility of the proprietor, alt accompanying person. **Animals are not allowed to enter hotel restaurant.** Animal fee-exempt is applicable for disables and handicapped persons upon Presentation of valid document.

C. Medical care

Hotel will secure a medical attendance by phone in case of grave guest injury or guest illness and hospital care, if necessary.



D. Hotel responsibility

Hotel bears no responsibility for guest's property damage, or loss of guest's belongings left in public hotel space.

Hotel pursuant to §758 and §433 Civil Code bears the responsibility for the guest principal belongings in the hotel accommodation area and for all personal property given to hotel staff for safekeeping. Valuables and cash can be kept in hotel safe deposit; otherwise, hotel does not bear responsibility for their loss.

E. Guest responsibility

Guests bear responsibility for all damages they cause on hotel property or eventually caused by other guest in compliance with valid legal regulations.

Guest shall follow all accommodation rules herein. Hotel management, in case of breach of any rule, is entitled to avoid the contract before its termination.

F. Safety device

Guests are required to keep fire regulations published on good visible and accessible place. The fire regulations are binding for all hotel guests.

For safety reasons, children up to 10 years of age are not allowed to be in hotel room or in hotel areas without adults, in addition to they are not allowed to attend the hotel self-service lifts. Guests on departure shall switch off electric lighting and all electrical appliances, close water cocks, close the windows, lock the doors and leave the room key on hotel reception.
Fine for key loss is charged as per valid price list.

Any additional comments, and suggestions for hotel work and services improvement can be addressed to the hotel management.

Accommodation rules come into force on September 1st, 2023.

Mgr. Martin Štupák, v.r.
Hotel director