



Accommodation rules (Accommodation agreement)

1. All guests are obliged to follow the accommodation rules, fireproof rules and staff instructions.
2. For the proper check in it is needed to provide with a valid ID or passport. In case that the guest refuse to provide with such document, hotel can refuse to accommodate them. ID or passport is shown based on Czech law about local charges (Czech citizens) 565/1990 Sb; Law about stay of foreigners (Foreign citizens) 326/1999 Sb.
3. Only people above 18 years can be accommodated. People under 18 years can be accommodated only when they are accompanied with adults over 18 years.
4. When check in the hotel requires debit/credit card for the payment guarantee upto 100% of the total amount for the accommodation. The pre-authorization can be made even off-line and by providing the card the guests agree with that.
5. Hotel staff provides the guest with a hotel card.
6. Guest uses the hotel room for the time arranged with hotel. Guest has the right to use areas reserved for accommodation, public areas and to use all services related to accommodation.
7. Guests are not allowed to make any changes or moves with the furniture, no construction changes or anyhow interfere to the electricity.
8. Guests have to pay in advance for all accommodation and service charges, based on a valid agreement or reservation confirmation.
9. Based on reservation confirmation guests are accommodated till 6p.m. unless otherwise agreed..
10. Check-in is possible after 2 p.m.
11. If not otherwise agreed, check out is until 11 noon last day of reservation. If check out is not done, other night can be charged.
12. From 10 p.m. till 6 a.m. it is a night quiet time that has to be followed. For disturbing this time an extra charge of 3000 CZK will be charged.
13. If a guest asks to prolong the stay he/she can be given a different room from the one he/she stays.
14. All valuables and money are to be put in room or hotel safe. Hotel has no responsibility for loss or damage of properties that are not put in the hotel or room safe. All properties given to hotel safe need to be in closed packaging.
15. Guests has minibars at disposal in the room. Guests are supposed to mark all consumed goods to the from enclosed and give it back at reception by departure. Total amount for all consumed goods are to be paid before leaving the hotel. All unannounced consumption will be additionally deducted from the guests credit/debit card.
16. All visits have to reported and validated by hotel staff otherwise they are not allowed. Visits are allowed only until 10 p.m.
17. It is strictly forbidden to use any electrical equipment with exception of electric razor, hairdryer, mobile or notebook charger.
18. It is strictly forbidden to carry guns, weapons, explosives or anyhow store those in state permitting their use. It is strictly forbidden to keep, store or make any psychotropic substances (with exception to medical prescription). It is strictly forbidden to use open fire.
19. By leaving the room the guest must ensure that the water is closed and the door as well. The guest must return the hotel card otherwise extra 100 CZK will be charged.
20. Pets can be accommodated only upon approval by the hotel staff. Extra charge may be applied and the pet must be healthy.
21. It is strictly forbidden to throw anything out of the window or anyhow pollute hotel surroundings
22. For the safety reasons it is not allowed to leave children under 10 years with no control in the room or in public areas in the hotel. The hotel has no responsibility for such children.
23. Guest has to follow all safety, fireproof and hygienic rules given by the hotel.
24. In case of an injury the first aid kit is at disposal at the reception desk.
25. The guest is fully responsible for the damages caused to the hotel property – base on valid rules and law.
26. It is strictly forbidden to smoke in the rooms or any area in the hotel. In case of smoking extra 5000 CZK will be charged. For smokers there are particular areas reserved.
27. Should the guest cause by his or her carelss behaviour fire alarm, he or she will charged full compensation base on the report from the fire station.
28. Any suggestions or complainst please report to reception staff.
29. Items forgotten by the guests at the hotel are recorded and stored for one month.
30. The guest is obliged to follow all statements in these accommodation rules. In case of breaking those rules the hotel has the right to terminate the accomodation agreement before agreed date.

V Olomouci dne 27.9.2019

Petra Kyselá, Management

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Společnost je zapsána v Obchodním rejstříku vedeném u KS v Ostravě, oddíl C, vložka 63588