

## **Accommodation Rules**

### **Commencement of Stay**

1. The Accommodation Provider will provide accommodation to a Guest pursuant to the conditions of an Accommodation Contract or confirmed booking in which the Accommodation Provider will specify the type of accommodation and the agreed price of accommodation determined on the basis of the duration of stay.
2. The Accommodation Provider will provide accommodation only to duly registered Guests with a confirmed booking of accommodation. During registration, the Guests are obliged to present valid identity documents (ID card or passport) and sign a registration card as well as a takeover record on takeover of the relevant suite.
3. In case the Guests will not present valid identity documents (ID card or passport) or in case the Guests do not pay the required security deposit, the Accommodation Provider may refuse to accommodate the Guests.
4. In exceptional cases, the Accommodation Provider may offer the Guests an accommodation of a different type than the type of accommodation specified in an Accommodation Contract or confirmed order. However, substitute accommodation must not materially differ from the originally confirmed type of accommodation.
5. Upon arrival, the Guests are obliged to provide a security deposit in cash, by payment card or by wire transfer to the Accommodation Provider's bank account. For a short-term accommodation, the security deposit equals CZK 5,000; for a long-term accommodation, an amount corresponding to the price of accommodation for one month is required.
6. In case of termination or failure to utilise the confirmed booking of accommodation, the Accommodation Provider is obliged to charge the following cancellation fees:
  - in case of cancellation of a booking less than 14 days before commencement of the stay, a cancellation fee in the amount of 50% of the price for the entire duration of stay;
  - in case of cancellation of a booking less than two days before commencement of the stay, a cancellation fee in the amount of 100% of the price for the entire duration of stay.

### **Payment for Accommodation and Provided Services**

7. Guests will usually pay the agreed price of accommodation upon commencement of their stay. In case of a longer duration of stay, the Guests are obliged to pay the price of accommodation and certain services monthly in advance, not later than by 25<sup>th</sup> day of the calendar month preceding the month for which the price of accommodation and services is paid.
8. Unless stipulated otherwise in the Accommodation Contract, the price of accommodation includes the possibility to use a high-speed WiFi Internet connection, and cleaning of the suite performed once per week.
9. In case the duration of stay exceeds two (2) months, the Guests are obliged to pay costs of supplies of water and electricity based on actual consumption ascertained through secondary meters for the relevant suite.
10. The price of CZK 200 for each, even incomplete day is charged for use of the parking garage.
11. Dogs and other domestic animals may be accommodated in the Guests' suites only on the basis of a previous written consent of the Accommodation Provider. An additional fee in the amount of CZK 150 per day is charged for the stay of an animal in a suite.
12. Information on the prices of accommodation and provided services are available at the reception desk and published on the Accommodation Provider's website at: [www.holeckova.com](http://www.holeckova.com)
13. The reception desk is available at Holečkova 119, Prague 5 on business days from 9:00 a.m. to 3:00 p.m.

## **Termination of Stay**

14. Guests are only entitled to use the suite for the agreed duration of stay. Unless agreed otherwise in advance, Guests must vacate the suites and make them available not later than by 10:00 a.m. on the last day of their stay. In case the Guests fail to do so, the Accommodation Provider may charge them for the corresponding price of another day of accommodation or, if applicable, the relevant portion of the day in case the suites will be duly vacated and handed over by 2:00 p.m. at the latest.
15. If Guests requests extension of their stay, the Accommodation Provider may offer accommodation in another suite of comparable type.
16. Upon termination of the stay, the Guests must hand over all suite keys at the reception desk.
17. All Guests are obliged to duly check-out at the reception desk and settle their bill prior to terminating their stay and departing the accommodation facility.

## **General Terms**

18. Visitors may be accepted in the common premises of the accommodation facility. Visitors may be accepted in the accommodation portion of the accommodation facility and rented suite only with the consent of the reception desk staff from 8:00 a.m. to 10:00 p.m. Only the Guests are allowed in the accommodation portion of the accommodation facility outside of this time period.
19. For security reasons, children under the age of ten may not stay in the suite or other common premises without adult supervision. Liability for any damage caused by children shall be borne by their legal representatives.
20. When leaving the suite, Guests must always close the taps and properly lock the entrance doors.
21. Smoking is prohibited in all interior areas of the accommodation facility including the suites. In case of a breach of this prohibition, the Accommodation Provider may charge a penalty in the amount of CZK 5,000 for each such breach.
22. Guests may not relocate any furniture or equipment of the suite or interfere in any way with the electric network, equipment or facilities of the common premises. For security reasons, Guests may only use small appliances intended for personal hygiene (hair driers, electric razors, massagers etc.) and ordinary electronic devices (laptops, tablets, cell phones, etc.) in the suites.
23. Guests are obliged to comply with the quiet hours in the period from 10:00 p.m. to 6:00 a.m.
24. In case the accommodated person is demonstrably under the influence of alcohol or other narcotic substances or if the person materially breaches the Accommodation Rules, such person can be barred from entering the accommodation facility and his/her accommodation shall be terminated.
25. Guests are obliged to properly familiarise themselves with the Accommodation Rules and comply with their provisions. In case a Guest materially breaches provision of the Accommodation Rules, the Accommodation Provider may immediately terminate accommodation of such Guest.

## **Liability for Damage**

26. Guests are obliged to use the rented suite properly and comply with all security and fire protection instructions which are present in every suite. Guests are obliged to report any damage to the property of the Accommodation Provider or malfunctions ascertained in the suite or the premises of the accommodation facility to the Accommodation Provider by e-mail sent to the following e-mail address: [info@holeckova.com](mailto:info@holeckova.com)
27. It is prohibited to carry or store weapons, ammunition or other flammable or dangerous substances within all premises of the accommodation facility.

28. Guests shall be liable for any damage caused to the property of the Accommodation Provider. The Accommodation Provider is authorised to claim damages after the departure of a Guest and is authorised to direct debit the relevant amount from the Guests' payment card.
29. The Accommodation Provider is only liable for damage to deposited items if they were duly handed over to the Accommodation Provider for safekeeping. The Accommodation Provider shall only be liable for jewellery, money and other valuables if they were properly taken over by the Accommodation Provider for safekeeping and stored in the safe. The Accommodation Provider is not obliged to take over any dangerous items or items of disproportionate value or size.
30. The right to compensation for damage for stored items must be exercised with the Accommodation Provider without undue delay not later than within 15 days from the day on which the aggrieved party learned of the damage.
31. Each suite is equipped with a built-in safe. Instructions for operation of the built-in safe are kept inside. However, the Accommodation Provider shall bear no liability for items stored by Guests in the built-in safe in a suite or in own personal safes of Guests.

### **Personal Data Processing**

Guests acknowledge that their personal data or the personal data of other accommodated natural persons will be processed in relation to the Accommodation Contract in case such processing is required for the purposes of performance of the Accommodation Provider's contractual obligations or if required by generally binding legal regulations. Information on the personal data processing is published by the Accommodation Provider on the website at: [www.holeckova.com](http://www.holeckova.com)

These Accommodation Rules shall come into force on **1 October 2020**