

ACCOMMODATION ORDER

WELLNESS & SPA HOTEL AUGUSTINIÁNSKÝ DŮM**S**

1. The hotel is authorized to accommodate only properly registered guests and guarantees services corresponding to the given hotel category.
2. The hotel is non-smoking, including all adjacent areas. Smoking areas are marked.
3. For the purpose of proper check-in, the guest presents a valid passport or other proof of identity to the relevant hotel employee upon arrival at the hotel. Based on it, the hotel will issue a chip card to the guest from the room with an envelope on which the name of the guest and the date of departure are indicated. If the guest refuses to present a personal document, the hotel is not obliged to provide him with accommodation.
4. Payment for accommodation and services provided is made in accordance with the hotel's payment conditions, which are part of the hotel's general terms and conditions.
5. If the guest has confirmed accommodation in a certain type of room, he is charged the corresponding price even if he will be accommodated in another type of room and not all beds are occupied.
6. If it is obvious that the guest is under the influence of alcohol or other addictive substances, the hotel is entitled to refuse accommodation.
7. In justified cases, after discussion with the guest, the hotel may offer the guest different accommodation than was originally agreed upon. In this case, the hotel always takes into account that the new offer does not differ significantly from the confirmed order
8. The guest can receive visitors in the room between 8:00 a.m. and 10:00 p.m., but only after proper notification and with the consent of the reception.
9. On the day of arrival, the guest's room is available from 2:00 p.m. On the day of departure, the guest must hand over the room by 10:00 a.m.
10. Hotel guests are not authorized to move any equipment or interfere with the electrical network and equipment located in the room.
11. For safety reasons, the guest may only use those electrical appliances that are used for personal hygiene (shavers, massagers, etc.) as well as laptops and similar small electrical appliances.
12. Hotel guests are entitled to use free wireless internet connection via the hotel wi-fi network.
13. Children under the age of 12 may not be left unattended in the room or in other areas of the hotel, including the wellness center and restaurant.
14. For security reasons and to protect guests, a camera system is installed in the corridors and other public areas of the hotel. These records are handled in accordance with applicable legislation.

15. Hotel guests have the option of free entrance to the wellness center. Children are only allowed to enter from 9:00 a.m. to 10:00 a.m. and then from 2:00 p.m. to 4:00 p.m. Guests can find more detailed information at the reception.
16. It is prohibited to carry or store weapons throughout the building.
17. Between 10:00 p.m. and 6:00 a.m., hotel guests are required to observe a nightly silence.
18. Any complaints and defects on the part of the hotel must be reported at the reception desk, where a written record is made of this notification. More detailed information on reporting complaints is provided in the general terms and conditions.
19. For the loss of the smart card from the room, the guest is obliged to pay a handling fee of CZK 200 to the accommodation provider.
20. The hotel is not responsible for jewelry, money and other valuables, if they have not been stored in the hotel safe.
21. When leaving the room, it is necessary to close the windows and the balcony door.
22. Parking for hotel guests is provided free of charge in the parking lot in front of the hotel. The hotel is not responsible for any damage or theft of the vehicle or items in the vehicle.
23. The range of goods in the minibar is not included in the accommodation price. The guest must report any consumption of goods from the minibar and pay the price of the consumed goods at the hotel reception before departure.
24. By staying at the hotel, the guest confirms that he has familiarized himself with these accommodation regulations. The guest is obliged to comply with the provisions of these accommodation rules and agrees to fulfill the obligations according to these rules. In the event that it is violated, the hotel has the right to withdraw from the agreed accommodation before the end of the agreed period, without the obligation to compensate the guest for any damages.
25. The guest is obliged to follow these accommodation regulations and all instructions that govern the operation of the hotel and the behavior of guests, especially in connection with guest safety, hygiene and fire regulations.
26. Legal relationships as well as other matters expressly not regulated by these accommodation regulations are governed by the valid legal regulations of the Czech Republic and further by other internal regulations of the hotel.

We wish you a pleasant stay.

These accommodation rules take effect on 11 April 2016.

Ing. Petr Borák
General manager