

HOTEL POLICIES OF WELLNESS & SPA HOTEL AUGUSTINIÁNSKÝ DŮM**S**

1. The hotel is obliged to accommodate only those guests who are duly registered. The hotel provides services corresponding to its category.
2. Smoking is prohibited throughout the hotel, with the exception of the areas specifically designated as smoking areas.
3. Guests are required to present valid personal identification card or passport upon arrival for the proper registration. On its basis the guest receives the room key (chip card) with the cover containing the name of the guest and the date of departure. If a guest does not provide valid personal identification, the hotel is entitled to refuse the accommodation.
4. Guests shall pay for their accommodation and additional services the rate in accordance with the valid payment terms which are part of the general terms and conditions of the hotel.
5. If the accommodation in a specific room type is confirmed to the guest, he is charged the corresponding price, even if the guest will stay in a different room type and not all the beds are occupied.
6. If it is obvious that a hotel guest is intoxicated by alcohol or drugs, the hotel is entitled to refuse the accommodation.
7. In justified cases and after consultation with the guest, the hotel may offer a guest accommodation other than originally agreed. Hotel in this case always take into account the fact that the new offer does not significantly differ from the confirmed order.
8. The guest may receive visitors in the room from 8:00 a.m. to 10:00 p.m. only after proper presentation and with the permission of the hotel receptionist.
9. The hotel room is available to the guest from 2:00 p.m. at the day of arrival. On the departure day the guest is obliged to checkout until 10:00 a.m.
10. Hotel guests are neither permitted to move any furniture or equipment, nor to interfere with or alter the electrical system or equipment located in the hotel room.
11. From safety reasons, hotel guests may use only electrical appliances designed for personal hygiene (shavers, massagers etc.) as well as notebook computers and similar small electrical devices.
12. Guests may use the wireless internet connection free of charge in the hotel.
13. The children younger than 12 years may not be left unsupervised in the room or other hotel premises incl. wellness center and restaurant.
14. For safety reasons and to ensure guests security there is a CCTV system installed in the corridors and other premises of the hotel. The records are handed in accordance with the local legislation.
15. Hotel guests may enter the hotel wellness center free of charge. Children may enter the wellness center only from 9:00 a.m. till 10:00 a.m. and then from 2:00 p.m. till 4:00 p.m. More detailed information is available at the reception.
16. It is forbidden to carry or store weapons in any area of the hotel.
17. Guests must observe quiet hours from 10:00 p.m. to 6:00 a.m.
18. Any complaints about the hotel services or hotel's facilities disorders are to be reported to the hotel receptionist who will make a written record about it if needed. More detailed information about the claims announcement is available in the general terms and conditions.
19. Guest shall be charged a fee of CZK 200,- for a lost room key.
20. The hotel is liable for damage or loss of jewelry, money and other valuables only if these were stored in the hotel safe.
21. When leaving the room, guests should ensure that the windows and balcony doors are closed.
22. Parking for hotel guests is provided free of charge at the parking space in front of the hotel. Hotel is not liable for any damages or theft of the car or things in the car.

23. Refreshment and drinks in the minibar are not included in the price of accommodation. The guest is required to inform the reception about any consumption and pay the final price of such consumption before the checkout.
24. Guests confirm by their accommodation that are familiar with this hotel policy. Guests are obliged to observe the provisions of this hotel policy and agree to comply with the obligations under this policy. If the guest breaks this policy, the hotel has right to withdraw from the agreed accommodation before expiration of the agreed period without the consequent obligation to pay any damages to the guest.
25. The guest is obliged to follow this hotel policy and all the instructions that govern the operation of the hotel and behaviour of the guests, especially those relating to the health and safety, sanitary and fire regulations.
26. Legal relations as well as other issues which are not expressly governed by this hotel policy are governed by the valid legislation of the Czech Republic and by further internal guidelines of the hotel.

We wish you a pleasant stay
These hotel policies are effective as of 11.4.2016

Ing. Petr Borák
General manager