

## HOTEL ACCOMMODATION RULES

Operator: Maximus Resort, a. s., Hrázní 327/4a, 635 00 Brno, VAT No.: 26965437, TAX No.: CZ26965437  
Place of business: Hotel SEN, Malostranská 344, 251 66 Senohraby, VAT No.: 26965437, TAY No.: CZ26965437

1. The hotel provides services according to its ranking corresponding to the hotel level.
2. The hotel is entitled to accommodate only a guest who is duly registered and has a valid accommodation reservation. The guest is obliged to provide a valid identity card - foreigners a travel document in accordance with the Act on the Residence of Foreign Nationals in the Czech Republic - then to fill in and sign the Registration Form and to provide a guarantee by cash prepayment or credit card pre-authorization in the corresponding amount for accommodation and provided services. The registration at hotel reception applies also for under-age children.
3. When registered duly, the guest gains a right for temporary accommodation for the agreed period.
4. Then the hotel issues a hotel room chip key card for the guest. If the guest loses the key card, they are obliged to immediately report the loss at the reception. If they do not do so, the hotel bears no responsibility for caused damage connected with the key card loss. A fee at the amount of 200 CZK is charged to the guest if the chip key card is lost or damaged.
5. Based on a confirmed order and prepaid amount for accommodation including VAT, the hotel is obliged to accommodate the guest from 15.00 to 11.00 on the day of departure, in case of a guaranteed reservation. The room is being reserved for the guest for this time period, unless the order specifies differently. Eventual early check-in before 15.00 needs to be agreed in advance, when completing the room reservation, and needs to be confirmed by the hotel, with a price quotation for this extra hotel service.
6. Cancellation of a confirmed standard reservation. If a guaranteed reservation is cancelled by guest three days prior to planned arrival, the hotel charges a fee in the amount of 100% of the total price for accommodation and all ordered hotel services. If a non-guaranteed reservation is cancelled, the accommodation is reserved for the guest only until 18.00 on the day of planned arrival.
7. Cancellation of confirmed reservation through a gift certificate. Free of charge cancellation of the reservation is possible latest one day before planned arrival of the guest. If the guest cancels the reservation on the day of arrival, the hotel charges 100% of the total price for accommodation and all ordered hotel services that are included in the gift voucher. Afterwards, the gift certificate loses its validity.
8. The hotel is not obliged to accommodate guests without previously confirmed guaranteed reservation and without paid amount for accommodation.
9. If a guest does not provide a valid identity document (identity card, passport), the hotel is entitled to refuse to accommodate the guest with regards to the Law on Local Fees for Czech citizens and to the Act 314/2015 of the Collection of Laws for foreign clients.
10. Accommodation in the hotel is permitted only to guests who are not infected by contagious diseases and who are not visibly under influence of alcohol or drugs.
11. In exceptional cases, the hotel reserves a right to offer the guest other accommodation than the agreed one, under the condition that it is not significantly different from the confirmed order.
12. If the guest requires extending their stay for longer period than the agreed one and the hotel has free capacity, the stay may be extended. However, the hotel may offer to the guest a different room than the previously occupied one.
13. The guest is obliged to settle the accommodation and other reserved services in advance, in agreement with the hotel valid price list, during check-in at the reception, based on presented bill, resp. invoice, together with a statement of provided advances from the guest. When the stay is longer than seven days, the guest is obliged to settle the whole stay no later than on the seventh day of the stay, unless the hotel and the guest agreed otherwise.
14. The guest guarantees the accommodation and services by their credit card in form of pre-authorization, or by cash deposit that they leave at the hotel reception in the amount of the price for the stay, as a guarantee for services and extras. If the guarantee amount of the hotel account balance is exceeded, the hotel requires its increasing by the guest.
15. The stay ends on the date agreed with the guest, meaning the day when the guest checks out. To check out duly, the guest has to leave the room by 11.00, return the chip key card at the reception and settle the bill.



If they do not do so and if it was not agreed otherwise, the hotel is entitled to charge late check-out fee to the guest, or another night stay. The hotel is also entitled to charge the whole previous night stay to the guest, if they check in before 6.00 in the morning.

16. The guest is obliged to report all minibar consumption at the hotel reception when checking out. If the guest withholds the consumption, the due balance will be sent to the guest by invoice or their credit card will be charged.

17. Immediately after coming onto the accommodation premises, the guest is obliged to make certain of the equipment completeness and its state according to the list of equipment and to immediately report any missing or damaged equipment at the reception. If the guest finds any damage on the equipment during their stay, they are also obliged to report it at the hotel reception.

18. The guest is entitled to use the hotel equipment in accordance with provided manuals, only for the purposes for which it is intended.

19. The guest is not allowed to make any substantial changes on the accommodation premises without the hotel's management permission, i.e. they are not allowed to move the equipment and to interfere with electrical network or any other installations.

20. The guests are not allowed to use their own electrical equipment in the hotel. This rule does not apply for electrical equipment meant for personal hygiene (electric razor, massage machine, hair dryer, etc.) and appliances with low energy input designed for personal use (notebooks, camera chargers, mobile phones, etc.).

21. The guest bears responsibility for the damage caused on the hotel equipment unless they prove they have not caused it, and they are obliged to pay this damage immediately. This hotel right applies even for a damage that is found after the guest's departure.

22. The hotel lounges are available for receiving visitors. The guest may receive visitors on the accommodation premises only from 8.00 to 22.00 with agreement of the reception staff. Outside this period, only accommodated guests and the hotel employees have access to the accommodation premises.

23. The guest may take pets and other animals on the hotel premises only with acknowledgement of the hotel reception and assuming that the owner can prove their harmless health condition. The price for the animal stay is charged according to the hotel's valid price list. All dogs have to be on a leash and have a muzzle in all public hotel areas. Dogs or any other animals must not rest/lie on beds or any other hotel furnishing that is used for the guests' rest. The guest, who allowed the animal to stay in the room, is responsible for the animal in full scale.

24. The guest must not bring any dangerous objects and substances (sharp objects, weapons, explosives, flammables, corrosives, poisons, etc.), narcotic or psychotropic substances and strongly malodorous substances to the hotel premises.

25. Smoking in the hotel inside areas is forbidden. If breaching this prohibition, the guest will be charged an amount for extra cleaning.

26. The guest is obliged to keep the peace at night from 22.00 to 6.00 and they must not restrict other accommodated guests. With the operator agreement, social events may be organized even after 22.00 in the hotel areas designated for these purposes.

27. The hotel can be approached on foot or in a vehicle only via access road, parking of vehicles is permitted on designated areas. The hotel is not responsible for theft or damage of vehicles left in the hotel parking place. The hotel recommends the guests that they assure themselves to fully lock and secure their vehicles. The hotel also recommends that the guests do not leave any personal belongings and valuables in the vehicle. The hotel bears no responsibility for damages caused by the guest to third parties in the parking place. The hotel reserves the right to require and charge for a damage done on the hotel property by guest's vehicle.

28. For safety reasons, it is not permitted to leave accommodated children below 10 years of age without an adult supervision in the room and on other hotel premises. The children's legal representative bears full responsibility for any eventual damages caused by the children.

29. If the guest becomes ill or injured, the hotel will provide a medical help. Fees for transportation and treatment are settled by the guest. The exceptionable situation is when the hotel is responsible for the guest's illness or injury.

30. The guest is obliged to close the faucets, switch off the lights, shut the windows and balcony door and lock the room whenever they leave the room.



31. During the stay on the hotel premises, each guest is obliged to behave in a way so that they did not cause fire. The guests' behaviour in the event of a fire is described in the Fire Alarm Directives which are published in each room by the entrance door together with the escape plan and they are used as an escape route.
32. Fire on the hotel premises is reported automatically by optical smoke detectors that are installed in hotel rooms and public areas. Manual call points are located in the corridors of each floor, which are used for manual fire report.
33. In the event of a fire, the guests are obliged to report a fire alarm, and they may use a portable fire extinguisher, which can be found in the corridor of each floor, to extinguish the fire.
34. The hotel is responsible for damage on items brought in or left off in connection with accommodation according to the provisions of the Civil Code. Brought-in items are items brought into the areas that were designated for accommodation or for storage of object, or items that were passed on to a responsible hotel staff for this purpose. The hotel is not responsible for damages to the accommodated person, which originated due to their carelessness, e.g. due to leaving the accommodation areas unlocked etc. The right to compensation must be applied without undue delay, but no later than within 15 days after the day when the injured person learnt of the damage.
35. There is a safe deposit in each hotel room and the guest is obliged to use it for storage of their valuables, or they can alternatively use the hotel safe at the reception. The hotel takes over responsibility for money and valuables only if they were deposited in the hotel safe at the reception by the hotel staff.
36. Entry to an occupied hotel room is allowed only to housekeeping staff who had been assigned to the room, housekeeping manager, reception manager, hotel management and technician when a technical issue is reported in the room.
37. We kindly ask the guests to adhere to the principles of good behaviour in the hotel public areas and on the terrace. It is not permitted to move about without clothing, without shoes, in hotel slippers and in masks/thematic costumes. If above mentioned rules are not adhered to, the hotel reserves the right not to serve the guest.
38. Guests' left items are registered and stored for the period of one month. The hotel will send lost items to the guest only when they require so and on their expenses.
39. The hotel management welcomes any suggestions for improvement and also appreciates any critical remarks. A satisfaction survey is available in the hotel rooms.
40. The guest is obliged to adhere to the provisions of this Accommodation Rules for the whole period of their stay. If the guest grossly violates the Accommodation Rules or good behaviour even after they have been warned, the hotel is entitled to withdraw from providing the accommodation services before the agreed period. The hotel has the right to fully charge the accommodation price. The guest have to leave the hotel immediately afterwards.
41. The guest, who provides their personal data from their documents to the hotel during check-in, agrees with collecting, storage and processing of personal data provided to the administrator, Maximus Resort, a. s., VAT no. 26965437, including the place of business Hotel SEN, VAT no, 26965437, for the purpose given below. This agreement is given voluntarily for all provided data for the period of 10 years from the day of the agreement. By their signature (or by ticking the relevant field in the case of an online form), they confirm that they have been notified about their rights related to the administration and processing of personal data, especially that they have the right, according to §11, 21 of the Act no. 101/2000 of the Collection of Laws, to withdraw the agreement at any time, free of charge, that they have the right of access to personal data and the right to rectify such personal data, to block incorrect personal data, to destroy them etc., and that they have the right to approach the Office for Personal Data Protection in case of a suspected violation of their rights. In accordance with §5 of Act no. 101/2000 of the Collection of Laws on the protection of personal data, all data provided are collected and processed solely for marketing purposes of the administrator, for distribution of marketing information. The administrator declares that they will handle the provided data in accordance with valid legal regulations and that they will collect personal data to the extent necessary to fulfil the stated purpose and to process them only in accordance with the purpose for which they were collected. Employees of the administrator or other individuals who process the personal data under a contract with the administrator and other persons are required to maintain confidentiality about the personal data, even after termination of employment or works. The guest, who provides their personal data from their documents to the hotel during check-in, agrees with processing and storage of their personal data in the company Maximus Resort, a. s. in the meaning of Act no. 101/2000 of the Collection of Laws as amended, and also agrees with processing of their provided personal data for marketing purposes. The operator commits to dispose of these data in accordance with valid legal regulations and to use them only for the distribution of marketing information and always in a way that they avoid any harm to the person who the data relate to.



42. This Accommodation rules are available to the guests in the rooms and at the hotel reception and they are valid from 1<sup>st</sup> January 2020.

In Senohraby, on 1<sup>st</sup> January 2020

Jan Veselka  
director of the Sen Hotel