

HOTEL ACCOMMODATION RULES

Operator Maximus Resort, a. s., Hrázní 327/4a, 635 00 Brno, reg. No.:
26965437,
VAT reg. No.: CZ26965437

1. The hotel provides services in accordance with its classification based on the hotel level.
2. The hotel is not obliged to accommodate Guests without a prior confirmed and guaranteed reservation or payment for accommodation.
3. The hotel is only entitled to accommodate a Guest who has a valid reservation. A reservation is only valid if it is guaranteed in advance by a credit card or if the advance invoice has been paid. If the Guest has not guaranteed his/her reservation or has not paid in advance, the hotel can refuse to accommodate the Guest.
4. In case of cancellation of a paid stay less than 21 days before arrival, the amount of the paid stay becomes non-refundable, but with the possibility of rescheduling the reservation to another date, no later than six months from the date of the original reservation.
5. In case of cancellation of a paid or guaranteed reservation less than 72 hours before the scheduled arrival by the Guest, the hotel will charge a fee of up to 100% of the total price of the accommodation and all services as booked. In the case of a non-guaranteed/unpaid reservation the Guest's stay is booked no later than 72 hours before the scheduled arrival, after that the stay is cancelled.
6. Cancellation of confirmed reservation with a gift voucher. Cancellation of reservation without any charge is possible maximum 72 days before the arrival of the Guest. If the Guest cancels the reservation less than 72 days prior to arrival, the hotel will charge 100% of the Total price of the accommodation and all the hotel services ordered that are included in the gift voucher. The gift voucher will then expire.
7. With a confirmed reservation and pre-paid amount for accommodation including VAT, the hotel is obliged to accommodate the Guest from 15.00 to 11.00 the next day on the day of departure in the case of a guaranteed reservation. During this period of time the room is reserved for the Guest unless otherwise specified in the purchase order. Any earlier check-in before 15.00 must be agreed in advance at the time of booking and is subject to approval by the hotel and a fee may apply for this extra service.
8. The hotel is entitled to accommodate only Guests who have duly checked in. The Guest shall therefore show a valid ID card. Foreign Guests shall show a travel document in accordance statutory regulations applicable for expats staying on the Czech territory, and complete and sign the "Guest Registration" form. Also a child aged less than 18 years must register at the hotel reception.
9. If the Guest does not present a valid identity document (ID card, passport), the hotel can refuse the Guest with regard to the Act on local fees for Czech citizens and Act 314/2015 Coll. for foreign clients.
10. By checking in properly, the Guest is entitled to temporary accommodation for the agreed period of time.
11. Only Persons who are free from infectious diseases and alcohol and drugs are allowed to stay at the hotel.
12. The hotel reserves the right to offer different accommodation in exception cases provided it does not deviate from confirmed order to a major extent.
13. If the Guest asks for an extension of his/her stay on top of agreed period and the hotel has Free capacity, then the Accommodation period can be extended. The hotel can however offer the Guest a different room than that where the Guest was originally accommodated.
14. The Guest is obliged to pay for the accommodation and other services booked in accordance with the valid Price lists list of the hotel upon check-in at the reception on the basis of the submitted bill or invoice, together with the settlement of the deposits paid by the Guest. If the Guest stays for more than seven days, he/she is obliged to pay for the entire stay no later than on the 7th day of his/her stay unless otherwise agreed.
15. Guests are obliged to pay for any services not paid for in advance during their stay no later than upon check-out.
16. Accommodation ends on the date agreed with the Guest, i.e. on the day on which the Guest checks out. To check out correctly, the Guest must clear the room before 11:00, hand in the chip card at the reception and pay the bill. Should the Guest fail to do so and if not agreed otherwise, the hotel can charge a late check-out fee and/or another night to the Guest. The hotel can also charge the Guest for the whole previous night if the Guest checks in before 6:00 AM.

17. When checking out, the Guest is obliged to report at the hotel reception all items consumed from the minibar. If the Guest withholds this information, then he/she will be charged based on an invoice and/or the amount will be debited from his/her credit card.
18. The Guest is obliged to assure himself/herself immediately after entering the designated accommodation premises about the completeness and condition of the premises based on the list of equipment and report any possible missing or damaged items of equipment at the reception. The Guest is also obliged to report any damage to any equipment found any time during his/her stay at the hotel reception.
19. The Guest can use the hotel equipment in accordance with the user instructions only for the intended purpose.
20. The Guest must not make any major changes in the designated areas without the consent of the hotel, i.e. the Guest must not move equipment and modify the wiring and/or any other installations.
21. Guests are not allowed to use their own electric appliances. This rule does not apply to electric appliances intended for personal hygiene (razor, massage devices, hair dryer, etc.) and appliances with low input intended for personal needs (laptops, camera and mobile phone chargers, etc.).
22. The Guest bears full responsibility for any damage caused to the hotel equipment and must immediately pay for any such damage unless he/she can prove that he/she did not cause the damage. This right also applies to damage that is discovered after the Guest has left.
23. The hotel offers joint areas for accepting Guests. In the Accommodation section Guests may only receive visitors from 8.00 AM to 10.00 PM with the consent of the receptionist. Only Guests and hotel staff have access to the accommodation area outside these hours.
24. The Guest is allowed to bring his/her pet and other animals only after informing the reception and provided he/she can prove good health of such animals. Fees apply for pets and animals based on the valid Prices list. Every dog must be on the line and bear a muzzle in all public hotel areas. Neither dogs nor other animals are allowed to rest on the bed or any other hotel equipment intended for Guests. The owner and Guest who made it possible for the animal to stay in the room is Responsible for his/her animals to the full extent.
25. The Guest must not bring any hazardous objects and substances to the hotel areas (sharp objects, weapons, explosives, flammables, caustics, poisons, etc.) including drugs and psychotropic substances and any other heavily smelling objects and substances.
26. Smoking is prohibited in the indoor areas of the hotel. A fee will be charged to the Guest for extra cleaning for any breach of the ban on smoking.
27. The Guest is obliged to keep night silence from 10:00 PM to 6:00 AM and must not restrict other Guests. Social events can be organised in the hotel with the consent of the hotel operator also after 10:00 PM in designated areas.
28. The hotel can be accessed, entered and exited only on official driveways and entry ways. Vehicles can be parked only in designated areas. The hotel is not responsible for theft and/or damage to motor vehicles left on the hotel parking. The hotel recommends the Guests to make sure they properly locked and secured their vehicles. The hotel also recommends not to leave personal belonging and precious objects in the vehicle. The hotel is not responsible for any damage caused by the Guest to third parties on the hotel parking areas. The hotel reserves the right to claim and charge any damage which the Guest caused to the hotel property by his/her car.
29. For safety reasons it is not allowed to leave children up to ten years of age in the room and other hotel areas without adult supervision. Any damage caused by children is the full responsibility of their legal representative.
30. If the Guest suffers an indisposition or injury, then hotel will provide medical help. The Guest pays all transportation and check-up fees. The only exception are scenarios when the hotel is responsible for the indisposition or injury of the Guest.
31. The Guest is obliged to close water taps when leaving the room, switch off lights, close windows and/or doors to the balcony and lock the room every time he/she leaves the room.
32. During his/her stay on the hotel premises, every Guest is obliged to behave in such a way as not to cause fire. The fire alarm guidelines say what to do in the event of fire and are posted, including the escape plan, in every room by the entrance doors that are also the fire escape route.
33. Fire in the hotel premises is announced automatically by optical-smoke detectors installed in the hotel rooms and public areas of the hotel. Fire alarm buttons are located in the corridors on storey (for raising fire alarm manually).
34. In the event of fire, Guests are required to report the fire alarm and may use a portable fire extinguisher located in the corridor on the respective storey.

35. The hotel is responsible for any damage to items brought or deposited in connection with accommodation in accordance with the provisions of the Civil Code. An "item brought to the hotel" means an item brought to areas intended for accommodation or for depositing of items and/or any belongings handed in to the hotel employee responsible. The hotel is not responsible for any damage caused to the Guest by negligence, e.g. failure to lock the room, etc. The Guest must claim his/her right to compensation without undue delay but no later than within 15 days since realising the damage.

36. There is a safe in every hotel room and Guests are required to use it for storing their valuables or they can use the hotel safe at the reception. The hotel assumes responsibility for money and valuables only if they have been deposited by a hotel employee in the hotel safe at the reception.

37. Entry to an occupied hotel room is permitted to the maid assigned to the room, the head of the housekeeping service, the head of the reception, the hotel management and the maintenance staff when a technical fault is reported in the room.

38. In public areas of the hotel and on the terrace Guests are requested to behave well. It is not permitted to be naked, without shoes, in hotel slippers and in masks/theme costumes. Should a Guest breach this rule, the hotel reserves the right not to serve the Guest.

39. The hotel is not responsible for forgotten belongings or things left by the Guests. The hotel will only keep track of forgotten items and store them for one month. The hotel will only send forgotten items to the Guest if requested and at the Guest's costs.

40. The hotel management will welcome any improvement suggestions and thanks for any critical comments. A Feedback Form is available in the hotel rooms.

41. The Guest is obliged to observe the provisions of this Rules of Accommodation throughout his/her stay. If the Guest grossly breaches the Rules of Accommodation or good manners despite a warning, the hotel can withdraw from the accommodation services agreement before the end of agreed stay. The hotel is entitled to full compensation of accommodation price. The Guest must subsequently leave the hotel room.

42. The Guest providing the hotel with personal data from his/her documents at the time of the accommodation service agrees to the collection, storage and processing of the personal data provided to the controller, Maximus Resort, a s., reg. No. 26965437, for the purpose set out below. This consent is given voluntarily for all data provided for a period of 10 years from the date of consent. By his/her signature (or by ticking the appropriate box in the case of an online form), the Guest confirms that he/she has been informed of his/her rights related to the management and processing of personal data, in particular that he/she has the right to withdraw his/her consent free of charge at any time pursuant to Sections 11, 21 of Act No. 101/2000 Coll., that he/she has the right to access his/her personal data and the right to correct such personal data, block incorrect personal data, destroy them, etc., and that he/she has the right to contact the Office for Personal Data Protection in the event of a suspected violation of his/her rights. As provided in Section 5 of Act No. 101/2000 Coll. on the Protection of Personal Data, all data provided are collected and processed exclusively for the marketing purposes of the controller, namely for sending marketing information. The controller represents that it will treat the data provided in accordance with applicable legislation and that it will collect personal data to the extent necessary for fulfilling the stated purpose and process it only in accordance with the purpose for which it was collected. The staff of the controller or other natural persons who process personal data on the basis of a contract with the controller and other persons are obliged to maintain confidentiality of personal data, even after termination of employment or work meters. When providing his/her personal data upon the emergence of the accommodation service, the Guest agrees that Maximus Resort, a.s. can process and store his/her personal data in accordance with act No. 101/2000 coll. as later amended and also agrees to the processing of the personal data provided by him/her for marketing purposes. The operator undertakes to treat this data in accordance with applicable legislation and use it only for the purpose of sending marketing information and always in such a way as to avoid any harm to the person to whom the data relates.

43. These Rules of Accommodation are available to Guests in their rooms and at the reception of the hotel and come into effect on 1 September 2022.

In Brno, 18 October 2022

Marek Bouška

Director of the Maximus Resort hotel