

ACCOMMODATION RULES

CALAFATE S.R.O., ESTABLISHMENT HOTEL PRAHA, HŘENSKO

Conditions for concluding an accommodation contract

1. The company Calafate s.r.o., establishment Hotel Praha, Hřensko 37, 40717, IČ: 06641628, registered with the Regional Court in Ústí nad Labem, C 40606 (hereinafter referred to as the hotel or accommodation provider) provides services according to its classification corresponding to the level of the hotel.
2. The guest's accommodation is always defined during the binding reservation and the guest is charged the corresponding price according to the valid price list for this type of accommodation.
3. The hotel is entitled to accommodate guests who have a valid accommodation reservation and who have duly registered. Guests are required to present a valid ID, ID card or passport upon arrival upon request and pay the amount in cash or with an accepted type of card for the agreed accommodation, if this has not already been paid in advance. The receptionist will issue the guest with an accommodation card if the guest has not received all important information in advance, or requests it for security reasons. This will conclude the Accommodation Agreement pursuant to the provisions of §2326 et seq. of Act No. 89/2012 Coll. (Civil Code of the Czech Republic). The receptionist will issue the guest with an electronic room key (according to the number of people). The accommodation agreement is always concluded in writing. To comply with the formal requirement, at least a written or e-mail confirmation of the reservation order or receipt of the accommodation card by the guest from the receptionist will suffice.
4. The processing of the guest's personal data for the purposes of accommodation is governed by the GDPR rules in accordance with applicable legislation, details are on the hotel's website. The guest hereby grants the accommodation provider consent to the processing and storage of their personal data, to the extent of the data provided, for the purpose of providing accommodation and registering guests within the meaning of Act No. 565/1990 Coll., on local fees and Act No. 326/1999 Coll., on the stay of foreigners in the Czech Republic and on amendments to certain laws. More detailed obligations of the guest and the accommodation provider regarding the maintenance of the registration book or house book are set out in the above-mentioned legal regulations.
5. If the guest does not provide a valid identity document (ID card, passport), the hotel is entitled to refuse the guest accommodation.
6. Guests under the age of 18 will only be accommodated when accompanied by an adult.
7. Based on a confirmed order, the hotel is obliged to accommodate the guest from 2:00 p.m. to 10:00 p.m. During this time, the room is reserved for the guest, unless otherwise specified in the order. Any early check-in before 2:00 p.m. must be agreed in advance at the time of booking the room and must be confirmed in writing and a possible price for this above-standard service by the hotel.
8. The hotel is not obliged to accommodate guests without a prior confirmed reservation and guests arriving after 10:00 PM.

9. The accommodation provider and the guest are obliged to comply with all legal regulations of the Czech Republic. They are also obliged to comply with any government regulations regarding the hygiene and epidemiological situation in the Czech Republic. This applies in particular to the fact that, for example, a state of emergency is declared and the relevant hygiene restrictions are also imposed, which both the accommodation provider and the guest are obliged to comply with. If the guest does not comply with the restrictions declared in this way (e.g. antigen tests, mandatory masks, vaccinations, etc.), the accommodation provider is entitled to terminate the Accommodation Agreement immediately without any claims from the guest. If the guest is unable to present the required documentation upon arrival within these restrictions, the accommodation provider is entitled to refuse to conclude the Accommodation Agreement (even despite a valid reservation), without the obligation to refund any fees or funds already paid. If such restrictions are imposed during the guest's stay (i.e. the Accommodation Agreement has already been concluded), the hotel is obliged to notify the guest of such fact, including the consequences of disobedience.
10. For refundable reservations, cancellation is possible free of charge 4 or more days before arrival. The cancellation fee for cancellations 3 days or less before arrival in this case is the price of the first night. In the event of early termination of the stay by the guest without serious reasons caused by force majeure, the original order will be charged. For no-shows on the first night, the price of the first night will be charged and the accommodation for any additional nights will be automatically cancelled.
11. In the case of a non-refundable reservation, the applicable cancellation fee in the event of cancellation is the entire amount paid, i.e. the guest will not be refunded any amount in such a case, even if the guest does not show up for the stay or wants to shorten it for any reason during the stay. In the event of a no-show on the first night, the guest's accommodation will be automatically cancelled for any additional nights.

Liability of the accommodation provider for the belongings of the accommodated person

12. If you discover that an item has been lost or stolen, you must immediately report this to the hotel staff/reception, who will contact the Czech Police.
13. The hotel is liable for damage to items left behind only if they were left behind in a designated place or handed over to one of the hotel employees for safekeeping. The hotel is not liable for other items left behind or forgotten by guests. The hotel is liable for jewelry, money and other valuables only if they were stored in the hotel safe, or taken over by the hotel for safekeeping, or if they were damaged by the actions of a hotel employee. The accommodation facility is liable for money and items stored in hotel room safes according to the applicable legislation of the Czech Republic. The right to compensation for damage must be exercised at the hotel no later than 15 days after the damaged guest learned of the damage. The hotel stores items forgotten or left in the room after the guest's departure for a maximum of 15 days.
14. In case of loss of the access means (accommodation card/chip/access card...) from the room, the guest is obliged to immediately report the loss to the reception. If this is not done, the hotel does not bear any responsibility for any damage caused by the loss of the key.

General accommodation rules

15. Upon repeated arrival of an already accommodated guest to the hotel and during their stay at the hotel, the guest is obliged to present a valid hotel accommodation card or other satisfactory proof of identity upon request by a receptionist or other authorized hotel employee.
16. If the accommodated person under the influence of alcohol or narcotics does not provide a guarantee of compliance with the accommodation rules, he or she may be prevented from entering the hotel or, if applicable, the stay may be terminated (withdrawal from the Accommodation Contract), with the same conditions for shortening the stay as for the guest - see point 11. The same applies to persons who violate the accommodation rules in the sense of damaging or polluting the establishment's premises or excessively bothering other guests with their behavior.
17. The hotel is only allowed to be used by persons who are not affected by infectious diseases. Upon arrival at the hotel, the guest is obliged to inform the reception of any health problems (disability, visual impairment, hearing impairment, etc.). This information can help to ensure medical assistance if necessary or easy evacuation of guests in the event of a fire or other serious accident.
18. For serious operational reasons, the hotel may offer the guest accommodation in another accommodation facility, but always of at least the same category.
19. If a guest orders a certain room type and the reservation is confirmed, the guest is charged the agreed price even if the hotel accommodates the guest in a multi-bed room or a higher room category.
20. If a guest requests an extension of their stay, the hotel may offer a room other than the one in which the guest is currently staying, due to capacity reasons.
21. Common areas are available for receiving visitors from 8:00 a.m. to 7:00 p.m. Guests may receive visitors in their rooms only with the consent of the hotel reception staff from 8:00 a.m. to 7:00 p.m.
22. The guest must not allow accommodation or entry into closed parts of the hotel to visitors and third parties who are not registered for accommodation (do not have an Accommodation Contract with the same accommodation provider).
23. From 10:00 PM to 7:00 AM, guests are required to respect the night's silence in all areas of the hotel and its surroundings.
24. The hotel will arrange for medical assistance in the event of a guest's illness or injury. The guest will pay any expenses incurred.
25. Guests are entitled to use free wireless internet access via wifi throughout the hotel. However, the hotel assumes no responsibility for any damage to the guest's computer or other such equipment. The hotel recommends using your own firewall for internet access.

26. The hotel does not accept accommodation with animals. In the event that the accommodation provider discovers a violation of such a condition, he has the right to withdraw from the accommodation contract by immediately shortening the stay by the accommodation provider (same conditions as shortening the stay by the guest, see point 11.) and to demand payment for extra cleaning of the room (potential allergies of guests to animals).
27. Guests may park their vehicles only in the designated parking spaces and only upon express instruction from a hotel employee. Parking is charged according to the applicable price list.
28. A dress code is required in the hotel's public areas. code Smart Casual . Hotel staff is entitled to notify the guest of this fact at any time, with the proviso that if the guest does not rectify the problem, he may be denied entry to the hotel's common areas.
29. Guests are not allowed to consume their own food and drinks in the hotel's common areas.
30. Children under 12 years of age are allowed into the hotel wellness area only when accompanied by an adult and until 6:00 PM.
31. When leaving the room, the guest is obliged to close the water taps, turn off the lights, turn off electrical appliances that are not being used during the guest's absence, and close the windows. Furthermore, disconnect electrical appliances and other electronic devices from the power supply immediately after the end of active use of these appliances and devices or their charging. Electronic devices can only be charged when the guest is in the room.
32. For the purposes of these regulations, electrical appliances and other electrical devices are considered to include, but are not limited to, chargers for consumer electronics (telephones, tablets, PCs, rechargeable batteries for electric bicycles, scooters, drones, flashlights), while all electrical appliances and other electrical devices brought in by the guest and connected to the accommodation provider's electrical network must not be damaged and must be marked with the CE (CONFORMITY EUROPE) conformity mark and be marked with the following information: a) nominal voltage or its range, b) nominal power or current, c) name or trademark of the manufacturer or responsible seller, d) information about the model or type, e) class of protection against electric shock, f) IP XX appliance coverage, g) nominal current of the upstream fuse, h) information about the environment for which the appliance is intended.

Safety, guest liability for damage caused

33. Carrying weapons into the hotel is prohibited. Exceptions in special cases (guarding state representatives, etc.) are granted only by a representative of the hotel management.
34. In the room or other areas of the hotel, the guest may not move, damage or use inventory or other equipment for purposes other than those for which they are intended. He may not make any modifications or interventions in the electrical network or other installations.
35. Guests are responsible for any damage caused to hotel property.

36. The guest is liable for any damage caused by him/her unless he/she proves that he/she was not at fault. This claim of the hotel also applies to damage that is discovered after the guest's departure.
37. The guest is obliged to immediately report any defects found and to comply with fire regulations. Evacuation plans are available in the corridors.
38. For safety reasons, it is not permitted to use your own electrical appliances, except for devices used for the guest's personal hygiene (razor, hair dryer, etc.) and low-power electrical appliances used for personal needs such as laptops, mobile phones, tablets, chargers for cameras and photo cameras, etc.
39. The guest is obliged to allow access to the room to persons designated by the hotel.
40. For safety and social reasons, it is not appropriate to leave children under 11 years of age in the room or other areas of the hotel without adult supervision.
41. Guests are not allowed to bring sports equipment and items (e.g. bicycles, skis) into the room. A specific special room is reserved for their storage after consultation with the reception.
42. Smoking is not allowed in all areas of the hotel. In case of non-compliance, the hotel charges CZK 2,000 for extra cleaning. If a guest causes a fire alarm to be triggered by their careless behavior, they will be charged compensation for the unnecessary departure upon presentation of a statement from the fire station.
43. The guest is not allowed to use explosive substances (fireworks) in or near the hotel premises.
44. The accommodation provider may administer medication from the first aid kit to the guest at the discretion of the adult guest or a third adult person on behalf of the guest, only upon the express instruction of such guest or person. The risk associated with administering such medications, as well as any risk of contraindications, is borne by the applicant for the medication.

Departure from the hotel

45. The guest uses the room for the period agreed with the hotel (according to the concluded Accommodation Agreement) and is obliged to vacate the room no later than 10:00 a.m. on the last day of the agreed stay. Upon request and if the operation (capacity) allows, the stay can be extended for a fee according to the valid price list. If the guest does not vacate the room within the specified period, the hotel will charge him a fee in the amount of the price for the night of stay. In the event that the hotel has already reserved this room and the guest does not heed the call or is not present at the hotel, the hotel reserves the right, with the participation of a two-member committee, to list the guest's belongings and store them in a safe place so that the room can be used by the guest who reserved it.
46. Upon departure, the guest is obliged to turn off the water taps, turn off the lights, close the windows and doors, and hand in any access devices (chip/card/key, etc.) to the reception.
47. Guests are required to pay any outstanding balances for accommodation and services at the end of their stay according to the current price list. In the case of a longer stay, the guest is

required to settle their bill at least once a week. Before leaving the hotel, it is the responsibility of each guest to properly check out and settle their bill.

48. Information about the prices of hotel services is available at the reception and on the hotel website.
49. The hotel staff welcomes any suggestions for improvement and also appreciates critical comments.
50. The guest is obliged to comply with the provisions of these accommodation rules. In the event of a breach, the hotel management has the right to withdraw from the Accommodation Contract before the expiry of the agreed period of accommodation in accordance with the applicable laws of the Czech Republic.
51. The hotel, as the seller, in accordance with the provisions of Section 14 of Act No. 634/1992 Coll. on Consumer Protection, informs consumers about the possibility of resolving disputes arising from contracts concluded with the seller through the out-of-court settlement of consumer disputes entity, which is the Czech Trade Inspectorate (www.coi.cz), with its registered office at Štěpánská 567/15, Prague 2, ZIP code 120 00.

These hotel accommodation regulations are valid and effective from December 1, 2025. Previous versions become invalid on the date the new version of the regulations comes into force.

Michaela Zajíčková,

Hotel manager

Calafate s.r.o., Hotel Praha, Hřensko

Parking lot operating rules

Operator:

Calafate s.r.o., establishment Hotel Praha, Hřensko, registered with the Regional Court in Ústí nad Labem, C 40606

1. Introduction:

These operating rules (hereinafter referred to as the “rules”) govern the conditions for using the parking lot (hereinafter referred to as the “parking lot”) affiliated with the Operator’s hotel.\

These rules are binding on all persons using the parking lot (hereinafter referred to as the “users”). By entering the parking lot, the user agrees to these rules and undertakes to comply with them. The Operator reserves the right to change these rules at any time. The Operator will inform the user of the changes in an appropriate manner (e.g. by posting the updated

rules in a visible place in the parking lot or at the hotel reception). The operating rules are intended for the management and administration of the hotel parking lot in order to ensure the safety of users' vehicles, the efficient use of parking spaces and compliance with legal regulations.

2. Parking Use:

The parking lot is intended exclusively for the hotel's guests and their visitors (hereinafter referred to as "guests"). The parking lot is not accessible to the public unless otherwise agreed.

Parking is limited to designated parking zones only. Parking outside of the designated areas is strictly prohibited.

3. Parking rules:

Vehicles must be parked exclusively in designated parking spaces.

Users are required to follow the entry and exit routes marked in the parking lot. Parking outside the marked routes is prohibited. After parking the vehicle, the user is required to secure the vehicle against unintentional movement and lock it. Users should not leave valuables in the vehicle.

4. Security:

The parking lot is monitored by security cameras 24 hours a day. Users' personal data, including recordings from the camera system, are processed in accordance with the relevant legal regulations on personal data protection. Users have the right to access their personal data, correct it or delete it in accordance with the provisions of the GDPR.

The hotel is not responsible for any damage, loss or theft of vehicles or property stored in vehicles. Users park at their own risk. It is recommended not to leave any valuables in the vehicle.

5. Procedure in case of accident or damage:

In case of accident or damage to the vehicle in the parking lot, immediately inform the hotel reception.

Provide all information necessary to document the event (photographs, vehicle information, contact information for witnesses).

The operator reserves the right to ensure documentation of the incident via camera recording, if possible and appropriate.

6. Access restrictions:

The parking lot is accessible only to hotel guests and their visitors. Restricted access applies to public parking.

Non-stop access to the parking lot for hotel guests.

7. Rights of the operator:

The operator has the right:

- to demand that parking lot users fulfill their obligations arising from these operating rules,
- to refuse to park a vehicle (motorcycle) that is leaking fuel, oil or other liquids, or otherwise endangers the cleanliness or safety of the parking lot,
- to refuse to park a vehicle that is not properly secured against theft,
- to issue instructions to customers related to parking in the parking lot in accordance with these operating rules,
- to collect parking fees according to the valid price list

8. Rights and obligations of the user

The user is responsible for all damage caused in full in the parking lot.

The user is obliged to :

- familiarize himself with and comply with the parking lot operating rules,
- follow the instructions of the parking lot employee,
- secure the vehicle (motorcycle) so as to prevent damage to the vehicle (motorcycle) and other belongings of the customer and third parties,
- stay in the parking lot only for the time strictly necessary to check in the vehicle (motorcycle),
- refrain from any activity that would pollute or could pollute the parking lot or access roads,
- not carry out repairs, adjustments, cleaning, washing and other modifications to the vehicle (motorcycle), including handling fuel and oils,
- respect and comply with traffic signs throughout the facility

9. Sanctions:

Violation of these operating rules may result in sanctions, including removal of the vehicle at the owner's expense.

10. Effectiveness:

These regulations come into effect on the date of their publication and remain in force until replaced by new operating regulations.

These operating rules are intended to ensure the smooth and safe operation of the hotel parking lot. We expect all guests and visitors to abide by the provisions of these rules for the common safety and well-being.

Michaela Zajíčková,

Hotel manager

Calafate s.r.o., Hotel Praha, Hřensko