

# ACCOMMODATION RULES



Accommodation facility Wellness hotel Astra  
Bedřichov 10  
543 51 Špindlerův Mlýn



1. For the purpose of proper check-in upon arrival, the guest presents to the relevant receptionist a filled in and signed registration card, valid passport or identity card (including ID of children of foreigners). Subsequently, a hotel card and a room key (chip card) is provided. If asked, the guest presents the hotel card to the hotel staff.
2. In case the guest refuses to present his/her valid passport or ID card, the hotel is not obliged to provide him/her with accommodation.
3. An accommodation bill shall be paid by the guest on the day of arrival. On the day of termination of the accommodation, the guest is obliged to pay in cash or by credit card at the reception for all used hotel services.
4. The guest is obliged to abide by the current accommodation rules of the hotel. Besides other things, for the purpose and in relation to safety of guests, hygienic and fire regulations.
5. In exceptional cases, the hotel reserves the right to offer to the guest other accommodation than the accommodation previously agreed on.
6. The hotel is entitled to check the guest's room during the guest's stay. The hotel guests are not entitled to move any hotel equipment and to make changes in the electrical network.
7. The hotel is non-smoking including all adjacent area.
8. In the case of making a room dirty or smoking inside it, a fee in the amount of CZK 1.000 shall be charged to the guest (even repeatedly). Other damage shall be charged according to its extent.
9. The guest can receive visitors to the room from 8.00 a.m. to 10.00 p.m., but in public hotels areas only
10. From 10.00 p.m. to 6.00 a.m., the hotel guests are obliged to respect the night time quiet hours.
11. Children under 10 must not be left unattended by an adult in all hotel premises.
12. The guest bears the responsibility for all damage caused during the period of their accommodation. In the case that damage has been caused by a child, the responsibility is borne by a legal representative.

13. Domestic animals can only be accommodated for a fee paid according to the current price list. In the case that the guest leaves their animal unattended in the room, the guest is obliged to pin up the Do Not Disturb sign on the door so that the hotel staff will not be endangered. Animals are not allowed to lie on beds or other furniture intended for relaxation of guests, including a shower enclosure. Animals are allowed in the hotel common area only with muzzles and guided by their owners. Domestic animals are not allowed in the restaurant. The guest holds the full responsibility for all damage caused by their animal within the period of the accommodation.
14. The hotel is entitled to terminate the accommodation and withdraw from the contract with immediate effect and without any entitlement of the guest to a refund if:
  - a) it is clear that the guest is under the influence of alcohol or other addictive substances
  - b) the guest intentionally or neglectfully damages the hotel property, or if the guest's behaviour is in contradiction with the principles of good manners
  - c) the guest's behaviour is disturbing for the other hotel guests
  - d) the guest's state of health endangers the health of the other hotel guests and staff
  - e) the guest bears and is in possession of arms, which is strictly forbidden in all hotel premises.
  - f) on the grounds of Force Majeure
15. The hotel guests are entitled to use free wireless Internet connection via Wi-Fi free. Please be advised that piracy is illegal and that infringing the copyright is generally a criminal offence pursuant to Section 152 of the Criminal Code.
16. For safety reasons, the guest is only allowed to use the electrical appliances which serve for their personal hygiene as well as notebook computers and small electronic devices.
17. On the guest's request, the hotel shall arrange provision of medical attention, or, as the case may be, transport to a hospital. The related costs shall be paid by the guest.
18. The hotel bears no responsibility for valuables, money etc. unless they are kept at the hotel safe at the reception. In any case, we recommend using the built-in safe in the hotel room wardrobe.
19. Parking for the hotel guests is ensured in designated parking places near the hotel. The car park is unguarded, so the hotel does not bear the responsibility for any possible damage or a car theft or things inside a car.
20. On the day of departure, the guest is obliged to leave the room by 10.00 a.m. (check out). In the case that the guest does not leave the room by 10.00 a.m., the hotel is entitled to charge the guest a fee for the prolonged check out by 2.00 p.m., i.e. in the amount of 50 % of the price per night. From 2.00 p.m., another day of accommodation shall be charged according to the current rack rates.
21. If the hotel discovers any damage to the room equipment, any undisclosed consumption from the minibar or stealing of the hotel property upon the guest's departure, the hotel is entitled to issue an additional bill and settle the bill subsequently by the guest's payment card or to send the bill to the guest's address.
22. The legal relationships as well as other issues that are not explicitly provided for by these accommodation rules are governed by the valid legal regulations of the Czech Republic and by other internal regulations of the hotel.

**In the case of breach of the accommodation rules, the hotel is entitled to withdraw from the agreed accommodation with immediate effect and without any entitlement of the guest to a refund, and without any resulting obligation to compensate the guest for any possible damage.**