

Accommodation Rules

Hotel U Stavaře

(Hereinafter the "hotel" or the "Landlord")

Operator:

JASY Vsetin Ltd.

ID: 25860852, Tax ID: CZ25860852

registered office / place of business on 4. kvetna 353, 755 01 Vsetin

1. Conditions of entering into accommodation contract

1.1 Accommodation of guests at the Hotel U Stavaře takes place on basis of the accommodation contract concluded pursuant to enactment § 2326 et seq Act. no. 89/2012 Coll., Civil Code, under which the Hotel U Stavaře (the "landlord") provides to resident temporary accommodation at the agreed time or on period resulting from purpose of accommodation in facilities hereto stated and resident (hereinafter the "Guest") is committed to pay to the landlord for accommodation and related services within the deadline set by these accommodation rules (hereinafter the "contract").

1.2 The accommodation contract is concluded in writing or verbally. To compliance of form request suffice written order confirmation of booking or completing of registration card at least.

1.3 The rights and obligations of contract parties not explicitly regulated by the accommodation contract are regulated by these accommodation rules and services price list of accommodation. If the accommodation contract specify otherwise than in these accommodation rules and / or price list of accommodation, then the accommodation contract is preferred.

1.4 If the Guest fails to comply with the obligations arising from the accommodation contract and the enclosed Accommodation Rules and / or the price list of the accommodation or in the other way breaches the good manners at hotel (hereinafter "misconduct"), the Landlord is entitled to cancel the accommodation contract before the expiry of the agreed time even without a notice period, if Guest was warned by the hotel staff on his misconduct by procedure in accordance with the provisions of the Civil Code §2331.

2. Entering into a contract, reservation

2.1 Guest is obliged to make an accommodation order for Landlord in writing or make a reservation by telephone and then confirm it in writing. Written reservations respectively confirmation of a telephone reservation according to preceding sentence refers to orders made via the booking form, email on Landlord's address recepce@hotelustavare.cz or by mail sent to the address of the hotel, listed in the header of these accommodation rules.

2.2 The conclusion of the accommodation contract inure when written order or written confirmation of reservation is delivered or when registration card of the Guest is filled out.

2.3 If the Guest has confirmed accommodation in a specific room type, is charged the appropriate price to him, even if he will be accommodated in a different room type, and not all beds will be occupied.

2.4 In justified cases, after consultation with the Guest, the Landlord may offer to Guest another accommodation than originally agreed. In this case the Landlord always consider to make new offer not substantially different than the old confirmed order.

2.5 Prices of accommodation and various services are available at the reception of the hotel and on the website www.hotelustavare.cz.

4. Arrival to hotel

4.1 The Guest announce its arrival at the reception to an authorized employee.

4.2 The Guest identify self by identity card or passport at the reception, or can use other proof of its identity (eg. a residence permit) according to this one will be verified by an authorized employee. The Guest will confirm accuracy of its personal data and length of stay by signature on the registration card or accommodation book of Landlord.

4.3 Unless otherwise agreed, the accommodation of arriving guests takes place from 14.00 to 21.00.

4.4 At arrival to the hotel the guest will pay an amount representing the cost of accommodation, ie. the agreed price for accommodation according to the valid price list. After payment of price of accommodation landlord will issue tax document to Guest confirming payment of the entire accommodation. At arrival to the hotel landlord is entitled to require submission of payment or credit card of the Guest as a guarantee of payment up to 100% of the estimated price of accommodation, for which the landlord can authorize payment appropriate to the amount covering the actual cost of accommodation and other costs related to accommodation. This can be possible without the presence of the Guest (off-line), for which agreed by providing its payment or credit card.

4.5 The landlord is entitled to demand a cash deposit of CZK 1,000 per room. This deposit is refundable at departure, in full amount, respectively, in amount decreased in terms referred in article 7 of these accommodation rules.

4.6 The authorized employee at reception will familiarize the Guests with accommodation rules at the latest on the arrival day of the Guest for accommodation.

4.7 Number of persons in the room must agree to the number of persons registered for accommodation. The Guest undertakes to announce the exact number at enrollment.

4.8 Accommodation length id agreed at the latest at Guest's accommodation and is written in book of accommodation or on registration card. Accommodation lenght can be extended only

with the consent of the Landlord and must be based on an entry in book of accommodation or on the registration card.

4.9 The Guest hereby gives a consent to Landlord to the processing and storage of its personal data, to the extent provided data for the purpose of providing accommodation and evidence of guests within the meaning of the Act no. 565/1990 Coll., about local fees and Act no. 326/1999 ., about accommodation of foreigners in the Czech Republic and about change of certain laws. Further responsibilities of guest and Landlord regarding the keeping of register book, respectively. house books are set by above-mentioned legislation.

4.10 If it is apparent that the guest is under the influence of alcohol or other addictive substances, the Landlord is entitled to refuse accommodation.

5. General accommodation rules

5.1 The Guest has the right to use the space reserved for his accommodation and common areas of the hotel and access the services associated with accommodation.

5.2 The Guest will receive an electronic key (card) to the room and to the hotel entrance (hereinafter collectively referred to as "keys") after beginning of accommodation. Guest is obliged to prevent loss, destruction, damage of these keys, as well as access keys to third persons that are not a direct participant in the relevant accommodation agreements concluded between the guest and the landlord. Possible sanctions for any loss, destruction, damage and access keys in the previous sentence are regulated in the accommodation contract.

5.3 The guest is entitled to use the free wireless internet access via wi-fi free.

5.4 The guest is obliged to:

- familiar with the accommodation rules and comply them;
- pay the price for accommodation according to the valid price list;
- properly use the rooms for accommodation, maintain order and cleanliness in all areas destined to accommodate;
- Ensure compliance with cleanliness in the areas intended for the accommodation;
- protect equipment against damage in locations destined to accommodate;
- immediately report damage or damage that caused the Guest or the person with staying with Guest at the hotel;
- In the time from 22:00 to 7:00 behave in a way that do not to disturb others by excessive noise;
- Close water taps, turn off the lights, turn off electrical appliances that are not in use and close the windows when the Guest departure the room;

- to hand over the room key at the reception when is leaving the hotel.

5.4 Host can do without the consent of the Landlord:

- make significant changes in the premises intended for the accommodation (move furniture, relocate equipment, etc.).
- take away any equipment from the premises destined for accommodation;
- use in premises destined for accommodation their own appliances except for small appliances used for personal hygiene guest and office work;
- leave premises destined for accommodation to another person;
- receive visitors in the premises destined for the accommodation; visits must be properly announced to the reception staff and visits are only possible at the time to 21.00 with the consent of the Landlord; guests can receive visits only in common premises of the hotel;
- specify the address of house with premises destined for accommodation as a place of business;
- place at the hotel animals. The owner of an animal is obliged to request staff accommodation demonstrate the safe condition of the animal by presentation of a valid certificate of vaccination.

5.5 Host cannot also in hotel areas:

- carry weapons, ammunition and explosives or keep them in a condition allowing the immediate use;
- hold, produce or harbor any psychotropic substances or poisons, unless the drug, whose use has been prescribed by doctor to guest;
- to smoking and use open flames. Smoking is possible only in specific places at the entrance of the hotel where is the ashtray or on the terrace. Violation of this prohibition will be fined by CZK 5,000. If a guest causes a damage by smoking or by making open fire in not-allowed areas of the hotel property or of its property or other persons, respectively. damage health of any person, bears full responsibility for everything, and it is his duty to pay any damages. Please note that all areas of the hotel are equipped by sensitive smoke sensor and its running is activated the fire alarm. Any actions that execute the false fire alarm, including the costs of Fire Brigade exit, falls on the guest, who violated the ban of smoking or tampered with open fire in the hotel. The payment of damages does not have any affect for a penalty.

5.6 When illness or injury Guest Landlord provides medical assistance, also transport to hospital in need. Related costs are paid by the guest.

5.7 Assortment of goods in the mini bar is not included in the price of accommodation. The guest is obliged to enter into the form any consumption of goods from the minibar, sign the form and pay the cost of goods consumed at the reception. The landlord is entitled to require a refundable deposit of CZK 1,000.

6. Landlord's responsibility for things of Guest

6.1 If a Guest asks, the Landlord takes into custody cash, jewelry or other valuables. The hotel has the right to refuse of taking things into custody when the things are dangerous or its value and scope is disproportionate to the hotel. These include money or property (eg. Jewelry and other valuables), whose value exceeds CZK 5,000. The Landlord requires things in closed or sealed case for keeping them in custody.

6.2 Application for compensation for damage caused on Guest's property can be notify within 15 days after discovery of damage. Compensation will not be paid, if the damage of property was caused by the guest or a person accompanying him.

6.3 If a guest leaves its stuff in the room after the end of stay and accommodation is not paid, the Landlord will move stuff out of the guest's room and store them in a safe place to prevent their damage. After the payment of debt of accommodation the Landlord issues stored stuff to the Guest.

6.4 Any complaints and defects on the side of the hotel are solved by Complaint procedure. The complaint must be filed immediately and especially in written form.

7. Safety, responsibility for damage caused by Guest

7.1 The Guest is obliged to get acquainted with the safety rules and evacuation plan in case of fire. The plan can found in every hotel room and for consultation with the relevant employee at the reception.

7.2 The Guest in his action behaves in the way that avoids to unreasonable harm to freedom, life, health or property of another.

7.3 If the Guest causes in his actions damage of the Landlord's property, the damage will be paid from the deposit made pursuant to Art. 4 § 4.5. Accommodation rules. If the damage exceeds the deposit, the guest is obliged to pay the difference to Landlord.

7.4 Responsibility of Landlord for damage of mislaid property is governed by the provisions. § 2945 et seq. Law no. 89/2012 Coll., Civil Code.

7.5 Responsibility of Landlord for damage of the brought things is limited up to hundredfold more than the price of accommodation for one day. In other respects be governed by the provisions. § 2946 et seq. Law no. 89/2012 Coll., Civil Code.

7.6 The landlord does not provide secure parking and thus not responsible for damage to vehicles and property left in them.

7.7 Children under 10 years must not be left unattended of adults either alone in the rooms or in other areas intended for the accommodation.

7.8 For safety reasons and to protect the guests is in premises and other public areas of the hotel installed a CCTV camera system. Dealing with these records is done according to the relevant laws about the protection of personality.

8 Departure from the hotel

8.1 The guest is obliged to leave the room, where is accommodated, up to 10.00.

8.2 Host will lock the room and leave the keys at the hotel reception, if it is not agreed otherwise. For the loss of key the Guest is obliged to pay a contractual penalty in the amount of CZK 1,000.

9. Final provisions

9.1 By accommodation the Guest confirms that he is familiar with these accommodation rules. Guest is obliged to observe the provisions of these accommodation rules and agrees with the fulfillment of obligations according to these regulations. In case of breaking, the Landlord has the right to withdraw from the agreed accommodation before the expiry of the agreed period without the consequent obligation to pay any damages to the Guests.

9.2 Legal relationships and other matters expressly unmodified by these accommodation rules are governed by the applicable laws of the Czech Republic and other internal regulations of the accommodation.

CONSUMER PROTECTION:

We give You before the contract of accommodation all the information according to § 1811 and § 1820 of the Act no. 89/2012 Coll., Civil Code, as amended (the "Civil Code").

The Hotel U Stavaře as landlord gives to guests the following information:

a) the identity and contact details of the operator: JASY Vsetin s.r.o., Identification Number: 25860852, registered office: 4. května 353, 755 01 Vsetin, Tax ID CZ25860852, registered in the Commercial Register at the Regional Court in Ostrava, file number: Section C, File 22671, e-mail address: recepc@hotelustavare.cz, telephone number: 571 410 236;

b) the core of business of landlord: provision of accommodation services;

c) identification of service: landlord procures for guests accommodation and other services related to accommodation according to the conditions specified in the written contract of accommodation;

d) the price of the provided services: total price for the services provided is inclusive of all taxes and charges;

e) the method of payment and the method of performance: accommodated guest will provide full payment of the agreed accommodation in cash or by transfer to a bank account of landlord, whose number and variable symbol landlord will communicate in writing to staying guests;

f) cost of the distance communication: the cost of remote communication is determined by subjects providing services of devices to remote communication, and these costs are not different from the standard rate;

g) an indication of the existence, way and conditions of extra-judicial handling of consumer complaints including data, if it is possible to appeal to the supervisory authority:

accommodated guest has the right to file a petition for extrajudicial solution of such disputes to the authority destined to extrajudicial solution of consumer disputes, which is:

The Czech trade inspection

Central Inspectorate - Department of ADR

Štěpánská 15

120 00 Praha 2

Email: adr@coi.cz

Web: adr.coi.cz "

Czech Trade Inspection is the supervisory authority supervising consumer protection, advancing according to the Act no. 64/1986 Coll., about Czech Trade Inspection, as amended, and other legislation. Website of Czech Trade Inspection is www.coi.cz.

h) in accordance with § 1837 letter j) of the Civil Code to accommodated guests as consumers there is no right to withdraw from the accommodation contract if the landlord provides performance within the specified time.

i) identification of the Member State or Member States of the European Union, whose laws will govern the relationship between the landlord and the accommodated guest based on accommodation contract: Czech Republic.

j) an indication of the language in which the accommodated guest will act with a landlord for the duration of the stay and which gives to guests the contractual terms and other details: Czech language.

This Accommodation Code entered into validity and efficiency on October 1, 2016.

COMPLAINTS PROCEDURE

1. If the guest finds a defect, is entitled to put in a claim. Guest advertises defect immediately to the employee who provided the service to the guest. Employee of landlord decides about comply of complaint. If necessary, complaint report is written, which will state what was the defect Authorized employee is obliged to decide the assessment of the complaint immediately, in complicated cases within seven days.

2. The guest put in a claims on the reception. According to the disposition of the claimed services, there is possibility of necessity to also submit the thing of complaint in which the defect is.

3. In providing accommodation, guest has the right to demand removal of defects relating to eligibility and amenities. If the defect cannot be removed there will be provided indemnification services. If it is not possible to provide indemnification, a discount on the price of services will be granted.

4. In providing catering services, guest can request free, fair and timely removal of defects, if there is a failing to comply with good: quality - Weight - measure - temperature, or price. Complaints on the grounds of quality and temperature of food and beverages guest applies after tasting and direct to service staff at the restaurant. Complaints on the grounds of weights and measures guest applies before consumption. Defects of foods and meals are deemed as unrecoverable defects. If there is a defect of foods and meals, the guest has the right to exercise an exchange or refund of the amount paid by the restaurant staff.

Complaints Rules entered into force on 1 October 2016 and effectual.

For Hotel U Stavaře

Name: Viktor Sypták

Function: Managing Director