



## ACCOMMODATION RULES

Grandior Hotel Prague  
Na Poříčí 42  
110 00 Prague 1

(hereinafter referred to as the “Hotel” or the “Lodging Provider”)

run by:

Le-Investment, spol. s r.o.  
Ostrovní 32  
110 00 Prague 1

IČO: 25719041

DIČ: CZ25719041

with registered office / place of business on Ostrovní 32, 110 00 Prague 1

### 1. Conditions of making the accommodation contract

- 1.1 Accommodation of guests in the hotel is realized on the basis of the accommodation contract concluded pursuant the regulation § 2326 and the following law No. 89/2012 Coll., Civil code, on which basis *Grandior Hotel* (hereinafter referred to as the “Lodging Provider”) provides the accommodated a temporary accommodation for an agreed period of time or for a period following the purpose of the accommodation in a facility designated to it, and the accommodated (hereinafter referred to as the “Guest”) undertakes to pay the lodging provider for the accommodation and services connected to it within the time limit given by these Accommodation Rules (hereinafter referred to as the “Contract”).
- 1.2 The accommodation contract is always concluded in written form. At least a written confirmation of the booking order or a completion of a registration card is enough to comply with the form requirement.
- 1.3 Rights and obligations of the contractual parties that are not expressly regulated by the accommodation contract are covered by these Accommodation Rules and the price list of services of the Lodging Provider. If the accommodation contract states different information than the Accommodation Rules and / or the price of the Lodging Provider, the accommodation contract is valid.
- 1.4 If the accommodated does not comply with obligations arising from the accommodation contract and the enclosed Accommodation Rules and / or the price list of the Lodging Provider, or otherwise violates good manners of the Hotel (hereinafter referred to as “Misconduct”), the Lodging Provider is entitled to terminate the accommodation contract before the expiration of the agreed period, even without notice period, if the Guest was warned about his / her Misconduct by the Hotel pursuant the regulation §2331 of the Civil Code.

## **2. Concluding the contract, booking**

- 2.1 The accommodated is obliged to reserve the accommodation with the Lodging Provider in written form or make a reservation by phone and confirm this reservation to the Lodging Provider in written form. The written reservation or confirmation of the phone reservation, according to the previous sentence, is understood to be an order placed via the booking form, by email to *reservations@le-hotels.cz* or by post sent to the address of the Hotel and / or of the Provider stated in the header of these Accommodation Rules.
- 2.2 The conclusion of the Accommodation Contract takes place the moment when the written reservation or the written confirmation of the reservation is delivered to the Guest, or when the Guest's registration card is completed.
- 2.3 Payment of the cost of service stated in the Accommodation Contract depends on the conditions that are part of the confirmation of the accommodation reservation of the Lodging Provider. The Provider reserves the right to always have the service financially secured, also in the form of a credit card guarantee. If this is negotiated when the Accommodation Contract is concluded, the Lodging Provider may require a 100% deposit due after the conclusion of the Accommodation Contract. Unless otherwise stated, the full cost of the accommodation is paid at the time of check-out / check-in.

## **3. Cancellation of reservation, withdrawal from the contract prior to being accommodated, failure to arrive for check-in**

- 3.1 If the Guest fails to pay the required deposit in accordance with Article I, paragraph 2.2, duly and/or in time, the accommodation reservation is canceled on expiry date of the deposit invoice.
- 3.2 The Guest is entitled to withdraw from the Accommodation Contract before the date of check-in, even without stating a reason. The Guest is required to deliver a written notice of withdrawal from the Contract to the Lodging Provider. In such a case, the Provider is entitled to charge the guest a cancellation fee, the amount of which will be calculated from the amount of the deposit paid, and the cancellation fee will be stated in the reservation conditions that are available to the Guest at the time of the Accommodation Contract conclusion. In case reservations require a 100% deposit, the cancellation fee would also be included in the cancellation conditions of the Contract.
- 3.3 In case the Guest does not arrive for check-in within 24 hours after the arranged accommodation check-in, the Lodging Provider is entitled to withdraw from the Accommodation Contract and at the same time to charge the Guest a cancellation fee of 100% of the deposit paid. This does not hold true in case the customer notifies the Provider about the late arrival in advance, not later than 1 day before the scheduled arrival for check-in, either by phone or in written form. The form of the notification shall be adequately covered by the conditions stated in Article 2, paragraph 2.1 of these Accommodation Rules.

## **4. Arrival to the Hotel**

- 4.1 The accommodated announces their arrival to the hotel reception to an authorized employee.
- 4.2 At the reception, the Guest shall present his/her ID, or passport, or proof his/her identity (such as a residence permit), according to which the authorized employee checks the identity of the Guest.

The correctness of the personal data and the period of the stay the Guest confirms with signature on the registration card or in the accommodation book of the Lodging Provider. The Provider has the right to refuse to accommodate the Guest if they do not meet the conditions stipulated by the Aliens' Residence Act or following from the Civil Code.

- 4.3 Unless otherwise negotiated, the accommodation of guests takes place from 15:00 on the day of announced arrival.
- 4.4 Upon arrival, the Guest pays the amount corresponding to the accommodation price, the Lodging Provider issues a tax document that confirms the payment of the stay to the Guest. In case the accommodation was paid by the Guest in advance by means of a deposit of 100% directly to the Lodging Provider, the Provider issues a tax document on the day of the Guest's arrival, confirming the receipt of the deposit in that amount.
- 4.5 The Lodging Provider is entitled to require a deposit of CZK 1,000- per room/night upon the Guest's arrival from them. The deposit is refundable on departure, in full amount or the amount reduced under the conditions stated in Article 7 of these Rules.
- 4.6 If points 4.4 or 4.5 are not met during check-in, the Lodging Provider is entitled to require a submission of a payment or credit card as a guarantee of payment up to 115% of the estimated accommodation cost from the Guest, from which the Lodging Provider is entitled, during check-out, to authorize the payment corresponding to the amount covering the actual cost of accommodation and other associated accommodation costs, and possibly without the presence of the Guest (off-line), to which the Guest, by providing their payment or credit card, gives consent.
- 4.7 The authorized reception employee shall inform the Guest about the Accommodation Rules no later than on the day of the Guest's arrival.
- 4.8 The number of people in one room corresponds to the number of people registered for the accommodation. The accommodated undertakes to report the exact number of people during registration.
- 4.9 The accommodation period is arranged during the Guest's check-in at the latest and is entered in the accommodation book or on the registration card. The accommodation period can be extended only with the consent of the Lodging Provider and must be supported with an entry in the accommodation book or on the registration card.
- 4.10 The accommodated hereby gives consent to the Lodging Provider to process and store their personal data, to the extent of the provided data, for the purpose of providing accommodation and registration of guests within the meaning of Act No. 565/1990 Coll., on Local Fees, and of Act No. 326/1999 Coll., on the Residence of Aliens in the Czech Republic and of amendments to certain Acts. Detailed obligations of the Guest and the Lodging Provider regarding the keeping of the registration book, or House book, are stipulated by the above-mentioned regulation.

## **5. General rules of accommodation**

- 5.1 The Guest has the right to use the room assigned for them as well as common spaces of the Hotel and use the services associated with the accommodation.

5.2 During the accommodation check-in, the Guest receives the room key, or the magnetic card. The Guest is required to prevent loss, destruction, or damage of these keys as well as access to the keys to third parties that are not direct participants of the relevant Accommodation Contract concluded between the Guest and the Lodging Provider. Possible penalties for the loss, destruction, or damage as well as the access to keys, according to the previous sentence, are regulated by the Accommodation Contract.

5.3 Guest is obliged to:

- read and follow the Accommodation Rules;
- pay the accommodation price according to a valid price list;
- properly use the accommodation premises and maintain order and cleanliness on all the accommodation premises;
- the accommodated ensures that cleanliness is maintained in accommodation premises;
- keep the equipment on the accommodation premises safe from damage;
- immediately report the damage caused by the Guest or by people accommodated with them on the Hotel premises;
- behave in such a manner so as not to disturb other people with excessive noise from 22:00 until 07:00;
- when leaving the room, close water taps in the room, turn off the lights and electrical appliances that are not used during the absence of the Guest and close the windows;
- hand over the room key at the reception at the end of stay

5.4 Guest cannot, without the consent of the Lodging Provider:

- make substantial changes in accommodation premises (move furniture, move equipment, etc.);
- take away any equipment and appliances from accommodation premises;
- use own appliances except small appliances used for personal hygiene and office work on the accommodation premises;
- leave the accommodation premises for another person;
- receive visits in accommodation premises; visits must be duly entered in the guest book or announced to reception employees; the visits that are not properly entered can only be received in the Hotel's common spaces;
- state the address of the Hotel and its accommodation premises as the place of business;

5.5 Guest cannot, in accommodation premises:

- carry a weapon, ammunition and explosives, or otherwise keep them in a condition allowing their immediate use;
- have, produce or store narcotic or psychotropic substances or poisons unless they were prescribed by a doctor to the Guest;
- smoke; this does not apply in outdoor smoking areas that are visibly marked with an appropriate sign;
- use open fire;
- keep animals on the premises of the Hotel (except service dogs).



In case of breaching the above regulations, the Lodging Provider reserves the right to charge the Guest a fine in the amount determined by the Hotel for an in-depth sanitation, or for a settlement of a claim caused by the above-mentioned activities.

## **6. Responsibility of the Lodging Provider for things of an accommodated person**

- 6.1 If the Guest asks for it, the Lodging Provider deposits their cash, jewelry or other valuables. The Hotel has the right to refuse deposit of the things that are dangerous, or their value and scope are disproportionate for the accommodation premise. These are mainly cash or items (e.g. jewelry and other valuables) whose value exceeds CZK 50,000. The Provider requires that the items to be put in the safe deposit be handed in a closed or sealed container.
- 6.2 Hotel rooms are not intended for safe keeping of valuables and cash, the Lodging Provider provides a safety deposit box in hotel rooms and reception for such purposes.
- 6.3 Damages caused to the property of the accommodated may be claimed only within 15 days after finding out of the damage. Damage will not be paid if the Guest or the person accompanying them caused the damage.
- 6.4 If the Guest leaves their stuff in a room after the end of the stay and the accommodation is not paid, the Lodging Provider moves the stuff away from the room and stores it in a safe place to prevent damage. After the payment of the accommodation debt, the Provider hands the items over to the Guest.

## **7. Safety, responsibility of the Guest for caused damage**

- 7.1 The Guest is obliged to read safety regulations and the evacuation plan in case of a fire. This plan can be found in each hotel room and can be kept at the reception and its employees.
- 7.2 The Guest should behave in such a way that there is no unreasonable detriment to freedom, life, health or property of another person.
- 7.3 If the Guest causes damage to the Lodging Provider's property, the damage caused will be covered by the paid deposit in accordance with Article 4, par. 4.5 of the Accommodation Rules. If the value of the damage is higher than the deposit, the Guest is obliged to pay this difference to the Provider.
- 7.4 Responsibility of the Lodging Provider for damage to left possessions follows the regulation §2945 et seq. Act No. 89/2012 Coll. of the Civil Code.
- 7.5 Responsibility of the Lodging Provider for damage to brought possessions is limited to 100 times the price of accommodation per 1 day. The rest follows the regulation §2946 et seq. Act No. 89/2012 Coll. of the Civil Code
- 7.6 The Lodging Provider does not have a guarded car park and is therefore not responsible for damage caused to means of transport and to things left in them unless the Provider expressly declares that it has taken such things into safekeeping.

## **8. Departure from the Hotel**



- 8.1 The Guest is obliged to leave the room, where they are accommodated, by 12:00/12PM.
- 8.2 The Guest locks the room and leaves cards at the hotel reception unless arranged otherwise.
- 8.3 The Guest is obliged to make sure that all service charges have been properly paid.

These Accommodation Rules came into force and have been effective since 1/1/2014.

Representing Grandior Hotel Prague

Milan Švára  
Hotel Director