

Accommodation rules of STEELHOTEL nám. Svobody 527, Třinec

Based on accommodation agreement, entered by means of the confirmed booking, the orderer /further the guest/ shall be entitled to temporary accommodation provided by the *hote/*for an agreed period of time or for a period resulting from a purpose of accommodation in STEELHOTEL.

1. The hotel shall accommodate and duly register the guest. The guest will present himself for this purpose with passport or other picture ID. The Hotel is not obliged to accommodate the person under the influence of alcohol, or acting in aggressive manner, including verbal assault of hotel staff, and in case the guest's behaviour could offend other guests.
2. Minors under 18 can be accommodated only with a written agreement of parents or their spouse.
3. The hotel guest with residence outside the Czech Republic is obliged to report such a permanent address of residence while checking in.
4. Every accommodated guest is obliged to follow the accommodation rules implicitly. Hotel management is entitled to conclude appropriate consequences in case of any violation of rules. Any damages caused by guests shall be claimed in full. The guest is bound to settle all claims while checking out at the latest.
5. The Hotel shall provide the Guest with an accommodation quarter in rightful state for assigned usage and will assure undisturbed execution of his rights connected with the accommodation.
6. The Guest is using quarters assigned to him for the purpose of accommodation, as well as the common hotel premises and enjoys the services connected with the accommodation. The guest is not allowed to make any significant changes on those premises without the hotel management agreement.
7. Basic cleaning, including the change of bed sheets provides the hotel staff. Common tidiness in rooms is kept by guests themselves.
8. Check-in from 2:00 p.m. The Guest is entitled to check in , based on the reservation, till 22:00 Hrs the latest. The Hotel will hold the reservation till that time, unless agreed otherwise.
9. In case the duration of stay has not been arranged yet, the guest will confirm duration of stay before 11 AM on the day of his check - out, the guest is obliged to empty the room and hand over the room keys at the reception till that time as well. In case the guest doesn't leave the room till 11 AM the following day, when he is supposed to do so, he shall be obliged to pay surcharge 1.200,- CZK (by obligancy) for an extended stay from 11:00 to 17:00.
10. The guest checking in before 6 AM will be charged for the previous night.
11. The guest will abide the night tranquillity from 22 PM to 7 AM.
12. Should the guest asks for a stay extension, the hotel can - if possible - extend the stay and offer different room as well.
13. Visitors in hotel rooms are allowed only with the hotel agreement, after the registration in the book of visitors, from 8 AM to 22 PM. These visitors are not entitled to extensive presence on the common hotel premises other than restaurant, lobby bar and party rooms, consume the alcohol, or to disturb in any other way the hotel guests, in such case those visitors may be asked by the authorized person to leave the hotel.
14. Dogs, cats and other pets can be placed in the hotel only with a consent of the hotel - the Head receptionist or his deputy, provided the guest will present the Health certificate of the pet in question.
15. Persons in work clothes (unless providing the construction works in the hotel) , dirty or smelly clothes are not allowed to enter the hotel.
16. The hotel premises are for usage of persons free of infection diseases only.
17. Hotel will ensure, in case of illness or injury, medical treatment, possibly transport to the hospital as well.
18. Guests are not allowed to use own electrical appliances in the room, except for appliances such as el. razors, massage appl., fans etc.
19. In the entire Steelhouse building, including hotel rooms and corridors, is **forbidden to smoke**. A deliberately triggered smoke alarm will be fined 20.000 CZK.
20. The guest, while leaving the room, will close the windows, turn off the water, switch off the el. appliances and will lock the room.
21. For safety reasons, it is not allowed to leave children younger 10 without the adult supervision in the room or other hotel premises.
22. The Hotel is responsible for damages of belongings brought in the hotel. *Belongings brought in* are considered as things brought to quarters assigned for accommodation or storage, or were given for that purpose to the authorised hotel employee. Valuables or cash in excess of 5 000,- CZK value have to be kept in hotel safe (against a receipt), otherwise the hotel is not responsible for their loss, theft or damage.
23. The guest is obliged upon his arrival at the room to check for room inventory , if complete and not damaged, according to attached inventory list and any possible inadequacies or damages report immediately to the hotel reception. The guest will be otherwise responsible for the loss or damage of inventory, unless he can prove other cause of damage or loss. Settlement of damages of the hotel room inventory is made according to prices listed on the above mentioned inventory list. This is a kind reminder to our guests not to leave a key in the door of their hotel room.
24. The hotel management in presence of two witnesses is entitled to check the room in case of theft etc. even without presence of accommodated guests.
25. The guest is entitled to cancel the agreement prior to maturity date of agreed period, the damages incurred to the hotel as the consequence of such cancellation would cover the guest only in case the hotel could not prevent such damages.
26. The Hotel reserves the right to cancel the agreement as well and ask the guest to leave the hotel in case the guest has been violating the hotel rules despite warning, in case the ordered out guest will empty the room before 11 AM on given day, he is obliged to pay for the actual period of stay, including the previous night, in case he will empty the room after 11 AM, he will be charged the following night as well. In case the guest has paid in advance and his payment has not been fully used, upon deducting used services, possibly incurred damages, he will be refunded the difference in cash against his signature or in case of not announced guest's departure the difference will be posted to his home address.
27. The guest is obliged to pay for accommodation and related services according to actual hotel price list. The payment is made prior to hotel stay.
28. **Cancellation fees** - cancelled accommodation by guest in the periods of time: 6 days or more before the check-in date - no fee; 5 days before the check-in date - 30 % of total price of accommodation; 4 days before the check-in date - 50 % of total price of accommodation; 3 days or less before check-in day - 100 % of total price of accommodation.
29. In case of long term stay, which is paid in form of encashment, it is necessary to pay for the previous month according to actual price list on the fifth day of following month, otherwise the hotel is entitled to claim those payments in court of law and order out the guest immediately.
30. In case the guest does not have sufficient amount to settle accommodation, restaurant and other services account, or in case of damaging hotel inventory, guest is obliged to confirm in writing the amount of used services and/or caused damages, including signing the Recognition of an obligation. This stipulation however does not prevent the hotel from taking legal steps and reporting such a violation or crime to the police.
31. No entrance with bicycle.
32. Parking in a reserved parking lot of the hotel is free, Caution: the hotel parking is unguarded.
33. Prospective complaints and suggestions should be addressed to the Hotel Manager or other authorised person.
34. The hotel guest has the right to file a claim for judicial resolution of such dispute to the respective body of court settlements of consumer disputes, which is: Czech Trade Inspection, Central inspektorát- Department ADR, Štěpánská 15 120 00 Praha 2, email:adr@coi.cz, web:<https://adr.coi.cz>. Czech Trade Inspection is the supervisory authority supervising consumer protection, advancing under the Act č.64 / 1986 Sb., about the Czech Trade Inspection, as amended, and other legislation. The website of Czech Trade Inspection is www.coi.cz In accordance with regulation § 1837 letter j) of Act no. 89/2012 Coll., of the Civil Code, the accommodated guest as a consumer is not entitled to withdraw from the accommodation agreement, in case the accommodation facility provides performance within the specified time.
35. The legislation governing the relationship between the guest and the landlord based on contract of accommodation: Czech Republic, the language in which the guests shall communicate with a landlord in the duration period of the contract: Czech language.