

ACCOMODATION REGULATIONS

HOTEL TATRA KOPŘIVNICE, s.r.o.

Záhumenní 1161/3A, Kopřivnice 742 21

(also referred to as „hotel/pension“ or „accommodation provider“)

CRN: 258588774

VAT: CZ25858874

With registered office at: Vsetín, Žerotínova 1114, postcode 775 01

Terms of the accommodation contract:

- The accommodation of guests in the Interhotel Tatra is realized on based on the accommodation contract concluded in accordance with § 2326 and et seq. of Act No. 89/2012 Coll, Civil Code, under which Interhotel Tatra (also referred to as “accommodation provider”) provides temporary accommodation to the guest for an agreed period of time or for a period following the purpose of an intended accommodation in the institution and the guest is committed to pay the accommodation provider for the accommodation and the services connected with it within the period of time set in these Accommodation Regulations (also referred to as “the contract”).
- Guests are required to acquaint themselves with the Accommodation Regulations and follow the provision of this Accommodation Regulations and Fire Emergency Plan. In the event of violating them, the hotel has the right to terminate the stay of the guest before the previous agreed departure date.
- The hotel provides services in compliance with its facilities corresponding to the level of the hotel.
- The use of the hotel is allowed only to people who are not infected with infectious diseases and to people who are not under the influence of alcohol and other intoxicants.
- The guest’s stay is always determined during a binding reservation and for this type of accommodation the guest is charged the appropriate price.
- The hotel is allowed to accommodate only guests who have a valid accommodation reservation and who have duly registered. Guests are required to present a valid ID (Identification Card, passport) on arrival, foreign guests are required to sign a registration card.
- If the guest does not prove himself with a valid ID (Identification Card, passport), the hotel is allowed to deny the guest’s stay regarding the Act on Local Fees for Czech citizens and Act 314/2015 Coll. for foreign clients.
- The accommodation contract is always concluded in written form. At least a written confirmation of the order or reservation will be sufficient to comply with the form requirement.
- The rights and obligations of the contracting parties not expressly regulated by the accommodation contract are regulated by this accommodation regulations, the general terms and conditions of the accommodation provider and the price list of the accommodation provider’s services. If the accommodation contract provides for anything other than the accommodation regulation, the general terms and conditions and/or the price list of the accommodation provider, the accommodation contract shall be applied.

- If the resident fails to comply with the regulations arising from the accommodation contract and to it attached the accommodation regulations, the general terms and conditions and the price list of the accommodation provider, or otherwise violates good manners in the hotel (also referred to as “misconduct”), the accommodation provider is allowed to terminate the accommodation contract before the expiry of agreed time, even without notice, if the guest has been notified of his/her misconduct by the hotel in accordance with the provisions of §2331 of the Civil Code.

The arrival to the hotel / pension:

- The guest announces his arrival by the reception desk of the hotel / pension to an authorized staff member.
- At the reception, the guest presents his ID, alternatively a passport, or more precisely any other document to prove his identity (e.g. a confirmation of an accommodation), according to which an authorized staff member verifies the guest’s identity.
- Unless otherwise agreed, accommodation of arriving guests takes place between 2 PM to 12 PM.
- The accommodation provider is allowed to require the guest to pay 100 % deposit per a room upon the guest’s arrival. The deposit is refundable upon departure, in a full or in an amount under the conditions set in the article 7 in the accommodation regulations.
- The number of people per room needs to correspond with the number of persons registered for the accommodation. The guest agrees to notify the precise number of guests at the check-in.
- The accommodation period is agreed no later than the guest’s arrival and needs to be registered in the accommodation system. The period of accommodation can be only extended with the consent of an accommodation provider and must be supported by an entry in the accommodation system.
- The guest hereby gives a permission to the accommodation provider to process and storage his personal data, within the scope 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 residence of foreigners in the Czech Republic and on amendments to certain acts. More detailed obligations of the guest and the accommodation provider concerning the management of the record book, respectively the house book is set out in the above-mentioned legislation.

General accommodation rules:

- A guest has the right to use the space reserved for his accommodation, the same as the common areas and for usage of all the services connected with the accommodation reservation.
- By the check-in, the guest will receive a key, respectively a magnetic or a chip card, to the room and entry to the hotel / pension (also referred to as “keys”). The guest is obliged to prevent the loss, damage, or destruction of these keys, as well as the access to a third party who is not direct party in respect of the accommodation contract agreed between the guest and the accommodation provider. Any penalties for a loss, damage, destruction, or even gaining access of the keys to a third party according to a previous sentence are laid down in the accommodation contract.
- Based on the confirmed order, the hotel is obliged to accommodate the guest from 5 PM. During this time, the room is reserved for the guest unless the order says otherwise. Any early check-in before 3 PM must be agreed in advance at the time of booking the room and wait until the consent of the hotel and possible price of this extra service.
- If it is not possible to extend the guest’s stay in the room reserved on the day of his arrival, the hotel is allowed to offer a different room.

- The guest uses the room for the agreed time of his accommodation. Unless otherwise agreed, the guest must check-out by 11 AM on the last day of his stay and must leave the room by this time. If the guest fails, the hotel is allowed to charge the guest a next day of the stay, or at least a part of it.
- For the accommodation and provided services guests pay the prices according to a valid price list on an arrival day. Before leaving the hotel, every guest is obliged to check-out and pay the bill for other services.
- Pets are not allowed in the hotel.
- If the guest is under the influence of alcohol or other intoxicants and does not guarantee the compliance with the accommodation regulations, he can be denied an entry to the hotel. The repetition of this situation will be a reason to terminate the accommodation of such person.

The guest is required to:

- be familiar with the accommodation regulations and to observe them
- pay the price for the accommodation in accordance with the valid price list
- properly use the accommodation areas, and keeping all the areas clean and tidy
- ensure that the accommodation premises are kept clean
- protect the equipment in the accommodation from damage
- report without delay any damage or injury caused by the guest or persons staying with him on the premises
- behave in such a way as not to disturb other persons by excessive noise between 10 PM and 7 AM
- when leaving the room, close the water taps in the room, turn off the lights, switch off electrical appliances that are not used during the guest's absence and close the windows
- unplug electrical appliances and other electrical equipment from the electricity grid (from the electrical socket) before leaving the room
- disconnect electrical appliances and other electrical equipment from the electricity grid (from the electrical socket) as soon as the active use of such appliances and equipment or their charging has ceased
- use or charge electrical appliances or other electronic devices only in the presence of the guest
- hand over the room key to the reception when leaving the hotel

The guest is not allowed without the consent of the accommodation provider to:

- make any substantial changes to the accommodation (moving the furniture, relocating the equipment, etc.)
- remove any equipment and facilities from the accommodation
- use their own appliances in the premises designated for accommodation, excluding small appliances used by the guest for personal hygiene and office work
- give access of the accommodation to another person
- manipulate with the security lock on the window, which for security reasons only allows the ventilation to be opened
- receive visitors in the areas of accommodation, visitors must be duly registered in the visitors' book and are only allowed between the time from 8 AM to 10 PM with the consent of the hotel; visitors can only be received by the guest in the common areas of the hotel
- state the address of the building designated for an accommodation as their place of a business

The guest cannot in the areas of the hotel:

- carry a weapon, ammunition, and explosives or keep them in a condition that allows them to be used immediately
- possess, make, or keep narcotics or psychotropic substances or poisons, unless they are medicines prescribed by a doctor to the guest
- there is a strict ban on smoking in all areas of the accommodation, under a fine of 2000 CZK, excluding the area designated for smoking which is marked by a symbol
- use an open fire

The responsibility of the accommodation provider for belongings of a guest:

- If the guest requests, the accommodation provider will take custody of the guest's money, jewellery, or other valuables. The hotel has the right to refuse to take custody of items if they are dangerous or disproportionate in value and scope to the accommodation facility. The accommodation provider shall request that the items be handed over to him in a closed or sealed box.
- A compensation for damage caused to the guests' belongings can only be reported within the 15 days after it has been discovered. The damage will not be paid if the damage was caused by the guest himself or by the person accompanying him.
- Safety, guest's liability for damage
- The guest is obliged to familiarize themselves with the safety rules and evacuation plan in case of fire. This evacuation plan can be found in each hotel room and by a relevant staff member.
- The accommodation provider can may administer to a guest a medication from the pharmacy of the guest's or third guest's choice, only on the express instruction of such a guest or a person. The risk associated with the administration of such medications, as well as potential risk of contraindication, shall be borne by the requestor of the medication.
- Guests are fully responsible for any damage caused to the hotel property. Guests are liable for any damage caused by them unless they can prove that they did not cause it. This entitlement also applies to damage that is discovered after the guest has left.
- In the case of non-standard fouling of the room (excessive mess in the room, non-standard use of the bathroom and toilet, etc.), the hotel is entitled to charge the guest a fine of 1000 CZK. The guest is obliged to pay this fee before leaving the hotel. In the event of extreme fouling of the room or other areas of the hotel (blood, vomit, excrement, garbage, etc.), the guest will be charged a fine of 5000 CZK, which must be paid instantly, and the guest's stay will be terminated with immediate effect.
- It is strictly forbidden to plug electronics into the television. In a case of violating this rule the guest will be charged a fine of 1000 CZK.
- The guest shall behave in a way as to avoid unreasonable harm to the freedom, life, health or property of another.
- A guest, who uses in the area of accommodation his own appliances or other electronics, is responsible for the damage caused by such appliances or equipment.

Departure from the hotel:

- The guest is obliged to leave the hotel room by 11 AM.
- When leaving the room, the guest is obliged to turn off the lights, turn off the TV, turn off the taps and close the windows. At the end of the stay, the guest must hand in the access card/room key or the air conditioning remote control.
- For the loss of the entry card, the guest is obliged to pay a fine of 100 CZK, for the loss of the key then 200 CZK. The guest is obliged to pay this fee before leaving the hotel.

Information on the management of personal data:

- The accommodation provider processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, General Regulation on the protection of personal data.
- For the accommodation contract and related facts, the following personal data/categories of personal data are processed: name and surname, date of birth, nationality, travel document number or visa number, permanent residence.
- The resident will process personal data manually and automated directly through his authorized employees, as well as through processors authorized by the resident based on contracts for the processing of personal data.
- The list of entities/categories of recipients to whom personal guest data may be disclosed is based on the statutory standards governing the resident.
- Personal data will be processed by the accommodation provider for a period of 6 years, or for the period required by the applicable legislation (e.g. Act No. 326/1999 Coll., on the residence of foreigners in the Czech Republic).
- The guest has the right to access their personal data processed by the accommodation provider, to correct or delete it, or to restrict processing, and the right to object to processing.
- The guest also has the right to obtain from the accommodation provider the personal data concerning the guest that the data subject has provided. Upon request of the guest, the accommodation provider shall provide the data subject with the data without undue delay in a structured, commonly used, and machine-readable format, or, upon request of the guest, to another clearly identified controller. This right shall not apply to personal data which are not processed by automated means.
- If the guest believes that their personal data is being processed illegally, they can contact the supervisory authority, which for the Czech Republic is the Office for Personal Data Protection (www.uoou.cz).

This Accommodation Regulations came into force and effect on 1 January 2024.

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