

Accommodation Rules

I. Conditions and Manner of Accommodation

Hotel PECR WELLNESS, PECR DEEP (hereinafter referred to as the “Hotel”) is entitled to accommodate a client who duly checks in. For this purpose, the Client must present an ID or other valid identity card, or a passport or other travel document at the hotel reception in accordance with the Act on the Residence of Foreign Nationals in the Czech Republic.

Every Client who is not a citizen of the Czech Republic (foreigner) is obliged to fill in and hand in an official proof of residence report at the reception given to them upon arrival by the hotel employee in accordance with the Act on the Residence of Foreign Nationals in the Czech Republic as well as provide all required information truthfully and completely.

Based on the booked accommodation, the Client can check in on the day of arrival between 3 pm and 8 pm. Until then, the Hotel will book the room for the Client if there was no other request in the order and the Hotel confirmed it.

A Client who insists on accommodation before 9:30 am is obliged to pay the price for early arrival according to the valid price list, unless the Hotel agreed with the Client in advance.

The Client shall check out no later than 10 am (does not apply to special packages where the exact time is defined) and vacate the room by this time unless otherwise agreed in advance. If the Client does not vacate the room by 10 am, the Hotel may charge for the entire following day, unless agreed otherwise; this does not affect the termination of the accommodation relationship between the Hotel and the guest on the day on which the guest was supposed to properly vacate the room (end of stay). If the Client does not vacate the room, the Hotel reserves the right to prevent the guest from having access to the room and the option to exercise the right of retention to the movable property brought by the guest to the room in case of unpaid payment for the stay or other debts. The room is considered vacated after the Client has taken all their belongings out of the room, handed over the elec. card at the reception desk and told an authorized hotel employee that they are checking out of the accommodation. The Hotel reserves the right to check the room inventory (furniture, appliances, forgotten things).

If the Client requests an extension of the accommodation, the Hotel may offer

them a different room in a different price range than the original one. In this case, the Client is not entitled to accommodation in the room in which they were originally accommodated, nor to accommodation in another hotel room, if this is not possible due to capacity or operational reasons of the Hotel.

In exceptional cases, the Hotel reserves the right to offer the Client other accommodation than originally agreed if it differs significantly from the confirmed order.

The Hotel provides its Clients with services to the extent that have been mutually agreed upon and to the extent determined by applicable legal regulation. The Client is obliged to pay for the accommodation and provided services in accordance with the valid Hotel price list by the end of the stay at the latest. This makes the payment terms inviolable under the accommodation contracts. The price list of all services for accommodation and other services is available at the reception of the Hotel.

The Hotel reserves the right not to accommodate a Client if the guest's clothing or behaviour does not correspond to good manners, the guest is clearly under the influence of alcohol or psychotropic drugs or if the guest, their clothing or luggage are excessively dirty.

The Hotel reserves the right not to accommodate a Client who is on the list of persons not paying for accommodation services and not to accommodate a Client who uses/manipulates our booking system in order to obtain a higher discount on accommodation. Furthermore, the Hotel reserves the right to refuse to accommodate a Client according to the decision of the receptionist (or the Hotel Manager) without giving any further reason.

The Client is obliged to adapt their stay at the Hotel, all of its facilities and premises to their current state of health as well as physical and mental abilities.

II. Payment for the Accommodation and Cancellation Fees

The Client is obliged to pay the price for the accommodation and provided services in accordance with the valid price list of the Hotel no later than on the last day at the end of the stay when presented the bill, together with the billing of advances provided by the Client. In case of stays longer than 7 days, the Client is obliged to pay for the entire stay on the seventh day of the stay at the latest, unless the Hotel and the Client agree otherwise.

The price list of accommodation and other services is available at the reception

of the Hotel.

The Hotel reserves the right to request the payment card identification details from the Client during the reservation, an advance of 50% of the accommodation price and a pre-authorization of the payment card in the amount of 200 EUR or the equivalent in CZK for possible future spending in the Hotel as well as the damage or loss of room equipment. The reservation becomes binding for the Hotel only after the payment of the advance is made to the hotel account. The Hotel is entitled to block the amount of the advance on the payment card, the number of which will be communicated by the Client during the reservation, in the form of a pre-authorization payment.

Cancellation of the reservation is charged according to the valid price list of the Hotel, see the Cancellation Policy below.

If the reservation is not cancelled properly and the Client does not arrive at the beginning of the accommodation or reschedule the accommodation commencement to a later date within the booked length of stay, the Client is obliged to pay the cancellation fee in the amount according to the valid price list of the Hotel.

In the event that the Client does not pay the price for the accommodation, the Hotel is entitled to terminate the stay, prevent access to the hotel building and refuse to provide other services. Furthermore, the Hotel is entitled to terminate the stay of a Client who behaves in violation of these Accommodation Rules or good manners.

In case of a shortening of the stay by the Client, the Hotel has the right to charge the Client the full amount of the agreed price for the whole booked length of stay.

Proper cancellation of the reservation must be communicated in writing, electronically and may be made by 8 pm of the seventh day prior to the day on which the accommodation was to commence.

The Hotel is entitled to charge the Client a fee of 100 EUR or the equivalent in CZK for excessive mess in the room, which the guest leaves after the termination of the accommodation, in particular unwashed dishes. Furthermore, the Hotel is entitled to charge the Client the price of damaged, destroyed or lost room equipment, in addition to being entitled to block and charge such billed amounts on the guest's payment card.

III. Responsibility of the Hotel and the Client

The Hotel is liable for damage caused to items brought and left in the accommodation part of the Hotel by the Client according to generally binding regulations.

The Hotel provides its guests with a safety deposit box (at the reception desk) and recommends to deposit all valuables there. The service is free of charge.

The Hotel shall acquaint the Client with the equipment and value of the inventory in the room/suite. The Client is liable for damage caused to the equipment or inventory of the Hotel according to applicable legal regulations. In case of damage/loss or destruction of the hotel property, the Hotel is entitled to damages. The room inventory value is specified in a written record in each room. It is in the Client's interest to check the equipment upon entering the room or to inquire about its contents and to inform the reception staff in case of destruction/loss or damage to the room equipment on the arrival day. The Client, as a legal representative, is liable for damage caused by minors for whom they are responsible, as well as for damage caused by persons or animals present on the premises of the accommodation facility and allowed there by the Client. Furthermore, the Hotel reserves the right to refuse to wash bedding that is excessively soiled or damaged. Compensation will be required in full, i.e. the purchase price of the bedding.

In case of damage to the hotel property caused by the Client, the damage will be paid from the pre-authorization of the payment card or the Client is obliged to pay the compensation for the caused damage on the day of termination of the Client's stay or on the basis of an invoice issued within 14 days from the end of the Client's stay due within 10 days from delivery to the Client, provided that the Hotel decides on such manner of compensation for the damage.

In the event that the Client refuses to pay the price for damaged or destroyed hotel equipment in accordance with these Accommodation Rules, the Hotel is entitled to charge the Client a contractual penalty in the amount of 0.05% per day of the amount due for each day of delay, together with the interest on late payment in the amount stipulated by a generally binding legal regulation.

The Hotel is not responsible for theft or damage to motor vehicles. The Hotel recommends the guests to ensure that their car is properly locked and secured. It also recommends not to leave any personal belongings in the car. The Hotel is not responsible for any damage caused by a guest in garages or hotel car parks to third parties. The Hotel reserves the right to request and charge for any damage to the property of the Hotel by the guest's vehicle, even if the damage is

caused by a third party in the guest's vehicle or by the guest in a third party's vehicle.

The Client is obliged to behave in such a way as to prevent damage to health, property, nature and the environment. The Hotel recommends the Client to lock the front door, even while in the room. Before opening the door to strangers, the Client checks the reason for their entering the room and immediately contacts the reception in case of any doubts. Before leaving the room, the guest will check that the windows and doors are closed.

The Hotel is not responsible for any damage caused outside the Hotel.

IV. Restaurant Services and Sale of Alcoholic Beverages

The Clients are not allowed to consume alcoholic beverages, which have not been purchased in the Hotel or in the hotel restaurant, in the Hotel (in front of the reception desk, in the lounge, in the restaurant).

Drinking alcohol is permitted on the premises of the Hotel to persons over 18 years of age exclusively on the basis of the hotel's drinks list or wine list.

The Client is obliged to inform the hotel staff of any serious health restrictions or eating restrictions and report these to the hotel staff.

A hotel employee is entitled to refuse to sell alcoholic beverages to persons under 18 and those who are apparently already under the influence of alcohol.

The Hotel offers breakfasts, lunches and dinners in the hotel restaurant in the period determined by the hotel rules and regulations. Outside of lunch and dinner time, guests can request refreshments that are prepared according to the capabilities of the kitchen.

Room service is provided in the Hotel to accommodated guests according to the rules and valid price list. Room service can be used by guests who have an open account in the Hotel according to the rules on payment guarantees.

Consumption, which is charged to the guest's hotel account, must be signed by the guest. Cash payments for room service are only possible at the cash desk in the hotel restaurant or at the reception.

V. Generally Applicable Provision

The hotel lobby and/or other hotel common rooms are reserved for receiving

visitors to accommodated guests. Visitors can only be admitted to the room where the Client is accommodates with the consent of the responsible receptionist or the hotel management from 8 am to 10 pm. A hotel employee is not entitled to provide any information about the accommodated clients to third parties (with the exception of police officers after they have legitimized themselves and proved the legitimacy to request such data) or to allow a third party to visit the guest without their consent.

The Client may not move the interior equipment, make any changes or modifications to the hotel equipment, tamper with the power supply network or other installations in the room and hotel common rooms without the consent of a responsible employee or the hotel management.

Guests are not allowed to use their own electrical appliances in the Hotel and especially in the room. This does not apply to personal hygiene appliances (electric shaver, massager, etc.) and small household electronics (laptop, mobile phone, etc.).

The Clients are not allowed to bring items, for which the Hotel has allocated other places, such as sports equipment, skis, prams, bicycles, carts, etc. into the rooms. The Client can receive information about the storage of such things at the hotel reception. Damage to hotel property despite this prohibition will be charged to the guest in full. In case of violation of this prohibition, the Hotel is entitled to charge the Client a contractual penalty of 100 EUR for each violation. In the event that the caused damage is higher, the Hotel reserves the right to charge the full amount.

Smoking is only allowed in the designated areas outside the Hotel (terrace behind the reception, at the main entrance). Smoking is strictly forbidden in the rooms, even on balconies. In case of violation of this prohibition, the Hotel is entitled to charge the Client a contractual penalty of 100 EUR for each violation. In the event that the caused damage is higher, the Hotel reserves the right to charge the full amount. Smoke detectors connected to the alarm receiving centre are installed in the rooms. If the guest breaches the ban on smoking and handling an open fire or smoke source and causes the fire brigade to arrive, they will be charged, in addition to the contractual penalty, in connection with the fire brigade's trip. The unauthorized handling of smoke detectors or other security elements is prohibited. For any interference with the functionality of smoke detectors or other security elements, the Hotel is entitled to charge the Client a contractual penalty of 100 EUR.

The use of any narcotics and psychotropic drugs in the Hotel is strictly prohibited. The Hotel is entitled to inform the Police of the Czech Republic and immediately cancel the accommodation of the guest who violates the ban without compensation.

It is strictly forbidden for Clients to use the wellness centre under the influence of alcohol and psychotropic drugs. A Client suffering from cardiovascular disease or having any health problems which could lead to the deterioration of their health condition or threaten their life as a result of staying in the pool or a sauna, can use the sauna facilities at their own risk and responsibility.

Dogs and other animals cannot move around the Hotel and if they do, then only with the permission of the responsible employee of the Hotel or on the basis of a prior agreement between the Client and the Hotel, provided that the owner proves the pet's medical fitness. The price of the pet accommodation is charged according to the valid price list of the Hotel. The following regulations apply to the accommodation of dogs and other animals:

Dogs and other animals are not allowed to enter and stay in areas where food is stored and prepared or where meals and drinks are served.

Only small breeds of dogs are allowed to enter the accommodation part of the Hotel and only with the permission of the Hotel Director.

Dogs and other animals are strictly forbidden to enter the wellness centre.

Every dog must be leashed and have a muzzle in all public areas of the Hotel and the restaurant.

Dogs and other animals must not be allowed to rest/lie on a bed or other object used for the relaxation of the Client.

Dogs and other animals must not be fed from the inventory that serves for the preparation or serving of meals to guests.

In case of any damage to the hotel equipment by an animal, the Client is obliged to pay for the damage in full.

The animal owner and the Client who allowed the animal to stay in the room, are fully responsible for the animal.

For the above violations of the rules and regulations, except for direct damage to property that is charged to the guest in full, the guest will be charged for additional cleaning of the room or space soiled by the animal in the amount of up to 100 EUR.

The Hotel reserves the right to even charge direct cleaning costs in excess of the above amount in full. The Hotel also reserves the right to be paid for new bedding that was used for the rest of animals. Such bedding will be charged to the guest in full.

The cleaning and checking of the room where the guest is staying with an animal must be allowed in a way to avoid endangering the staff or other guests of the Hotel. The check must be made possible at least once a day to detect any damage or excessive mess.

Before leaving, the Client is obliged to close the water taps in the room, turn off the lights, close the balcony door in the room with a balcony, close the windows, lock the door and hand over the elec. card at the reception desk. For the loss of elec. card, the Hotel charges the amount of 20 EUR.

The Clients are required to dispose of garbage only in designated containers at designated locations.

For safety reasons, the Hotel does not recommend leaving children under 12 without adult supervision, either in the room or in the hotel's other common areas.

The Client is obliged to observe quiet hours from 10 pm to 6 am. With the permission of the operator (hotel manager or representative), social events can also be held in the hotel's designated areas after 10 pm. The Client is obliged to keep adequately quiet also during the day from 6 am to 10 pm. It is forbidden to make excessive noise in the Hotel throughout the day. In the case of excessive noise, a hotel employee will tell such Client to refrain from doing so, otherwise it will be regarded as a gross violation of these Accommodation Rules.

The Client must not carry a weapon or ammunition on the hotel premises or keep them in a state that allows their immediate use.

The Hotel reserves the right to restrict the entry to the wellness centre in case of high demand by the Clients.

Guest complaints and any suggestions for hotel improvement are accepted by the Hotel Director. The questionnaire is available at the reception desk.

Disputes arising from this contract will be settled through courts in the Czech Republic. In damage disputes where the defendant is a person who is a resident of an EU Member State, the local jurisdiction of the court is determined according to the place where the damage occurred in accordance with Article 5 (3) of Council Regulation (EC) No. 44/2001 of 22 December 2000 on the

jurisdiction, recognition and enforcement of judgments in civil as well as commercial matters.

In accordance with the provisions of Section 14 of Act No. 634/1992 Coll., on Consumer Protection, the Hotel shall inform the Client of the possibility of settling possible disputes out of court through the Czech Trade Inspection Authority (in accordance with Section 20e of Act No. 634/1992 Coll.); the website of the Czech Trade Inspection Authority can be found here: <http://www.coi.cz/>.

The Client is obliged to comply with the provisions of these Accommodation Rules. In case the Client does not comply with the Accommodation Rules, the hotel management has the right to withdraw from the provision of accommodation services and to withdraw from the accommodation contract before the agreed time. In this case, the Hotel is entitled to full payment of the accommodation price. The Client must then leave the Hotel without delay. The Client is obliged to familiarize themselves with the operating and safety rules of the Hotel, including all of its facilities and to adhere to them consistently.

The guest providing the Hotel with their personal data from their documents upon the establishment of the accommodation service agrees to the processing and storage of their personal data by the company Pecr Apartments, s.r.o. within the meaning of Act. No. 101/2000 Coll., as amended. With regard to the obligation to report accommodation to the Police of the Czech Republic under Act No. 326/1999 Coll., the guest will present a valid passport or personal identification document at the latest when taking over the key from the room, giving consent to the taking of a photocopy of such a document for the hotel's record keeping. If the guest fails to present the above-mentioned document, the Hotel reserves the right not to accommodate the guest; if such a situation leads to a cancellation, the guest is obliged to pay a cancellation fee according to Article II (6) of these Rules.

The accommodation of guests is governed by the Czech legal code, on the basis of Czech law and these Accommodation Rules. The guest accepts the Accommodation Rules as the accommodation terms of a contract and is obliged to comply with their provisions. The guest is obliged to get acquainted with these Accommodation Rules, for their ignorance will not be taken into account.

The Accommodation Rules are valid from 1 January 2018 and replace the previous version of 1 March 2014.