



General Terms and Conditions

Accommodation Rules

1. Each accommodated person is obliged to check-in at the hotel reception and identify himself / herself in a credible way introducing at least his / her surname, first name, home address, date of birth, nationality, a number of an identity card or passport and signature. A client who is in need of an entry visa for entering the Czech Republic has to prove the validity of the visa. In the case of not providing all the necessary information the hotel may not accommodate the guest regardless the reservation and its cancellation policy.
2. An accommodated guest is obliged to pay the price of the reservation and all provided services latest on the departure date. The clients arriving via a travel agency have to submit a valid voucher issued by the travel agency.
3. The accommodation and other provided services the guest has to pay at the arrival day cash or by credit card. When the guest arrives the reception takes a pre-authorization of some money on the guest credit (debit) card. This pre-authorization serves as a guarantee of payment of extra services used by the guest during the stay in the hotel. After payment of all extra charges on the guest bill this pre-authorization will be cancelled latest at the departure date. Payment via invoice is possible only if official order is done before arrival and deposit is paid in advance.
4. Persons with contagious diseases or with a suspicion of such an illness cannot be accommodated in the hotel, as well as persons under the influence of drugs and / or alcohol.
5. Accommodated guests are obliged to adhere to general legal rules and to act in accordance with good manners.
6. If there is no special agreement the room is provided from 15:00 on the arrival day until 11:00 on the departure day.
7. Services of the reception department are available continuously all day and night at telephone hotel number 111.
8. Entering and leaving the building of the hotel is possible all day and night for the hotel guests.
9. It is necessary to keep the peace at night in the hotel and its surroundings between 22:00 and 6:00. This is also the time when it is forbidden for guests to take any person to the room if this person is not a registered guest on the

reception.

10. Making fire and handling with an open fire is forbidden in all areas of the hotel. Each guest is obliged to follow all safety regulations and fire-stopping instructions.

11. For safety reasons it is not allowed to leave the children under 12 without supervision of an adult person either in the room or in other areas of the hotel. The parents are responsible for the safety of their children inside the hotel as well as in its surroundings.

12. The presence of dogs in the hotel has to be approved by the reception or reservation department. Keeping the dog in the hotel room overnight is charged according to the valid pricelist.

13. In the room, it is not permitted to use own electrical appliances, for example electric kettles. Only electric shavers, curling irons and battery chargers are allowed to be used in the room. The guest is liable for using these and is liable for any damage caused by such appliances.

14. Smoking is strictly forbidden in the whole hotel except the lobby bar area. The violation of the ban of smoking will be penalized by 500 Euro fine because of necessity of the special cleaning.

15. All valuables like jewels, watches, money etc. have to be deposited either in the room safe. The hotel is not liable for any loss of valuables not deposited in the room safe. Valuables stored in the safe are covered by insurance for the maximum amount of 50 000 CZK.

16. The guests are fully liable for any damages they cause to the hotel property.

17. In reasoned cases after consideration with the guest the hotel may offer the guest another accommodation than originally ordered. In this case the hotel always consider the new offer not to be much different than the confirmed

18. Each guest is obliged to follow these accommodation rules. In case of a serious violation of the rules by the guest the management company of the hotel has the authority to cancel the contractual relation with the guest without any compensation for him / her.

19. Any guest complaints or suggestions to potential improvement of services is received by the reception department or the hotel management at any time.

Complaints procedures:

1. These complaints procedures are setting the process of applying official claims for compensations in case some faults or errors are found on services or products provided by Hotel Dvořák (from now on as "Hotel") managed by BALNEX 1 a.s., Address U dubu 691/48, Braník, 147 00 Praha 4.
2. If customer finds a fault on provided product or service a right to claim a reclamation on given product/service arises.
3. Reclamation is needed to be claimed without further unnecessary delays so that there is no chance that some problem with proving the fault appears.
4. Reclamation is claimed in written form or verbally on the Hotel reception. In case of a verbal claim a Reclamation form is filled out with authorized personnel of the Hotel. Authorized personnel is a manager of the Hotel which has a daily duty in the moment the claim is submitted. Only in case a manager is not present it is possible to fill out the form with the Hotel Receptionist. Reclamation form is completed in two copies, one for the Hotel and the second for the customer.
5. Based on the reclamation form it will be decided at best right away or up to 3 days about the settlement of the claim. The longest possible time to settle the reclamation is 30 days.
6. In case a justified reclamation is acknowledged a Hotel provides a removal of faults at no cost or substitute service is provided so that everything is according to original order. In case this is not possible an adequate compensation for product or service is applied.
7. Information about compensation is filled into the Reclamation form drafted by an authorized personnel of the Hotel.

Consumer protection:

Prior to the conclusion of the accommodation contract, we are herewith providing you with all the mandatory information pursuant to provisions § 1811 and § 1820 of the Act No. 89/2012 Coll., Civil Code, as amended (hereinafter referred to as "Civil Code"). Hotel Dvořák, as the accommodation provider, is providing the accommodated guests with the following pieces of information:

a) accommodation provider's identity and contact data: BALNEX 1 a.s., IČO: 00139866, based At: U dubu 691/48, Braník, 147 00 Praha 4, DIČ CZ00139866, a company entered in the Companies Register held with City Court in Prague, Section BXXXVI 85 , electronic mail address: info@hoteldvorak.cz, telephone number: +420 353 102 111;

b) accommodation provider's main subject of enterprise: rendition of accommodation services;

c) specification of the services: the accommodation provider arranges for accommodation and for services related to accommodation on behalf of the accommodated guests subject to the terms and conditions stipulated in a written accommodation contract;

d) price of the provided service: the total price of the services rendered is according to hotel website. This price includes any and all additional taxes and charges;

e) method of payment and method of performance: the accommodated guest shall provide all payments agreed in the accommodation contract in cash or through a noncash transaction crediting the accommodation provider's bank account whose number and variable symbol will be communicated to the accommodated guest by the accommodation provider in writing;

f) cost of remote communication: the costs associated with any means of remote communication shall be determined by the entities providing services employing such remote communication means and these costs shall not differ from their standard rates;

g) data concerning the existence, methods and conditions governing out-of-court settlements of consumer complaints, inclusive of the information on whether it is possible to seek assistance from a supervisory body: The accommodated guest shall have the right to file a motion for out-of-court settlement of the dispute with the designated entity in charge of out-of-court consumer dispute settlements, which is:

The Czech Trade Inspection Authority (CTIA)
Central Inspectorate - ADR Department
Štěpánská 15
120 00 Praha 2
E-mail: adr@coi.cz Web: <https://adr.coi.cz>

The Czech Trade Inspection Authority is a supervisory body monitoring consumer protection, acting in pursuance of Act No. 64/1986 Coll., The Czech Trade Inspection Authority Act as amended, and additional legal regulations. The Czech Trade Inspection Authority's website is www.coi.cz.

h) In conformity with the provision § 1837 item j) of Civil Code, no right of withdrawal from the accommodation contract shall arise for the accommodated persons as consumers as long as the accommodation facility provides the contractual performances within the designated deadlines.

i) identification of the European Union member state or member states whose legal regulations will be governing the relationship between the accommodated guest and the accommodation provider which has been established through the accommodation contract: Czech Republic.

j) information concerning the language to be used by the accommodated guest in negotiating with the accommodation provider along the contract duration and in which the contract terms and conditions and additional data will be communicated to the accommodated guests: Czech language.

Others:

Hotel facility is under continuous camera surveillance. Operation of surveillance camera system was approved and is registered at The office for personal data protection in Prague.

Best available rate prices and prices of all other services are available at the reception or on the hotel web pages www.hoteldvorak.cz

Legal relationships expressly untreated by these accommodation rules are driven by laws, regulations and government orders published in the Collection of Laws of the Czech Republic.

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Petra Dryje
Board Member
Hotel Dvořák