

Accommodation Rules

HOTEL TOMÁŠOV**, U Lomu 638, Zlín 760 01, www.hotel@tomasov.cz**

Operator: ZM-TECH s.r.o., IČO:255 51 868, DIČ: CZ 255 51 868, Phone Number: +420 577 005 915, Fax: +420 577 005 924

I. Accommodation Conditions

- 1.1. Hotel guests of the Hotel Tomášov shall be accommodated in accordance with the provisions of Act §2326 et seq. no. 89/2012 Coll, Civil Code. On the basis of which the Hotel Tomášov shall provide temporary accommodation to the accommodated person (hereinafter referred to as "Guest") for an agreed period of time or for a period of time resulting from the purpose of accommodation in the facility designed for that, and agrees to pay the Landlord for the accommodation and related services within the deadline set by the house rules.
- 1.2. The rights and obligations of the parties are governed by the house rules and Price List of services issued by the landlord.
- 1.3. If a Guest fails to comply with the obligations resulting from the accommodation rules and / or the landlord's price list or otherwise violates good manners at the Hotel Tomášov (hereinafter referred to as "misconduct"), the landlord is entitled to terminate accommodation before the expiry of the agreed period, even without a notice period, if the guest was advised of his/her misconduct by the hotel proceeding pursuant to the provision of Section 2331 of the Civil Code.

II. Reservation

- 2.1. Guest reservations are made by telephone, in writing or in the booking form. Confirmation can be considered in written form via an email or fax confirmation (The writing). The guest receives a booking confirmation email from the landlord.
- 2.2. Binding reservations are the receipt of writing, phone or e-mail bookings. The guest receives an email confirmation from the landlord, including the house rules for the guest to familiarise himself with.

III. Cancellation

- 3.1. The Guest is entitled to withdraw from the contract for accommodation before arrival at the accommodation and without giving a reason, but not within less than 12 hours. The guest shall provide written notification of the cancellation.
- 3.2. The hotel landlord is entitled to charge a cancellation fee of 60% of the price of accommodation for cancellations made within less than 12 hours of the set time of arrival.
- 3.3. In the event that the guest fails to check-in at the accommodation within 12 hours after the stipulated time of arrival at the hotel, the landlord is entitled to charge a cancellation fee of 100% of the price of accommodation.

IV. Terms and Method of Accommodation

- 4.1. Specified arrival time is from 15:00 to 24:00. Unless the guest has agreed otherwise with the landlord in advance.
- 4.2. The guest is to announce his/her arrival at the hotel reception to an authorized employee.
- 4.3. The guest shall submit his/her valid identity card or passport or other valid proof of identity immediately upon arrival to an authorized employee.
- 4.4. The guest hereby gives consent to the processing and storage of their personal data to the extent that data is provided for the purpose of providing accommodation and registration of guests within the meaning of the Act no. 565/1990 Coll., On local fees and Act no. 326/1996 Coll. the residence of foreigners in the Czech Republic and amending certain acts to the landlord. For more detailed descriptions of responsibilities for both the guest and landlords regarding the guest book records or house books are stated in the above-mentioned legislation.
- 4.5. The number of persons per room shall correspond to the number of persons registered for the accommodation. The guest agrees to notify their exact number at check-in and during the stay.
- 4.6. If the guest arrives before 6:00 in the morning the guest shall be additionally charged for the previous night, unless otherwise agreed with the landlord in advance.
- 4.7. The hotel may, in exceptional circumstances, offer guests other than the agreed accommodation, but not substantially different from the confirmed booking.



Hotel Tomášov

- 4.8. The duration of the stay is agreed at the latest at the time of checking-in at the accommodation and is recorded in the reservation system of the hotel. The duration of the stay can be extended with the consent of the owner and must be notified to an authorized employee.
- 4.9. In the event of an extension to the guest's stay, the hotel may offer guests eg. due to availability, a different room to the one in which the guest was originally accommodated.
- 4.10. The guest shall terminate his/her stay by 12:00 pm and then release the room, unless otherwise agreed with the landlord in advance. If the guest does not release room by 12:00 pm, the landlord is entitled to charge the guest for the next day's stay, unless otherwise agreed with the landlord in advance. Rooms shall be released after a client walks out of the room with all their belongings and hands in the smart card at the reception desk and announces that he/she is leaving the accommodation. The hotel reserves the right to inspect the room inventory (furniture, appliances, forgotten property) and take payment for the guest's consumption up to 1 hour after the release of the room.
- 4.11. The guest is obliged to present the room intact (or damage must be reported).

V. Payment Terms

- 5.1. For accommodation and services provided the guest is obliged to pay the price in accordance with the current price list of the hotel, but no later than the date of termination of the stay on the basis of the submitted accounts. For stays longer than two days, the client must pay 50% of the total amount for accommodation.
- 5.2. The hotel has the right to demand payment from the guest in advance.
- 5.3. The Price List of services is available at the reception.

VI. General Accommodation Rules

- 6.1. The guest must get acquainted with the house rules and abide by them.
- 6.2. The guest is required to properly use the premises for accommodation, maintain order and cleanliness in all areas designed to accommodate.
- 6.3. The guest is obliged to protect equipment in locations designated for accommodation against damage.
- 6.4. Silence at night is to be observed from 10:00 pm to 7:00 am.
- 6.5. All rooms are equipped with minibars, which are not included in the price. The current price list is located in the hotel room. The minibars are refreshed daily by room service or on-demand by the guest. Any amount consumed or supplemented item, which is part of the range of the minibar, is recorded in a control log by room service.
- 6.6. Room service is not responsible for cleaning any kitchen equipment in hotel rooms equipped a kitchen during your stay. The guest is obliged to protect all equipment and maintain order and cleanliness of kitchen equipment.
- 6.7. Injury to residents must be promptly reported to an authorized employee to provide any necessary medical assistance or transportation to hospital.
- 6.8. Smoking in all areas of the building and the use of guests' own heaters and custom appliances, except for small appliances (eg. Curler, shaver) in the room is strictly prohibited and shall be subjected to a penalty of CZK 2,000.
- 6.9. Moving or removing any hotel amenities (eg. Furniture, beds, kettle etc.) is prohibited.
- 6.10. The guest may not receive visits in areas designated for accommodation without the consent of the landlord. Visits must be reported to hotel employees and are permitted between 9:00 am to 9:00 pm.
- 6.11. It is forbidden to carry weapons, ammunition and explosives, or otherwise preserved in a condition for their immediate use, as well as hold, produce or retain narcotic or psychotropic substances or poisons, unless it is a drug whose use the guest has been prescribed by his/her doctor in the accommodation areas.
- 6.12. Children must not be unattended in the room, or other areas. Parents are responsible for their children's safety.
- 6.13. Open fires are strictly prohibited.
- 6.14. Dogs and other animals are prohibited on the accommodation premises.
- 6.15. Hotel guests can use the reserved parking lot next to the hotel, in the event that its capacity is exhausted, a parking space is not a legal right. The Hotel provides its guests free use of the parking area until its capacity is exhausted.



Hotel ★★★★★
Tomášov

VII. Liability for Damage

- 7.1. If the guest asks the landlord to keep safe any cash, jewellery or other valuables the Hotel has the right to refuse any dangerous or disproportionately valued and unsuitable items for such accommodation. These include cash or property (eg. Jewellery and other valuables), whose value exceeds the amount of CZK 100 000. The landlord requires items passed for safe-keeping are passed to him in a closed or sealed case.
- 7.2. The request for compensation for damage caused to property can be accepted only if notified within 15 days of discovering any damage. Compensation shall not be paid if the guest or any persons who accompanies him cause damage to items.
- 7.3. If physical damage to property or equipment is proven to have been caused by the guest he/she shall pay for it in full. The damage shall be paid from the deposit pursuant to Art. 5, para. 5.1 House Rules. If the damage is higher than the deposit, the guest is obliged to pay the difference to the Landlord.
- 7.4. Each room is equipped with a list of inventory. The guest must be familiar with this record and notify an authorized employee of the hotel if something is missing from the list.
- 7.5. The guest is required to familiarise himself with the safety rules and evacuation plan in case of fire. This plan can be found in every room and available for inspection from an authorized employee at the front desk.
- 7.6. If the guest's behavior triggers the fire alarm, he shall be charged compensation in the amount of CZK 1 000 after the presentation of a statement from the fire station.
- 7.7. The guest behaves in a manner so to avoid unwarranted harm to freedom, life, health or property of another.
- 7.8. Liability for damage to belongings are governed by the provisions. §2945 et seq. Law no. 89/2012 Coll., the Civil Code.
- 7.9. Liability for damage to items brought in is limited to 100 times the price of accommodation for one day. The other is governed by the provisions. §2946 et seq. Law No. 89/2012 Coll., the Civil Code.
- 7.10. The landlord does not operate secure parking and thus is not liable for any damage to vehicles and property left in them, unless the landlord expressly declared that such items had been taken into his safekeeping.

VIII. Conclusion

- 8.1. Complaints and any suggestions for improvement to services are to be made to the hotel management.
- 8.2. The guest is obliged to comply with the provisions of the House Rules. In the event that it is gravely violating the hotel management has the right to terminate accommodation services before the expiry of the agreed period.