

ACCOMMODATION POLICY



Each guest staying at the Hotel Theatre undertakes to adhere to this accommodation policy.

1. Upon arrival to the Hotel Theatre (hereinafter the "Hotel") any person (hereinafter the "Guest") interested in accommodation **is obliged to present his/her identity card at reception** (identity card, passport or other valid document).
2. The Hotel will issue the Guest a check-in from the room at the check-in desk, which will be returned to the Hotel's reception on the day of departure. **If the Guest does not return the card from the room to the hotel reception, he/she may be charged CZK 200/card.**
3. Accommodation will not be provided to people affected by infectious diseases, skin parasites, people infested with insects, repellent people, people under the influence of alcohol or under the influence of narcotics.
4. The hotel accommodates guests from 14:00 to 20:00 unless otherwise agreed. In the meantime, the guest room is reserved unless the order otherwise specifies. If the Guest is not accommodated at a certain hour or does not inform reception in advance about a late arrival, the Hotel is entitled to cancel the reservation and return the room to its former vacancy.
5. The former accommodation of the guest is only possible after prior arrangement with the Hotel reception staff, and this requirement is stated in a binding order.
6. The Hotel has the right to request a deposit by Credit/Debit card or a cash deposit of 100% of the price of the accommodation and the ordered services.
7. If a Guest stays before 8:00 AM, the Guest will be charged the previous night unless otherwise agreed with the Guest.
8. In the case of the Guest extending the accommodation, the Hotel may offer, for example, due to the occupancy of the Hotel, a room other than the one in which the Guest was originally accommodated.
9. If the accommodation is not arranged in advance, the Guest will depart the last day of the stay no later than 11:00. If the Guest leaves the hotel later or leaves his/her belongings, the full cost of the following day will be charged.
10. The Guest is obliged to observe safety, fire and hygiene regulations. From 22:00 until 06:00, the visitor is obliged to adhere to night-time rest, i.e. not disturb the other guests staying at the Hotel. The Guest is primarily obliged not to disturb the other Guests with excessive noise, especially in relation to night-time rest. In the case of disrupting nightly rest, the Hotel is entitled to immediately cancel the stay without refund of the price for this stay.
11. The Guest is obliged to shut off the water faucets in the room, turn off the lights, close the windows, close the room door and hand over the Hotel Card from the room to reception.
12. The Guest may not move equipment in the room and on the premises of the Hotel, without any permission from the hotel management, to perform any interventions in the electrical network or other installations.

13. **Smoking in the hotel premises is strictly forbidden under threat of a fine of CZK 10,000** and removing the Guest from the Hotel **without the possibility of reimbursing the already paid services.**
14. Guests are not allowed to use their own electrical appliances, except for shaving machines, hair dryers, mobile chargers, and laptops in the Hotel and especially the room. The Guest is obliged to turn off the appliance and ensure no property damage or fire arises. It is **strictly forbidden to light candles in the entire hotel.**
15. Visitors of Guests are only allowed in the common areas (lobby bar, hotel hall).
16. In the room, the Guest can only receive visits with the consent of a Hotel staff member for the period between 08:00 and 22:00. Every visitor must be reported upon arrival and departure at the Hotel reception. For visitor who remains in the room after 22.00, the Hotel is entitled to charge the price per stay for one night.
17. The Hotel will provide medical assistance and eventual transportation to the hospital in case of illness or injury to the Guest. There is a first-aid kit with basic equipment at the Hotel reception.
18. The safety of minors in the hotel is the responsibility of their guardians.
19. **Pets are not allowed at the Hotel.** Pets are allowed only in the common areas of the hotel (lobby bar, hotel hall).
20. Mini-bars are available in the Hotel rooms. Consumption of drinks and snacks from the mini-bar is not included in the price for accommodation and so the Guest is obliged to inform at reception whether he/she consumed drinks or snacks from the mini-bar and to pay for the consumption. In the event that the Guest does not do so, the Hotel reserves the right to inform Guest and ask him/her to reimburse the incurred costs.
21. For accommodation and other services provided, the Guest is obliged to pay the prices in accordance with the price list valid on the day of arrival, unless otherwise agreed in advance. The bill is payable upon handover.
22. Guests have the opportunity to learn the scope of the processing of their personal data, especially on the website www.theatre-hotel.cz and then in paper form at the hotel reception.
23. The Guest is obliged to pay any damage caused by him/her.
24. The Guest is obliged to observe the provisions of this accommodation policy. In the event of a violation, the Hotel is entitled to withdraw from the accommodation contract prior to the expiry of the agreed time.
25. Consumer protection:

We hereby provide you with all information pursuant to the provisions of Section 1811 and Section 1820 of Act No. 89/2012, the Civil Code, as amended, before the conclusion of the Accommodation Contract.

The THEATRE HOTEL, as the accommodation provider, provides the Guests with the following information:

- a) Identity and contact information of the accommodation provider: SERGE FASHION E.K.J. s.r.o., ID: 26784602, with its registered office: Riegrova 390/25, 772 00 Olomouc, TAX ID: CZ26784602, company registered in the Commercial Register kept by the Regional Court in Ostrava, Section C, File 27150, address for delivery of electronic mail: recepce@theatre-hotel.cz, telephone number: 585 312 441;
- b) the main business subject of the accommodation provider: accommodation activities;
- c) specification of service: the accommodation provider provides accommodation and services related to accommodation for accommodated guests on the basis of the conditions stipulated in the written accommodation contract;

- d) price of the provided services: the total price for the provided services is announced to the client prior to the completion of the reservation. All taxes and charges are included in the set price;
- e) method of payment and method of performance: the accommodated guest shall provide all payments agreed to in the accommodation contract in cash or by transfer to the bank account of the accommodation provider, the number and variable symbol of which the accommodation provider will communicate to the accommodated guests in writing;
- f) costs of means of remote communication: the cost of means of remote communication is determined by the subjects providing remote communication services and these costs do not differ from the basic rate;
- g) data on the existence, method and conditions of out-of-court settlement of consumer claims, including data on whether the supervisory authority can be contacted:
the accommodated guest has the right to file a proposal for the out-of-court settlement of such a dispute to a designated
subject for the out-of-court settlement of consumer disputes, which is

the Czech Trade Inspection Authority

Central Inspectorate - ADR Division

Štěpánská 15

120 00 Prague 2

Email: adr@coi.cz

Website: adr.coi.cz

The Czech Trade Inspection Authority is a supervisory authority that performs the overseeing of consumer protection, proceeding pursuant to Act No. 64/1986 Coll., on Czech Trade Inspection, as amended, and other legal regulations. The website of the Czech Trade Inspection Authority is www.coi.cz. For the out-of-court settlement of disputes there can also be used the online dispute resolution platform at <http://ec.europa.eu/consumers/odr>. The contact point pursuant to Regulation (EU) No. 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumers and amending Regulations (EC) No. 2006/2004 and 2009/22/EC (Regulation Online Consumer Dispute Resolutions) is the European Consumer Center of the Czech Republic, with its registered office at Štěpánská 567/15, 120 00 Prague 2, Internet address: <http://www.evropskyspotrebitel.cz>

- h) in accordance with the provisions of Section 1837 (j) of the Civil Code, Guests who are accommodated as consumers do not have the right to withdraw from the accommodation contract if the accommodation provider provides the performance within the specified time.
- i) the designation of the Member State or Member States of the European Union whose legislation will govern the relationship between the accommodated Guests and the accommodation provider established by the accommodation contract: Czech Republic;
- j) data on the language in which the accommodated Guest will negotiate with the accommodation provider throughout the duration of the accommodation contract and in which it will provide Guests with the contractual terms and conditions and other information: Czech;

The accommodation policy is valid from 12.04.2016

In Olomouc on 12.04.2016


 S SERGE FASHION T.K.J. s.r.o.
 PÍSEKOVÁ 390/75, 779 00 OLOMOUČ, CZ
 P THEATRE HOTEL
 ŠTEPÁNSKÁ 1, 779 00 OLOMOUČ, CZ
 IČO: 226784802

Ing. Ivana Schmidtová
Hotel Manager