

Conditions and method of accommodation

1. Hotel VAKA (hereinafter referred to as the "landlord") is only entitled to accommodate a client who duly registers. To this end, the staff will present their ID card or other valid identity card, passport or other travel document in the reception immediately upon arrival. within the meaning of the Act on the Residence of Foreigners in the Czech Republic and the Act on Local Fees.
2. Every client who is not a citizen of the Czech Republic (foreigner) is obliged in the sense of the Act on the Residence of Foreigners in the Czech Republic, as amended, to fill in and submit at the reception an official document of residence, all required data must be provided truthfully and completely.
3. The landlord is entitled to demand a guarantee from the client upon arrival with the hotel account payment card. The payment card guarantee allows the landlord to block the deposit amount in the client's bank account. Payment of the blocked amount or part thereof to the landlord occurs only if the landlord is entitled to compensation in connection with the hotel account. The pre-authorization of the payment card will be canceled no later than the next working day after the end of the client's stay.
4. Based on the booked accommodation confirmed by the accommodation provider in writing, the client can stay on the day of arrival from 2 pm to midnight.
5. Client who stays before 06 h, resp. lasts for accommodation before 11 am, he is obliged to pay the full price for the previous night, unless otherwise agreed in advance by the landlord and the client.
6. The client accommodated in Hotel VAKA **** must check out of his stay no later than 11 am. Until then, the room will be vacated, unless otherwise agreed individually and in advance with the landlord. If the client does not vacate the room by the specified time, the landlord may charge a fee of 500 CZK for later check-out, which must be no later than 5 pm. After 5 pm, the landlord is entitled to charge for the entire following day, unless otherwise agreed in advance. The room is considered vacant after the client has taken all his / her belongings out of the room, hands over the key to the authorized employee of the accommodation facility and announces that he / she is leaving the stay. The landlord reserves the right to check the inventory of the room (furniture, appliances, forgotten things) and the client's payment and consumption, until 8 pm on the day of check-out.
7. Based on the booked accommodation confirmed by the accommodation provider in writing, the client can stay on the day of arrival from 2 pm to midnight.
8. Client who stays before 06 h, resp. lasts for accommodation before 11 am, he is obliged to pay the full price for the previous night, unless otherwise agreed in advance by the landlord and the client.

9. In the event that the client requests an extension of accommodation, the landlord may offer him another room in a different price range than the original. In this case, the client is not entitled to accommodation in the room in which he was originally accommodated, nor to accommodation in another room, if this is not possible for capacity or operational reasons.
10. The landlord reserves the right in exceptional cases to offer the client other accommodation than originally agreed, if it does not differ significantly from the confirmed order.
11. The landlord is entitled in exceptional cases to cancel the confirmed accommodation if the cancellation occurs more than 60 days before the date of arrival of the client. In this case, the landlord is not obliged to provide the client with alternative accommodation. The landlord is also not entitled to charge cancellation fees for canceled accommodation.
12. The landlord provides its clients with services to the extent that they have been mutually agreed and to the extent determined by the applicable law. The client is obliged to pay for the accommodation and services provided in accordance with the valid price list of the landlord no later than the day of the end of the stay. This makes the payment terms inviolable on the basis of accommodation contracts. The price list of services for temporary accommodation and other services can be viewed at the hotel reception.
13. The client is obliged to adapt the stay in the Hotel VAKA to his current health condition and physical and mental abilities.
14. Payment for provided accommodation, services, cancellation fees
15. For accommodation and services provided, the client is obliged to pay the price in accordance with the valid price list, but no later than on the day of termination of the stay on presentation of the account, together with the billing of the advance provided by the client.
16. The landlord reserves the right to request from the client when booking a deposit of 50% to 100% of the price of accommodation. The reservation is guaranteed after payment of a deposit, when the reservation is also considered confirmed. Unconfirmed reservations will be deleted after the expiration of the specified option or the expiry of the advance invoice.
17. In case of shortening the stay or other change by the client, the landlord has the right to charge the client the full amount (100%) of the agreed price for the entire length of stay.
18. In the event that the client cancels his reservation, the landlord is entitled to charge cancellation fees according to the conditions below. He is also entitled to use a deposit to pay them. Cancellations must be made in writing.

19. Standard price

- a. Cancellation free of charge is possible up to 48 hours before arrival.
- b. The day before arrival or on the day of arrival we charge 100% of the first night (unless otherwise agreed).
- c. In case of no-show, we charge the full amount for the accommodation.

20. Non-refundable price

- a. These are the offers of the best available price, 5% discount for prepayment and Trade fair
- b. For these offers, the landlord is entitled to deduct the full amount for accommodation, at any time after making a reservation from the payment card provided by the client.
- c. The cancellation fee for bookings of the above mentioned offers is 100%.
- d. Method of payment: cash in CZK and EUR, advance invoice or payment card.

21. The landlord is responsible for damage caused to things brought in and postponed by the client in the accommodation part of the facility according to generally binding regulations.

22. The landlord provides guests with safety deposit boxes in the room, in which he recommends storing valuables. Storing things in the safe in the room cannot be considered as taking over things by the landlord for safekeeping.

23. For damages caused to the equipment, resp. the client is responsible for the inventory of the accommodation facility in accordance with the applicable legal regulations. In case of damage or destruction of the landlord's property, the landlord has the right to compensation. Room inventory value is available on request. It is in the client's interest to find out about its contents in case of deterioration or damage to the equipment in the room. The client, as the legal representative, is responsible for damages caused by minors for which he is responsible, as well as for damages caused by persons or animals located in the premises of the accommodation facility, and the client allowed them to stay there.

24. In case of damage to the landlord's property caused by the client, the client is obliged to pay compensation for the damage no later than the day of the client's stay or on the basis of an invoice issued within 14 days of the client's end of stay, due within 10 days of delivery to the client on such a method of compensation.

25. The landlord is not responsible for theft or damage to motor vehicles left in the landlord's parking lots. The landlord recommends guests to make sure the car is properly locked and secured. It is also recommended not to leave personal belongings in the car. The landlord is not liable for damages caused by the guest in the garages or parking lots to third parties. The landlord reserves the right to claim and account for damage incurred on the property of the facility by the guest's vehicle.

26. The client is obliged to behave in such a way as to prevent damage to health, property, nature and the environment. The landlord recommends that the client, even while staying in the room, have a locked front door. Before opening the door to strangers, he checks the reason for entering the room and, in case of any doubts, contacts the reception immediately. Before leaving the room, the guest will make sure that the windows and doors are closed.
27. The landlord is not responsible for any damage caused outside the premises.
28. The landlord provides breakfast, lunch and dinner in the hotel restaurant in the time range determined by operation.
29. All rooms of Hotel Vaka have minibars, which can be used by the guest at their discretion. Prices and services are specified in the price list for the minibar. Minibars are replenished daily with room service. Each consumed or replenished item that is part of the minibar range is recorded on the checklist by room service.
30. The guest is obliged to report the consumption of items from the minibar at the reception. The landlord is not obliged to check the condition and number of items in the minibar upon departure of the guest. In case of discrepancies in the consumption of the minibar, the guest will be charged the amount due to be paid. Additional claims regarding the amount of consumption will not be taken into account.
31. The hotel lobby bar or other social areas of the hotel are reserved for receiving visits of accommodated guests. In the room where the client is accommodated, he may accept visits only with the consent of the responsible employee or hotel management from 08 am to 10 pm. The hotel employee is not authorized to provide any information about accommodated clients to third parties (except police officers justification to request this information) nor to allow a third party to visit the guest without his consent.
32. In the room and common areas, the client may not move the interior equipment, make any changes or modifications to the equipment, perform interventions in the electrical network or other installations without the consent of the responsible employee or management.
33. Guests are not allowed to use their own electrical appliances in the room. This Regulation does not apply to electrical personal hygiene appliances (razors, massagers, hair dryers, etc.)
34. Clients are not allowed to bring things into the rooms for storage, which are not allocated places, such as sports equipment, strollers, bicycles, carts, etc. For storage of these things, the client is informed at the reception. For damage to the landlord's property caused despite this prohibition, the guest will be charged compensation in full. In the event of a breach of this prohibition, the landlord is entitled to charge the

client a contractual penalty of CZK 1,000 for each breach. In the event that the damage caused is higher, the landlord reserves the right to charge the damage in full.

35. Smoking is allowed only in the designated areas of the landlord. Smoking is strictly prohibited in the rooms and public areas of the hotel. In case of violation of this prohibition, the landlord is entitled to charge the client a contractual penalty of CZK 2,000 for each violation. In the event that the damage caused is higher, the landlord reserves the right to charge the damage in full.
36. The use of any narcotic and psychotropic substances is strictly prohibited in accommodation facilities. The landlord is entitled to inform the Police of the Czech Republic and immediately cancel the accommodation of the guest who violated this prohibition, without compensation.
37. The landlord charges CZK 100 per piece for the loss / impairment of the card.
38. Dogs and other animals may move on the premises of the accommodation facility only with the consent of the responsible employee or on the basis of a prior agreement of the client, provided that the owner proves their medical fitness. The price for accommodation of the animal is charged according to the valid price list. The following measures apply to the accommodation of dogs and other animals: Dogs and other animals are prohibited from entering and staying in those areas where food is stored and prepared or food and drink are served. Only small breeds of dogs have access to the accommodation area. In all public areas, each dog must be on a leash and have a muzzle. Dogs and other animals must not be allowed to rest / lie on a bed or other device used to rest the client. Inventories used to prepare or serve food to guests must not be used to feed dogs and other animals.
39. In case of any damage to the equipment by the animal, the client is obliged to pay the damage in full. The owner of the animal and the client who allowed the animal to stay in the room are fully responsible for the animal. For the above violation of the rules and measures, except for direct damage to property, which is charged to the guest in full, the guest will be charged for additional cleaning of the room or space contaminated with an animal up to CZK 1,000. The landlord reserves the right to charge any direct cleaning costs, which will exceed the above amount, in full. The landlord also reserves the right to pay for new bedding, which were used for the rest of the animals. These bedding will be charged in full to the guest. Cleaning, room inspection and repairs in the rooms where the guest is accommodated with the pet must be allowed so as not to endanger the staff or other guests. Inspections must be possible, at least once a day, to detect any damage or excessive contamination. Staff are not required to perform room cleaning or repairs if they feel threatened by a dog or other animal in the room.
40. Before leaving, the client is obliged to close the water taps in the room, turn off the light in the room, close the window in the room with the terrace, lock the door and hand over the card from the room when checking out of the stay

41. Clients are obliged to put garbage exclusively in designated containers in reserved places.
42. In case of excessive pollution of the room, the landlord is entitled to charge a contractual penalty in the amount of CZK 1,000 for excessive cleaning for each excessively dirty room.
43. The landlord recommends, for safety reasons, not to leave children under the age of 12 unattended in the room or in other social areas.
44. In the time from 10 pm to 6 am, the client is obliged to observe a night's rest. With the consent of the operator (manager or deputy), social events may be organized in the premises of the facility even after 10 pm, in the premises designated for that purpose. In case of non-compliance, the landlord is entitled to charge a contractual penalty of CZK 1,000 for each breach.
45. The client may not carry a weapon or ammunition on the premises of the accommodation facility, or somehow store them in a condition enabling their immediate use.
46. Complaints from guests and any suggestions for improving the activities are accepted by the hotel management.
47. Disputes arising from this contract will be resolved through the courts in the Czech Republic. In damages disputes in which the defendant is a person domiciled in an EU Member State, the court of the place where the damage occurred is subject to jurisdiction, in accordance with Article 5 (3) of Council Regulation (EC) No 44/2001 of 22 December 2000 on jurisdiction and the recognition and enforcement of judgments in civil and commercial matters.
48. The client is obliged to comply with the provisions of these accommodation regulations. In the event that the client does not comply with the accommodation regulations, the landlord has the right to withdraw from the provision of accommodation services and withdraw from the accommodation contract before the agreed time. In this case, the landlord has the right to full payment of the price for accommodation. The client must then leave the hotel immediately. The client is obliged to get acquainted with the operating and safety rules of the accommodation provider, including all his facilities and to strictly observe them.
49. By setting up the reservation, the guest has agreed that he has read all the operating and accommodation rules of the accommodation provider. Accommodation of guests is governed by Czech law, based on Czech law and these accommodation rules. By accommodation, the guest accepts the accommodation rules as contractual conditions of accommodation and is obliged to comply with its provisions. The guest is obliged to get acquainted with these accommodation rules, his ignorance will not be taken into account.

50. Consumer protection

51. We hereby provide you with all information in accordance with the provisions of § 1811 and § 1820 of Act No. 89/2012 Coll., The Civil Code, as amended (hereinafter the "Civil Code")

52. The landlord provides the following information to accommodated guests:

- i. Identity and contact details of the landlord: VAKABRNO CZ s.r.o ., IČ: 25523236, with registered office: Jugoslávská 13, 613 00 Brno, DIČ CZ25523236
- ii. the main business of the accommodation provider: provision of accommodation services;
- iii. designation of the service: the landlord procures accommodation and services related to the accommodation for the accommodated guests on the basis of the conditions stated in the booking confirmation,
- iv. costs of means of distance communication: the costs of means of distance communication are determined by the entities providing services of means of distance communication and these costs do not differ from the basic rate;
- v. in accordance with the provisions of § 1837 letter j) of the Civil Code, accommodated guests as consumers do not have the right to withdraw from the accommodation contract, if the landlord provides performance within the specified period;
- vi. designation of the Member State or Member States of the European Union whose legislation will govern the relationship between the accommodated guest and the accommodation provider established on the basis of the booking confirmation: Czech Republic;
- vii. information on the language in which the accommodated guest will deal with the landlord during the stay and in which he will provide the accommodated guests with the contractual conditions and other information: Czech language.