

## ACCOMMODATION RULES

### PENSION FILIP

Pod stadiony 2426/6, 150 00 Prague 5

(hereinafter referred to as the "Hotel/Guesthouse" or the Accommodation Provider")

operated by:

**Pension Filip, spol. s r.o.**

**IN: 04647505**

**TIN: CZ04647505**

**registered office / place of business Pod stadiony 2426/6, 150 00 Praha 5**

### 1. Conditions for Accommodation Contract Execution

- 1.1 Guests are accommodated in PENSION FILIP based on an accommodation contract executed pursuant to Section 2326 et sequent of Act no. 89/2012 of Coll., the Civil Code, based on which Hotel/Guesthouse PENSION FILIP, spol. s r.o. (hereinafter referred to as the "Accommodation Provider") provides the guest with temporary accommodation in the accommodation facility for the agreed time period or for the time period implied from the purpose of accommodation, and the guest (hereinafter referred to as the "Guest") agrees to pay the Accommodation Provider for the accommodation and accommodation-related services within the time-limit specified in these Accommodation Rules (hereinafter referred to as the "Accommodation Contract").
- 1.2 The Accommodation Contract is always executed in writing, which means at least a written order or reservation confirmation.
- 1.3 The parties' rights and obligations that are not explicitly regulated in the Accommodation Contract are regulated in these Accommodation Rules and the service pricelist of the Accommodation Provider. In the case that the Accommodation Contract specifies otherwise than these Accommodation Rules and/or the pricelist of the Accommodation Provider, the Accommodation Contract shall apply.
- 1.4 In the case that the Guest breaches his/her obligations specified in the Accommodation Contract and the Accommodation Rules and/or the pricelist of the Accommodation Provider attached to the Accommodation Contract or otherwise violates good ethics in the Hotel (hereinafter referred to as "Misconduct"), the Accommodation Provider may terminate the Accommodation Contract with immediate effect, provided that the Guest was informed about his/her Misconduct by the Hotel in compliance with Section 2331 of the Civil Code.

### 2. Accommodation Contract Execution and Reservation

- 2.1 The Guest must place his/her accommodation order with the Accommodation Provider in writing or by phone, which must be then confirmed in writing. A written reservation or a phone reservation confirmation based on the previous sentence means an order placed through a reservation form and e-mailed to the Accommodation Provider's address filip@pensionfilip.cz or sent by post to the Hotel's and/or the Accommodation Provider's address shown in the header of these Accommodation Rules.
- 2.2 As soon as the Accommodation Provider receives the Guest's written order or written reservation confirmation, it might issue a deposit invoice for 30%-50% of the expected price of accommodation and shall send it to the Guest's address shown in the order based on Paragraph 2.1 of this article. The Guest must pay the deposit within the time-limit and under the conditions specified in the deposit invoice. No deposit is required for accommodation reserved, in such a case, the accommodation shall be paid in full on the first day of accommodation.
- 2.3 The Accommodation Contract is considered executed when two conditions are met, i.e. the Accommodation Provider receives the written order or the written reservation confirmation as well as the accommodation deposit, provided that the deposit is required based on Paragraph 2.2 of this article.

### 3. Reservation Cancellation, Early Withdrawal from Accommodation Contract and No Arrival

- 3.1 In the case that the Guest does not pay the deposit based on Article I (2.2) in a proper and/or timely manner, the accommodation reservation shall be cancelled after the time-limit for deposit payment expires.
- 3.2 The Guest has the right to withdraw from the Accommodation Contract before the first day of accommodation without cause. The Guest must send the Accommodation Provider a written withdrawal notice. In such a case, the Accommodation Provider may charge the Guest with a cancellation fee calculated based on condition specified by the Accommodation Provider in written prior the reservation.

3.3 In the case that the Guest does not arrive within 24 hours of the agreed first day of accommodation, the Accommodation Provider may withdraw from the Accommodation Contract and charge the Guest with a cancellation fee representing 100% of the accommodation price. This does not apply if the Guest notifies the Accommodation Provider about his late arrival in advance in writing or by phone; however, no later than one day before the first day of accommodation. The conditions specified in Article 3 (3.2) of these Accommodation Rules shall accordingly apply to the form of compensation for such notification.

#### **4. Arrival to the Hotel/Guesthouse**

4.1 The Guest must announce his/her arrival to the authorized receptionist of the Hotel/Guesthouse.

4.2 The Guest must present his/her ID card or passport or any other ID document (e.g. residence permit), based on which the authorized person of the Accommodation Provider shall identify the Guest. The Guest shall confirm the accuracy of his/her personal data and accommodation duration with his/her signature in the Guest registration card, that will be a base for accommodation book of the Accommodation Provider.

4.3 Unless agreed otherwise, arriving Guests can check in between 2 pm and 6 pm.

4.4 The authorized receptionist shall inform the Guest about the Accommodation Rules no later than upon check-in.

4.5 The number of persons in the room may not exceed the number of persons registered for accommodation. The Guest agrees to provide their exact number upon check-in.

4.6 The number of days of accommodation must be specified no later than upon check-in and recorded in the accommodation book. Accommodation can be extended only with the consent of the Accommodation Provider and must be documented in the accommodation book.

4.7 The Guest hereby gives the Accommodation Provider his/her consent to the processing and keeping his/her personal data provided for the purposes of accommodation and registration of Guests pursuant to Act no. 565/1990 of Coll., on local fees, and Act no. 326/1999 of Coll., on the residence of foreign nationals in the Czech Republic and amendments to certain laws. Additional obligations of the Guest and the Accommodation Provider concerning the keeping of the accommodation book are laid down in the aforesaid legal regulations.

#### **5. General Accommodation Rules**

5.1 The Guest may use the accommodation premises as well as the common areas of the Hotel/Guesthouse and enjoy accommodation-related services.

5.2 The Guest shall receive the key to his/her room and to the Hotel/Guesthouse upon check-in (hereinafter referred to as the "Key"). The Guest must prevent the loss, destruction or damage of the Key and may not provide the Key to any third party that is not a direct party to the Accommodation Contract executed between the Guest and the Accommodation Provider.

5.3 The Guest must:

- get acquainted with, and observe, the Accommodation Rules;
- pay the price of accommodation based on the effective pricelist;
- properly use the accommodation premises and keep neat and clean all areas designated for accommodation;
- keep the accommodation premises neat and clean;
- protect the furnishings and equipment on the accommodation premises in against damage;
- immediately report any damage caused by the Guest or persons accommodated with the Guest in the Hotel/Guesthouse;
- be quiet during the night hours from 10:00 p.m. to 7:00 a.m.;
- turn off all faucets, lights and electric appliances not used during his/her absence and close windows when the Guest leaves the room;
- before leaving the room, disconnect electrical appliances and other electrical devices from the electrical network (from the electrical outlet);
- disconnect electrical appliances and other electrical devices from the electrical network (from the electrical outlet) immediately after the end of active use of these appliances and devices or their charging;
- use electrical devices or other electronic devices or charge them only in the presence of the guest; (electrical appliances and other electrical devices within the meaning of these rules are considered especially, but not exclusively, also chargers for consumer electronics (telephones, tablets, PCs, rechargeable batteries - for electric bikes, scooters, drones, flashlights), while all brought by guests and for electrical electrical appliances and other electrical equipment connected to the accommodation provider's network must not be damaged and must be marked with the CE conformity mark (CONFORMITY EUROPE) and be marked with the following information: a) rated voltage or its range, b) rated power or current, c) name, or business manufacturer's or responsible seller's mark, d) information on the model or type, e) class of protection against electric shock, f)

protection of the appliance IP XX, g) nominal current of the upstream fuse, h) information on the environment where the appliance is intended.

- leave the room Key at the reception desk when leaving the Hotel/Guesthouse on the last day of stay.

5.4 Without the consent of the Accommodation Provider, the Guest may not:

- make any major changes on the accommodation premises (move furniture or equipment around, etc.);
- remove any equipment or furnishings from the accommodation premises;
- use his/her own appliances on the accommodation premises, except for small personal hygiene or office work appliances;
- let any another person stay inside the accommodation premises;
- receive visitors on the accommodation premises; visitors must be duly recorded in the visitor book and may enter the accommodation premises only from 10:00 a.m. to 6:00 p.m. with the consent of the Accommodation Provider; the Guests may receive visitors only in the common areas of the Hotel/Guesthouse;
- provide the address of the Hotel/Guesthouse as the place of his/her business;
- bring animals to the Hotel/Guesthouse. Animal owners must prove that their animal is healthy by presenting their vaccination certificate upon the request of the Accommodation Provider's personnel.

5.5 In the accommodation facility, the Guest may not:

- carry or keep arms, ammunition and explosives in the ready-to-use state;
- keep, produce or store narcotics, psychotropic substances and poisons unless they were prescribed by the Guest's physician;
- smoke; this does not apply in the case of designated smoking areas visibly marked as such;
- use open fire.

## **6. Responsibility of the Accommodation Provider for the Guest's Belongings**

6.1 The Accommodation Provider shall store the Guest's money, jewelry and other valuables upon the Guest's request. The Hotel may refuse to store such belongings if they are dangerous or their value or size is disproportional for the Hotel. The Guest's belongings must be handed to the Accommodation Provider in a closed or sealed envelope or box.

6.2 The Guest may request compensation for damage caused to his/her belongings only within 15 days of the discovered damage. The Accommodation Provider shall not pay for damage caused by the Guest or a person accompanying the Guest.

6.3 In the case that the Guest leaves his/her belongings in the room after he/she checks out and does not pay for the accommodation, the Accommodation Provider shall move and store such belongings in a safe place to prevent their damage and shall release them once the Guest pays for the accommodation.

## **7. Safety and the Guest's Responsibility for Damage**

7.1 The Guest must get acquainted with safety rules and the evacuation plan in case of a fire. This plan is available in every Hotel room and at the reception desk.

7.2 The Accommodation Provider can give the Guest medicine from the first aid kit according to the choice of an adult Guest or a third adult person for the Guest, and only on the express instruction of such a Guest or person. The risk associated with the administration of such drugs, as well as the possible risk of contraindications, is borne by the applicant for the release of the drug.

7.3 The Guest acts in such a way that there is no unreasonable harm to the freedom, life, health or property of another.

7.4 The Guest who uses his own appliances or other electrical devices in the room or in another area of the Accommodation Provider is responsible for damages caused by these appliances and devices.

7.5 If the Guest causes damage to the Accommodation Provider's property through his actions, the resulting damage shall be paid by the Guest to the Accommodation Provider upon request.

## **8. Check-out**

8.1 The Guest must leave the room by 10:00 a.m.

8.2 The Guest must lock the room and leave the Key at the reception desk of the Hotel/Guesthouse, unless agreed otherwise.

## **9. Information about Personal Data Processing**

9.1 The Accommodation Provider processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016, General Regulation on the Protection of Personal Data

- 9.2 The following personal data/categories of personal data are processed for the purpose of the accommodation contract and related facts: Name and surname, date of birth, citizenship, travel document number, or visa, permanent residence.
- 9.3 The Accommodation Provider will process personal data manually and automatically directly through its authorized employees and further through processors authorized by the accommodation provider on the basis of personal data processing contracts.
- 9.4 The list of subjects/categories of recipients to whom the guest's personal data may be made available is based on the legal standards governed by the Accommodation Provider.
- 9.5 The Accommodation Provider will process personal data for a period of 6 years, or for the period required by relevant applicable legal regulations (e.g. Act No. 326/1999 Coll., on the residence of foreigners in the territory of the Czech Republic).
- 9.6 The Guest has the right of access to his personal data processed by the Accommodation Provider, their correction or deletion, or restriction of processing, and the right to object to the processing.
- 9.7 The Guest also has the right to obtain from the Accommodation Provider personal data relating to the Guest and which the data subject has provided to the Accommodation Provider. Based on the Guest's request, the Accommodation Provider will provide the data subject without undue delay in a structured, commonly used and machine-readable format or, at the Guest's request, will provide it to another clearly designated administrator. This right does not apply to personal data that is not processed automatically.
- 9.8 If the Guest believes that their personal data is being processed without authorization, they may file a complaint with the supervisory authority, which is the Office for Personal Data Protection ([www.uoou.cz](http://www.uoou.cz)) for the territory of the Czech Republic.
- 9.9 Contact details of the Accommodation Provider  
Company headquarters: Pension Filip, spol. s r.o., Pod stadiony 2426/6, 150 00 Prague 5, mail: [filip@pensionfilip.cz](mailto:filip@pensionfilip.cz)

These Accommodation Rules came into effect and force on 1<sup>st</sup> October 2023.

On behalf of PENSION FILIP  
Ing. Roman Mejstřík  
The executive