

HOTEL ACCOMMODATION RULES

HOTEL: GRAND HOTEL INTERNATIONAL, Koulova 1501/15, 160 45 Praha 10

Registration Details: CI International s.r.o., Hybernská 1009/24, 110 00 Praha 1, IČ:09643567

1. The hotel provides services according to its classification corresponding to its level.
2. The hotel is only entitled to accommodate guests who have duly registered and have a valid reservation. Each guest is required, at check-in, to present a valid identity card or, if they are a foreign traveler, a travel document in accordance with the Act on Residence for foreigners visiting the Czech Republic. In addition, each guest must fill in and sign the "Guest Check-In" registration form and provide a guaranteed prepayment via cash or credit card in the appropriate amount for their selected accommodation and provided services. This registration process also applies to minor children.
3. After properly signing the aforementioned documentation, the guest is entitled to temporary accommodations for the agreed-upon period.
4. The hotel will then issue the guest a room card (keycard). If this keycard is lost, the guest is obliged to immediately report the loss to the hotel's reception desk. If the guest fails to report the loss of their keycard, the hotel is not liable for any damages incurred as a result of or related to said loss. The guest will be charged a fee of 100 CZK for a lost or destroyed keycard, according to the fee schedule in point 36 of the Hotel Accommodation Rules.
5. On the basis of a confirmed order and a prepaid amount for accommodation, including VAT (DPH), the hotel is obliged to accommodate a guest from 3:00 PM to 11:00 AM of the following day (or the day of the departure, in the case of a guaranteed reservation). During this time, the room is reserved for the guest (unless otherwise specified in the booking). Any early check-in (before 3:00 PM) must be arranged in advance at the time of booking the room. The guest must leave the room by 11:00 AM on the final day of their booking, unless another check-out time has been agreed upon. Failure to do so will result in the hotel being entitled to charge the guest for the following night's stay.
6. Cancellation of a confirmed standard reservation: In case of cancellation of a guaranteed reservation, the hotel will follow the cancellation policy set out at the time of reservation.
7. The hotel is not obliged to accommodate guests without a prior confirmed guaranteed reservation and a valid form of prepayment. 8. If the guest cannot provide valid identifying documentation (e.g., identity card or passport), the hotel is entitled to refuse accommodations to the guest with regard to the law on local fees for Czech citizens as well as Act 314/2015 Coll. (314/2015 Sb.) for foreign clients.
9. The hotel reserves the right, in exceptional cases, to offer an accommodation to the guest other than the accommodation that had been previously agreed upon, as long as the new accommodation does not differ significantly from the guest's confirmed order.
10. If the guest desires to extend the accommodation time over the previously agreed-upon period, and the hotel has a spare capacity, the accommodation period can be extended. However, in such a case, the hotel can offer the guest a different room than the one in which they were originally accommodated.
11. The accommodation and service provided during the guest's stay are guaranteed by the guest's credit card and pre-authorization form, or by a deposit provided to the reception desk as a guarantee for the services and other expenses. In the case of exceeding the guaranteed balance on the hotel account, the hotel will require the guest to increase the deposit amount.
12. The accommodation expires on the date that had been agreed upon with the guest (namely, the day on which the guest checks out). For a smooth check-out to occur, the guest must vacate the room, return the keycard to the reception desk, and pay the bill by 11:00 AM. If the guest fails to do so, unless other terms were previously agreed upon, the hotel is entitled to charge a fee for a late departure or a fee for another night. The hotel is also entitled to charge the guest for accommodations for the entire previous night if the guest arrives before 6:00 AM.
13. During the check-out process (at the end of the stay), the guest is obliged to report all consumption from the minibar to the hotel reception. If the guest conceals their consumption of items from the minibar, this supplementary payment will be sent to the guest via invoice or charged to their credit card on file.
14. When registering their stay, the guest is obliged to pay the following fees at the hotel reception, which are not included in the price of accommodation and the price of the packages: City Tax of CZK 50 / €2.20 per person per night.
15. The guest is obliged to check the completeness of the equipment and its condition according to the list of equipment, immediately after arriving at their reserved accommodation, and immediately report any missing or damaged equipment to the reception desk. If any damage to the equipment is found later during the guest's stay, the guest is also obliged to report it to the reception desk.
16. The guest is entitled to use the hotel facilities, according to the attached instructions, only for the purposes for which they are intended.
17. The guest may not make any substantial changes to the premises without the consent of the hotel management (i.e., the guest may not move the equipment or make any interventions in the electrical network or other installations).
18. Guests are not allowed to use their own electrical appliances in the hotel. This regulation does not apply to electrical appliances intended for personal hygiene (e.g., shaver, massager, hair dryer, etc.) or low-power appliances intended for personal use (e.g., laptops, chargers for cameras, mobile phones, etc.)
19. The guest is responsible for any damages or theft caused to the hotel's property, unless they can prove that said damage or theft was not their fault. Furthermore, in such cases, the guest is obliged to reimburse the hotel for this damage without delay. This claim also applies to damages or theft discovered after the guest's departure. The amount of the fee is determined according to the penalty schedule in point 36 of these regulations.
20. The public areas of the hotel are available for visitors. In the accommodation area, the guest can receive visitors only from 8:00 AM to 10:00 PM with the consent of the reception staff. Outside of this time, only guests and hotel employees have access to the accommodation area.
21. Pets are not allowed on the hotel premises.
22. Guests may not bring dangerous objects and substances into the hotel premises (e.g., sharp objects, weapons, explosives, flammables, caustics, poisons, etc.), drugs, or psychotropic substances. Nor may guests bring objects or substances with a strong smell.

23. Smoking is prohibited inside the hotel. If this ban is violated, the guest will be charged a fee of 2,000 CZK.

24. The guest is obliged to observe the nightly silence hours from 10:00 PM to 6:00 AM and must not bother other accommodated guests during this time.

25. Guests may enter and exit the hotel only through access roads. Parking of vehicles is permitted in the areas designated for this purpose. The hotel is not responsible for theft or damage to motor vehicles left in the hotel parking lot. The hotel advises guests to ensure that their vehicles are properly locked and secured. The hotel also recommends that guests avoid leaving personal and valuable items loose in their vehicles. In case of theft of personal and valuable belongings placed by a guest in their car, the hotel is not responsible. Furthermore, the hotel is not responsible for damages caused by the guest to third parties in the hotel parking lot. The hotel is not responsible for stolen items. The hotel reserves the right to claim and account for damage caused to hotel property by the guest's vehicle.

26. For safety reasons, children under the age of ten may not be left in any room and other areas of the hotel without the supervision of adults. Their legal representative bears full responsibility for any damage caused by children.

27. In case of illness or injury, the hotel will provide medical assistance to guests. The fee for the transfer and treatment is paid by the guest himself.

28. The guest is obliged to close the water taps, turn off the lights, close the windows, and lock the room every time they leave.

36. Penalties Schedule:

Smoking in the Room	5 000 CZK	Damage to the Fire System	10 000 CZK
Noise After 10:00 PM	1 000 CZK / osoba	Door Repair	10 000 CZK
Painting Corridors or Rooms - 1m2	1 000 CZK	Replacing the Door With a New One	15 000 CZK
Carpet Cleaning -1m2	1 000 CZK	Damage to the Lock	10 000 CZK
Repair of the Ceiling in the Corridors or Room - 1m2	4 000 CZK	Repair Work – 1Hour	500 CZK
Broken Lamp in Room	2 000 CZK	Room Pollution (Mess)	1 000 CZK
Repairing Misc Damages to the Room	10 000 CZK	Extra Cleaning	1 000 CZK
Lost Room Key Card	100 CZK	Missing Bathrobe / Missing Towel/BathTowel	500 CZK

37. These Accommodation Regulations are available to guests at the hotel reception desk and come into effect on 1.4.2023.

V Praze 1. dubna 2023

Filip Dlesk

General Manager, Grand Hotel International Prague

29. During their stay on the hotel premises, each guest is obliged to behave in such a way as not to cause a fire. The behavior of guests in the event of a fire is regulated in the fire alarm guidelines, which are published with the escape plan in each room at the entrance door and serve as an escape route.

30. In the event of a fire, guests are required to report the fire alarm and can use the extinguisher located in the corridor of each floor to extinguish the flames.

31. The hotel is not responsible for valuables left outside the safe.

32. Entry to an occupied hotel room is permitted to the maid, to whom the given room has been assigned, the head of housekeeping, reception staff, hotel management, and maintenance staff, when reporting a technical fault in the room.

33. All forgotten belongings are recorded and stored for 14 days. The hotel will send forgotten items to the guest only if requested and at the guest's expense.

34. Guest complaints and possible suggestions for improving the hotel's operations are accepted by the hotel management. The guest can also make a complaint in writing and hand this record over to the hotel reception.

35. The guest is obliged to comply with the provisions of these Accommodation Rules throughout the stay. If, despite this warning, the guest grossly violates the Accommodation Rules, the hotel is entitled to withdraw from the provision of accommodation services before the end of the agreed-upon period. The hotel has the right to full payment of the accommodation price. The guest must then leave the hotel immediately.