

**Owner and operator:**

**Rokytká Snowhouse, s. r. o. se sídlem U Vozovny 525/2a, 108 00 Praha 10 - Malešice,**

**IČO: 29052793 , DIČ : CZ 29052793**

# **Accommodation and operating rules**

Rokytká Snowhouse, Horní Rokytnice nad Jizerou čp. 237, obec Rokytnice nad Jizerou

## **1. Introduction**

### **1.1 Basic Provisions**

1.1.1 Accommodation facility is used for temporary accommodation of persons . Accommodation done by the owner who operates the house. Clients are accommodated either by prior written orders over HotelTime booking system on the website [www.rokytkasnowhouse.cz](http://www.rokytkasnowhouse.cz) or upon written request sent by email and its acknowledgment by the operator of the facility.

Accommodation of alone under-age person is not allowed.

Entry and stay of animals of all kinds,pets, incl . aquarium fish is forbidden.

1.1.2 The property is insured. This insurance only applies to the construction of the building and building systems, equipment and furniture which are owned by owner. All personal guests valuables, including cash, other valuables, appliances , etc. are not insured.

1.1.3 The object of the building is permanently locked. The operator provide supervisory service according to the needs.

Emergency procedures in case of absence of accommodation staff are provided by trauma plan and fire regulations , which are posted at the entrance to the house.

1.1.4 Check in, check out and cash payments related to accommodation services are done in the reception on the ground floor of the house.

The operator is legally obliged to maintain a register of clients. To do that guests are asked before accommodation to submit their identity card or passport to register and fill Accommodation card. Based on the refundable deposit 2500 , - CZK guests receive bunch of keys ( that means: entrance key / chip from the apartment chicle key) further only "bunch of keys", which is confirmed by both parties. On request operator can provide one more set of keys . During check out guests give back the keys complete and undamaged and operator returns the deposit ( or part of it).

## **2. The clients rights and obligations**

2.1 The clients have such rights and the resulting duties:

2.1 .1 Use of the allocated apartment at agreed period of time. Apartments check in is executed every Friday and Saturday from 3:00 p.m. to 8:00 p.m. After prior written notice of late arrival, the operator shall arrange the later check in for a fee 350 CZK in time 8:00 p.m. -12:00 p.m. Check in includes the operator´s introduction of the equipment, apartment and common areas of the house, Accommodation and operating rules and handing over of bed linen , towels and a remote control for the TV. Upon check out

clients return apartment inventory including bed linen , towels and a complete set of keys as defined in paragraph 1.1.4 of the Accommodation Rules .

2.1.2 Use the services that are within the range of accommodation provided by operator as:

- providing general information on the notice board in the entrance hall on the ground floor
- use charged washing machine (fee paid at reception) on the ground floor next to the reception
- buy hot drinks, cold drinks and food from the vending machine.

Any violent damage or theft from vending machines will be notified to Police.

2.1.3 Use of other private electrical appliances, but always with the prior written consent of the operator.

2.1.4 Complain in written form about the quality of accommodation respectively to apply initiative to improve the environment and accommodation services .

The clients announce the detected defects within the meaning of paragraph 2.2.4 of the Accommodation Rules .

2.1.5 Admit visits of non-staying persons in this house( hereinafter only "other people"). The presence of other people at the building at the time from 08:00p.m. to 8.00 a.m. without prior consent is prohibited.

2.2 The clients are required to:

2.2.1 accept during check-in the apartment inventory and responsibility for appropriate sanitary facilities and kitchen equipment.

2.2.2 Identity themselves to operator by ID card or passport.

2.2.3 take over during check-in a bunch of keys in accordance with paragraph 1.1.4 of the Accommodation Rules . The loss of bunch of keys , or parts , clients have to report promptly without undue delay time to operator, if circumstances permit , preferably in person. Bunch of keys is the property of the operator. In case of its damage clients have to pay the expenses associated with the replacement of lock cylinders , keys, chips , etc. , respectively all additional costs that the operator will have to spend to eliminate this loss.

2.2.4 Treat gently the property of the house. Each identified defect or damage to notify operator and enroll in the "Book of failure", stored in the reception. Clients shall be liable and responsible for damage caused through the fault . Expenses associated with the removal of damages without undue delay to pay the operator. Client is obliged to economize energy - water and electricity , while leaving the room is required to close the windows (in the case of non-completion of the rating it is switched off automatically), turn off electrical appliances ,in the heating season to mute the radiator of central heating and close the doors of the apartment .

2.2.5 Comply with local fire alarm and safety guidelines posted in common areas and follow the general fire and safety regulations.

2.2.6 Report immediately without delay to operator any infectious disease (both own and roommate ) and the incidence of domestic parasites.

2.2.7 Maintain order and cleanliness in the apartment , in cubicle and in the common areas . Allow their daily cleaning and for that purpose enable the access of maid .

2.2.8 Observe the silent in the period from 10.00 p.m. to 6.00 a.m.

2.2.9 In case of use of other private electrical appliances - television , radio or other electrical equipment (paragraph 2.1.4 of the Accommodation Regulations) with the prior written consent of the operator the operator assume that client fulfilled its obligations to competent authorities, which in accordance with applicable laws registers operate these receivers. Operator does not assume responsibility for the client.

Introduced appliances must also comply with the applicable electrical codes , and therefore must meet regular technical revisions carried by operator .

2.2.10 Secure Private things so that they can not be stolen . The operator does not insure these things and because of the operating conditions for such things operator is not liable .

2.2.11 Other persons visit to record in the " Guestbook " stored in the reception. The client is responsible for the persons visiting him throughout their stay in the house , and shall be accompanied during their passage through the common areas of the building. The rules and obligations as clients pay also to the visitors. The operator has the right , in its sole discretion , not to allow entry of another person into the house or remove the person from the house.

2.2.12 guests are prohibited:

- Permit the entry, stay and sleeping of other persons , as defined in paragraph 2.1.6 of this Accommodation Code, to borrow a keys and chip of the house and apartment to others
- move to another room without the consent of the operator
- move furniture into other rooms or spaces without the consent of the operator
- use own furniture without the consent of the operator
- smoking in the rooms, corridors, public areas ,
- Intervene in the distribution of electricity, water , data networks and central heating,
- swapping light bulbs for another with a higher power
- use any electrical appliances without the prior consent of the operator
- bring to apartment and have use of: flammable , explosive and flammable substances, weapons , drugs (including marijuana ) , bulky items , gas appliances , direct electric appliances , electric hotplates and washing machines ,
- adjust or replace door locks,
- polluting of common areas
- breeding of animals of all kinds, incl . aquarium fish
- Throw away from the windows - water or other liquids , furniture , electrical appliances, personal things, food , garbage and any other things.

2.2.14 Condition for a stay in thishouse is particularly the observance of basic rules of social coexistence, tolerance and mutual respect within the meaning of the Civil Code , respect for night rest in terms of paragraph 2.2.8 of the Accommodation Rules , maintain order and cleanliness in all areas inside the building and in its immediate vicinity . For breach of the obligations set out in section 2.2 of the Accommodation Regulations, the operator is entitled to impose to the guest the monetary fine of up to CZK 1,000.

### **3. Termination tights**

3.1 The right to accommodation expires on the last day of accommodation specified in the order confirmed by operator.

3.2 The right to accommodation shall lapse immediately if the client violates this order or grossly violated the rules of social coexistence or in the case when client has not paid in advance the accomodation. In this case, the operator may terminate the accommodation service and with no refund of the remaining amount of the pre-payment.

3.3 The right to accommodation expires on the last day in the period for which they are paid accommodation services .

Client is obliged to leave the apartment and the cubicle up to 10.00a.m. Breach will be subject to a fine of CZK 500 , which will be deducted from the refundable deposit. In case of accommodation termination operator has no duty to client for alternative accommodation .

3.4 When the client does not clean out the apartment within the meaning of paragraph 3.3 of this Accommodation Code operator is entitled to clean out the property of client from the apartment at the expense of the client. In these cases the operator holds assets of the client for two weeks at their premises , after that time it can be disposed of , or to be removed and preserved by hired company. Client authorizes operator for such a case to its name as the depositor, this concludes a contract with the selected bailee and under normal commercial terms.

### **4. Final provisions**

4.1 The accommodation rules come into force on 23rd December 2013

4.2 The operator reserves the right to modify or amend the relevant provisions of the Accommodation Regulations which result from the operation.

4.3 The operator is obliged to publish Accommodation Regulations including any amendments so that clients can have it at any time available.

4.4 In the interests of social life and protection of property all clients are required to familiar with the Accomodation rules , follow it consistently and continually acquainted with its updates.

Prague, 23rd December 2013  
Michal Barta  
Managing Director