

HOTEL AMBASSADOR ZLATA HUSA spol. s r.o.

110 00 Praha 1, Václavské náměstí 840/5

Division:

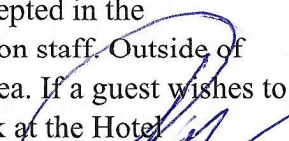
Hotel Esplanade Spa & Golf Resort

Karlovarská 434/15, Mariánské Lázně, 353 01



HOTEL ESPLANADE ACCOMMODATION RULES

- Hotel Esplanade Spa & Golf Resort (hereinafter referred to as the Hotel or Accommodation Provider) provides services according to its classification corresponding to the hotel level.
- The guest's accommodation is always defined during the binding reservation and for this type of accommodation the guest is charged the corresponding price according to the valid price list.
- The Hotel is entitled to accommodate only duly registered guests. For this purpose, the guest shall present his/her own identity card (or e-Document), passport or other valid document replacing the identity card to the reception staff immediately upon arrival, and shall fill out and sign the registration card.
- If the guest does not provide a valid identity document, the Hotel is entitled to refuse accommodation to the guest with regard to the Act on Local Fees for Czech Citizens and the Act 314/2015 Coll. for foreign clients. The city tax of EUR 2 / person / night shall be paid in addition upon arrival at the Hotel, unless otherwise specified.
- Guests under the age of 18 years will only be accommodated when accompanied by an adult.
- The receptionist will issue the guest with an electronic room key (depending on the number of people). The Accommodation Contract is always concluded in writing. To comply with the formal requirements, it is sufficient to confirm the reservation order at least in writing or by e-mail or by filling out a registration card. Upon departure, guests are obliged to return the electronic keys to the Hotel reception.
- Guests shall pay for accommodation upon arrival and for other Hotel services upon departure. In the event of a longer stay, the guest shall be obliged to pay their bill at least once per week. The guest shall also provide a guarantee by pre-payment in cash or pre-authorisation of a credit card in the corresponding amount.
- The processing of the guest's personal data for the purposes of accommodation is governed by the GDPR rules, in accordance with applicable legislation. The accommodated person hereby grants the Accommodation Provider consent to the processing and storage of his/her personal data, to the extent of the data provided, for the purpose of providing accommodation and registering guests within the meaning of Act No. 565/1990 Coll., on local fees and Act No. 326/1999 Coll., on the stay of foreigners in the Czech Republic and on Amendments to certain Acts.
- Based on a confirmed order, the Hotel shall be obliged to accommodate the guest from 14:00 to 24:00. During this time, the room is reserved for the guest, unless otherwise specified in the order. Possible earlier accommodation before 14:00 must be agreed in advance at the time of booking of the room and must receive written approval from the Hotel and, if needed, also pricing of this above-standard service by the Hotel.
- The Hotel shall not be obliged to accommodate guests without a prior confirmed reservation and guests arriving after midnight.

- The Accommodation Provider and the guest are obliged to comply with all legal regulations of the Czech Republic. They are also obliged to comply with any government regulations regarding the hygiene and epidemiological situation in the Czech Republic.
 - Before leaving the Hotel, it is the duty of each guest to properly check out and settle their bill.
 - In the event of loss of the electronic room key, the guest is obliged to immediately report the loss to the reception. If failing to do so, the Hotel shall not be liable for any damage incurred due to the loss of the key.
 - The guest has the option of using the safe, which is located in each Hotel room, to store their valuables, money and personal documents. The Hotel shall be liable for damage to these items only if the items were placed in the designated place, i.e. in the safe. The Hotel shall not be liable for other forgotten or lost items of the guests.
 - For safety reasons, it is not permitted to use any personal electrical appliances in the Hotel, and especially in the room (personal kettles, immersion electric cookers, irons, electric hotplates, etc.). This prohibition does not apply to laptops, tablets and electrical appliances used for the guest's personal hygiene (shaver, etc.).
 - In the room and other premises of the Hotel, the guest is not allowed to move equipment, make any interventions in the electrical network or other installations without the consent of the Hotel management.
 - The Hotel is completely non-smoking and smoking (including electronic cigarettes) is prohibited in all areas of the Hotel, including Hotel rooms and room balconies. Violation may result in a fine of up to EUR 300. If the guest causes the fire alarm to be triggered by his/her careless behaviour, compensation shall be charged for the unnecessary evacuation/actions upon presentation of the report from the Fire Station.
 - It is prohibited to carry or store weapons in all areas of the Hotel. Exceptions in special cases (guarding state representatives, etc.) are granted only by the Hotel General Director.
 - The guest shall be liable for damage caused to the Hotel's property in accordance with the Civil Code and other applicable regulations.
 - Guests may park their vehicles only in designated parking spaces (outdoor Hotel parking lot) and only upon express instruction from a Hotel employee. Outdoor guarded parking is free for Hotel guests. The guest is required to report the car's licence plate number to the Hotel reception upon arrival.
 - The contents of the minibar are not included in the room price.
 - For safety reasons, children under the age of 10 years are not allowed to stay in the bedroom or other areas of the Hotel and its surroundings without adult supervision. Their legal guardian is fully responsible for any damage caused by children.
 - From 22:00 to 06:00, guests are required to respect the night's silence in all areas of the Hotel and its surroundings.
 - Shared premises are available for receiving visitors. Visitors may only be accepted in the accommodation area between 08:00 and 22:00 with the consent of the reception staff. Outside of these hours, only accommodated guests have access to the accommodation area. If a guest wishes to receive a visitor in their room, they must record it in the accommodation book at the Hotel.
- 

reception. In the event of a visitor staying during the nightly quiet hours from 22:00 to 06:00, the visitor shall be obliged to pay the difference in the accommodation price for the room according to the valid price list. If failing to do so or refusing to provide identification data, the visitor may be expelled from the Hotel.

- If an accommodated person under the influence of alcohol or narcotics does not provide a guarantee of compliance with the Accommodation Rules, they may be prevented from entering the Hotel or their stay may be terminated (withdrawal from the Accommodation Contract).
- In the event of injury or illness of a guest, the Hotel provides medical assistance, and if necessary, transport to the hospital. The costs associated with this are covered by the guest.
- The guest shall be obliged to immediately report any defects and to comply with fire regulations. Evacuation plans are available at the entrance door of each room and in the corridors.
- The guest agrees that the maid, maintenance staff, Hotel staff, receptionist and Hotel Manager have the right to enter his/her room during his/her stay for the purpose of fulfilling their work duties.
- The Hotel swimming pool and Roman Baths (Roman Baths / Sanarium / Sauna / Steam Bath) are entered at the guest's own risk. The guest is responsible for his/her own health and safety and the safety of his/her children. Children under 12 years of age are allowed to enter the Hotel spa only when accompanied by an adult.
- Dogs and other pets can share a room, provided that the owner proves that they are in good health. The fee for accommodation of animals is charged according to the valid price list. The owner is responsible for any damage caused by the animal. Dogs must be on a short leash in the common areas, bigger dogs must wear a muzzle. Animals are not allowed in the Hotel spa and beauty salon.
- The Smart Casual dress code is required in the common areas of the Hotel. The Hotel staff is entitled to inform the guest of this fact at any time, with the understanding that if the guest does not rectify the problem, he/she may be denied entry to the common areas of the Hotel.
- The guest is not allowed to take sports equipment and objects (e.g. bicycle, skis, golf bag) into the room, for which the storage room at the reception is reserved.
- The guest is not allowed to use explosive substances (fireworks) in the Hotel building and its vicinity.
- The guest is obliged to comply with the provisions of these Accommodation Rules. In case of violation, the Hotel management has the right to withdraw from the Accommodation Contract before the expiry of the agreed period of accommodation in accordance with the applicable laws of the Czech Republic.
- These Hotel Accommodation Rules are valid and effective from 1st January 2025. Previous versions become invalid on the date of entry into force of the new version of the Accommodation Rules.

In Mariánské Lázně, on 1st January 2025

Hotel AMBASSADOR ZLATÁ HUSA spol. s r.o.
111 24 Praha 1, Václavské náměstí 5-7
generální ředitel
telefon 224 211 464

JUDr. Vlastimil Dvorak
General manager & owner

HOTEL AMBASSADOR ZLATÁ HUSA, spol. s r. o.