

ACCOMMODATION AND HOUSE RULES OF THE ACCOMMODATION COMPLEX “Allure Hotel & Residence Prague”

I.

General information

- (1) The Company **On The Island s.r.o.**, Id. No.: 117 67 863, with its registered office at Plaská 614/10, Malá Strana, Postal Code 150 00 Prague 5, registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, Insert 354261 (hereinafter referred to as the "**Operator**") provides accommodation and related services to guests in a mixed-use accommodation complex called "***Allure Hotel & Residence Prague***" located at Prague 1 - Staré Město, Bílkova 854/21 (hereinafter referred to as the "**Accommodation Complex**"), comprising 48 units for short-term accommodation and long-term stay.
- (2) For the purpose of determining the rights and obligations of guests staying in the reserved premises of the Accommodation Complex where short-term accommodation is provided to guests (hereinafter referred to as "**Room**") and where long-term accommodation is provided to guests (hereinafter referred to as "**Apartment**"), the Operator hereby adopts the following Accommodation and House Rules (hereinafter referred to as "**Accommodation and House Rules**").
- (3) Guests of the Accommodation Complex are bound by the Accommodation and House Rules and they are obliged to observe them throughout their use in Rooms, Apartments and in the common areas of the Accommodation Complex (e.g. reception hall, corridor, dining room, staircase).

II.

Registration of accommodation

- (1) The Operator is entitled to accommodate only guests who have duly registered. For this purpose, the guests shall present to the designated staff of the Accommodation Complex the identity documents (ID card, passport or other identity card) and sign the registration forms.
- (2) Guests hereby grant their consent to the Operator to process and store personal data for the purpose of providing accommodation and guest registration in accordance with Act No. 326/1999 Coll., on the stay of foreigners in the Czech Republic and on the amendment of certain other acts, as amended, and in accordance with Act No. 565/1990 Coll., on local fees, as amended.
- (3) The minimum age for guests staying in Rooms on their own is 18 years. Guests under the age of 18 may only stay with a parent or a legal guardian.
- (4) The number of guests staying in the Room corresponds to the number of persons registered for accommodation. Guests staying in the Room are obliged to declare their exact number at the time of registration.
- (5) Pets are not allowed in the Accommodation Complex.

- (6) Guests are required to show proof of identity at the request of the Accommodation Complex staff.

III.

Arrival and departure of guests

- (1) The operator will accommodate guests in Rooms within the time period from 15:00 to 24:00 on the basis of a confirmed reservation. During this time the Operator reserves a Room for the Guest, unless otherwise specified by the reservation. No extra charge and depending on whether the room is already vacant and tidy
- (2) In exceptional cases, the Operator is entitled to offer the Guest a different Room than the one ordered. However, the accommodation offered must not differ in any material respect from the originally ordered and confirmed accommodation.
- (3) On the day of departure, guests will leave the Room by 12:00. Late check-out is subject to a surcharge unless otherwise individually agreed.
- (4) In the event that it is not possible to extend the stay of the guest in the Room in which he/she was accommodated upon arrival, the Operator is entitled to offer him/her another Room. Depending on the occupancy of the Accommodation Complex, an extension of the Guest's stay may not be available.
- (5) On the day of departure, the Guest is obliged to close the windows when leaving the Room, close the water taps in the bathroom, hand over the Room card at the reception of the Accommodation Complex.
- (6) Items that guests have forgotten or left in the Accommodation Complex, if they have been deposited, are sent to the guest's address by COD.

IV.

Payment for accommodation and services

- (1) The Guest is obliged to pay the Operator for accommodation in the Rooms and for the services related thereto the prices set in accordance with the valid price list. Information on prices, surcharges and possible penalties is available at the reception of the Accommodation Complex.
- (2) It is the responsibility of each guest to check out properly and settle the account before departure. The operator accepts payment by card and in cash, too. The operator is entitled to require the guest to pay for the accommodation in advance.

V.

General rules of conduct

- (1) Guests may not move any equipment in the Rooms or common areas, remove such equipment from the Accommodation Complex or make any alterations to it without prior consent. Guests shall also not make any alterations or interference with the electrical network or other installations.

- (2) From **10:00 p.m. to 6:00 a.m.** there is a **night-time silence** in the entire Accommodation Complex, which guests are obliged to respect.
- (3) It is forbidden to use your own electrical appliances in the Rooms, except for personal hygiene appliances (e.g. hairdryers, shavers) and electronics (e.g. notebook, telephone). In the Rooms, Apartments and common areas of the Accommodation Complex, the use of own irons, cookers, barbecue appliances, etc. is strictly prohibited. Guests are forbidden to throw cigarette butts in the Rooms, Apartments and adjacent common areas of the Accommodation Complex.
- (4) After using electrical appliances that could cause a fire (e.g. a hairdryer), the guest is required to make sure after each use that these appliances are unplugged and placed on a hard surface where they cannot cause a fire when cooling.
- (5) Guests are not allowed to keep large sports equipment (e.g. bicycles) in the Rooms. Guests shall notify the Operator of the need to store sports equipment in advance when booking. The staff at the reception of the Accommodation Complex will then inform the Guest of further details.
- (6) Guests are forbidden to bring dangerous objects or substances (e.g. weapons, flammables, explosives, sharp objects), narcotic or psychotropic substances or substances or objects with a strong smell into the Accommodation Complex.
- (7) In all areas of the Accommodation Complex there is a strict no smoking policy with a penalty of 5,000 CZK.
- (8) It is forbidden to handle open flames (e.g. lighting candles) in all areas of the Accommodation Complex.
- (9) There is no financial compensation for breakfast prepared but not taken.
- (10) The Guest is obliged to close the windows every time when leaving the Room, close the water taps in the bathroom.
- (11) The Guest is obliged to allow the authorized staff of the Accommodation Complex to carry out regular cleaning work.
- (12) Guests are prohibited from conducting business activities in the Rooms and Apartments.
- (13) For the purpose of receiving visitors, the common areas of the Accommodation Complex are available to guests. Visitors may be admitted to the Rooms with the consent of the reception staff. The visitor to the Room or Apartment is always obliged to register in the visitors' book.
- (14) For security reasons and to protect the guests and property of the Operator, a camera system is installed in the corridors and other public areas of the Accommodation Complex. The treatment of these recordings is carried out in accordance with the relevant legislation relating to the protection of personal privacy.

VI. Liability for damage

- (1) Guests are responsible for damage caused to the property of the Accommodation Complex by the guests themselves, their visitors or their pets. Guests are obliged to pay for these damages in full. This claim of the Operator also applies to damage that the Operator discovers after the departure of the guests.
- (2) For safety reasons, children under ten years of age must not be left in their Room or in the common areas of the Accommodation Complex without adult supervision. The adult is fully responsible for any damage caused by children.
- (3) The Operator assumes liability for damage to items brought or deposited by the guest in the Accommodation Complex within the scope of Section 2946 et seq. of Act No. 89/2012 Coll., the Civil Code, as amended.
- (4) Guests are required to store their valuables and money in the safe located in the Room. In the event that guests forget the access code to the safe, they are obliged to contact the reception staff of the Accommodation Complex, who, accompanied by another person, will access the contents of the safe with a universal key. The Operator assumes liability for money and valuables without limitation only if they have been deposited at the reception of the Accommodation Complex.
- (5) The Operator assumes no responsibility for vehicles parked on the street in front of the Accommodation Complex or for vehicles parked in paid parking spaces if the guest uses this service. Furthermore the Operator is not liable for the loss of objects in these parked vehicles. The accommodation complex does not operate a secure parking service and is not therefore responsible for any damage caused to the guest's car.

VII. Final provisions

- (1) Complaints about the services provided and any suggestions for improving the quality of services and the functioning of the Accommodation Complex are accepted by the reception staff of the Accommodation Complex and are handled by the reception manager.
- (2) Guests are obliged to familiarize themselves with the safety rules and evacuation plan in case of fire in the Accommodation Complex. Guests will find the evacuation plan in each Room and Apartment and common corridors.
- (3) Guests are obliged to get acquainted with these accommodation and house rules at the beginning of their stay. By paying the agreed price for the Room, the Guest acknowledges these Accommodation and House Rules and agrees to their content.
- (4) In the event of a gross violation of these Accommodation and House Rules, the Operator has the right to terminate the Guest's stay in the Room before the originally agreed departure date. In this case, the Guest is obliged to pay the Operator the price for the entire agreed period of accommodation and to leave the Accommodation Complex immediately. In the event that the Guest refuses to leave the facility immediately, the Operator is entitled to immediately contact the relevant public authorities.
- (5) These accommodation rules are valid as from 25. 05. 2023.