

Accommodation Regulations

1. These Accommodation Regulations apply to all hotel facilities operated by the company Interhotel Olympik, a.s., ID No. 45272271, with registered seat at Prague 8, Sokolovská 615/138, Postal Code 186 00, the company incorporated in the Commercial register maintained by the Municipal court in Prague, section B, file 1429 (hereinafter only "accommodation provider"), i.e. Hotel Olympik, Hotel Olympik Tristar and Hotel Olympik Artemis (all these hereinafter called as "Hotel").
2. The Hotel provides Guests with accommodation services and as the case may be with other related services in the extent and terms stipulated in the contract on accommodation and under the conditions agreed in the contract as well as the conditions contained in these Accommodation Regulations. In case of discrepancy between these Accommodation Regulations and the contract, the stipulations contained in the contract shall prevail.
3. The Hotel can accommodate only a Guest who presents his/her identity card, passport or other valid identity document at the hotel reception desk immediately upon arrival and fills the registration card.
4. All already accommodated Guests must show their hotel card whenever they arrive at the Hotel. In case of loss of the hotel card, the Guest is obliged to report the loss of the hotel card at the reception desk immediately. A fee for reissue of a new hotel card maybe charged to the Guest (according to the Hotel current price list).
5. In exceptional cases, the Hotel may offer the Guest different accommodation than booked accommodation, but always at the agreed or higher level of services.
6. If the Guest is supposed to be accommodated in a single room according to the contract, the Hotel is entitled to accommodate him/her singly in a multi-bedded room or in a suite; however the price charged by the Hotel to the Guest is the single room price only.
7. If the Guest asks for extension of accommodation, the Hotel can offer the Guest also a room different from that in which the Guest has been accommodated initially.
8. Unless otherwise agreed in the contract, the Hotel is obliged to accept the Guest for accommodation not before 12:00 (12 a.m.) and at the latest at 18:00 (6 p.m.) on the agreed day of the commencement of accommodation. If the Guest fails to appear for accommodation by 18:00 (6 p.m.) at the latest on the first day of accommodation and if the Guest fails to ask for keeping the room reservation at least by phone within this deadline, the Hotel is not obliged to keep the respective room reservation further and is allowed to use it in a different way.
9. The Guest who arrives before 6:00 (6 a.m.) shall pay to the Hotel the price for accommodation for the previous night, too. The Guest requiring accommodation before 12:00 a.m. whose room could not be used the previous night for this reason pays accommodation for the previous night, too.
10. The Hotel is responsible for possessions carried by the Guest or for the Guest into the area intended for accommodation or for deposition of things. The Guest is obliged to care about security of his/her possessions. The Guest is obliged to use the safe located in the hotel room for security of his/her valuables. The Guest may request the Hotel to secure the cash money, securities, jewellery, and other similar valuables in the Hotel's safekeeping and shall reimburse the costs connected with the safekeeping service. The price list for this service is available at the reception desk. The Hotel reserves the right to refuse valuables of value or extent disproportionate for the Hotel and/or possessions that are not placed in a sealed or otherwise adequately closed container.
11. There are Hotel lounges and general public halls available for the Guest to meet visitors. The Guest can meet visitors (i.e. persons that are not staying at the Hotel) in his/her room only with the previous consent of authorized staff of the Hotel and only during the time period from 8:00 (8 a.m.) to 22:00 (10 p.m.). All visitors must be signed up in visitors' book.
12. The Guest is entitled to use the room in which he/she is accommodated as well as common area of the Hotel during the whole time period of accommodation agreed in the contract. Unless the period of accommodation has been specifically agreed in advance, the Guest shall check out and duly vacate the room by 12:00 (12 a.m.) on the last day of the stay at latest. If the Guest fails to vacate the room on time, the Hotel is entitled to charge the Guest for the cost of the room including the price for the following day or days until the room is duly vacated.

13. The Guest may not relocate any equipment in the room or in shared areas in any way, perform any modifications or any interference with the electric or any other installation in the Hotel without the consent of the Hotel.

14. The Guest shall not store in his/her room any sport equipment or possessions, which should be stored at another dedicated place in the Hotel, without previous permission by the Hotel. Dangerous items such as weapons, explosives, drugs or other dangerous chemicals shall also not be carried into the hotel room without previous permission by the Hotel. Exceptions to this are medical preparations intended for the needs of the Guest.

15. The Guest must not use his/her own electrical appliances in the Hotel and in areas intended for accommodation in particular. Exception to this are electrical appliances serving for the Guest's personal hygiene (electric shavers or massage appliances, hair driers, electric toothbrushes, etc.), chargers for mobile phones, notebooks, tablets, cameras, and similar devices, provided that all these appliances are free from any technical defects and comply with all attests and homologations according to the legal regulations of the Czech Republic or EU.

16. The Guest shall not smoke in any area of the Hotel that is not explicitly designated as the area where it is allowed to smoke.

17. Whenever leaving the room, the Guest is obliged to close all taps, switch off all lights in the room, including bathroom and lavatory lights, and close the door and windows. The Guest is also obliged to hand over the hotel card to the hotel reception desk when checking-out of the hotel.

18. Due to safety reasons, it is not advisable to leave children under 10 years of age unattended in the room or any areas of the Hotel. Children's legal representatives or guardians supposed to attend to them are responsible for the damage caused by unattended children.

19. Dogs and other animals can be accommodated together with the Guest provided that the Guest proves their good state of health. The animals must not be left unattended in the room or other areas of the Hotel. The price for location of animals is charged according to the valid price list of the Hotel.

20. The Guest is obliged to maintain silence overnight in the period from 22:00 (10 p.m.) to 7:00 (7 a.m.).

21. The Guest is responsible for any damage caused to Hotel property according to the legal regulations in force. If, at conclusion of the contract or later with the purpose to ensure his/her possible liability for damage to the Hotel, the Guest paid deposit, the Hotel is entitled to satisfy its claim for damages preferentially from such deposit.

22. The Guest is obliged to pay for accommodation and other services provided in compliance with the current Hotel price list, generally at the termination of the stay in the Hotel, however not later than within one week from ending of the accommodation. In the case of the accommodation extension, the Guest is obliged to check and pay his/her account not later than every 7th day. Unless otherwise agreed, the bill is payable on presentation.

23. The price list of current prices for temporary accommodation and ancillary services is available at the Hotel reception desk.

24. Complaints of guests and possible suggestions on improving activities of the Hotel are received by the Hotel management through the reception desk. Complaints' book is available for the Guest at the reception desk.

25. The Guest is obliged to observe provisions of these Accommodation Regulations. In case of breach of these Accommodation Regulations by the Guest, the Hotel has the right to withdraw from the contract on provision of accommodation and/or other services without provision of any compensation for the Guest.

26. These Accommodation Regulations includes the following information for consumers according to § 1811 and § 1820 of the Act no. 89/2012 Coll., the Civil Code (hereinafter referred to as the "Civil Code"):

- a. identity and contacts of the accommodation provider: Interhotel Olympik, a.s., ID No.: 45272271, with registered seat at Prague 8, Sokolovská 615/138, Post Code 186 00, Tax ID No. CZ45272271, company registered in the Commercial Register maintained by the Municipal Court in Prague, section B, file 1429, address for delivery of electronic mail: vlastislav.sos@olympik.cz, phone number: +420 266 184871;
- b. main line of business of the accommodation provider: provision of accommodation services;

- c. specification of the services: the accommodation provider provides guests with accommodation and other related services under conditions concluded in a particular contract on accommodation;
- d. price of the provided services: total price of the provided services is agreed in particular contract on accommodation, and if not individually agreed this way, it corresponds with prices given in price lists that are published separately for each Hotel mentioned in par. 1 above on www.olympik.cz as well as at the reception desk of each of the Hotel. Such determined prices include all taxes and fees;
- e. the way of payment and fulfillment: the Guest shall pay any payments concluded in a contract on accommodation in cash or in no-cash way to a bank account of the accommodation provider, the number and variable symbol of which shall be communicated to the Guest by the accommodation provider; ordered services shall be provided to the accommodated Guest in terms and ways agreed in contract on accommodation;
- f. costs on means of distant communication: costs on means of distant communication are determined by entities providing services of means for distant communication and such costs do not differ from basic rate;
- g. information on existence, way and conditions of anti-dispute resolution of consumer complaints, incl. information, whether a supervision body may be contacted: an accommodated Guest is entitled to submit a proposal for anti-dispute resolution to a determined body of ADR, which is represented by:
 - Czech Trade Inspection Authority
 - Central Inspectorate – ADR department
 - Štěpánská 15, 120 00 Prague 2
 - e-mail: adr@coi.cz; website: adr.coi.czCzech Trade Inspection Authority is a body executing supervision of consumers' protection, acting in compliance with the Act no. 64/1986 Coll., on Czech Trade Inspection Authority, as amended, and other regulations. The website of the Czech Trade Inspection Authority is www.coi.cz.
- h. under the provision of § 1837 par. j) of the Civil Code the accommodated Guests as consumers are not entitled to withdraw from the contract on accommodation, if an accommodation provider provides fulfillment in agreed term;
- i. designation of legislation of a member state of the European Union that shall govern relationship between an accommodated Guest and the accommodation provider established by a contract on accommodation: Czech legislation;
- j. information on a language, in which the accommodation provider shall treat the accommodated Guest and in which contractual conditions and other information shall be provided to accommodated Guests: Czech language.

27. This version of Accommodation Regulations is valid from 1st February 2016.

Vlastislav Šos, CEO