

Accommodation Regulations

General conditions for providing accommodation and related services in hotel facilities Interhotel Olympik, a.s.

1. These Accommodation Regulations contains general conditions for providing accommodation and related services in hotel facilities Interhotel Olympik, a.s. and are applicable 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” and/or “Hotel”), i.e. Hotel Olympik, Hotel Olympik Congress, Hotel Olympik Tristar and Hotel Olympik Artemis.
2. The Hotel provides Guests with accommodation services and as the case may be with other related services in the extent and under the 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 individual contract shall prevail.
3. Accommodation and related services can be ordered (booked) through the online booking system at www.olympik.cz, or by phone or e-mail through the contact details below:

Accommodation booking for hotel OLYMPIK ****

phone: +420 266 184 510 / fax: +420 266 310 559, mobile: +420 725 912 203, e-mail: reservation@olympik.cz

Accommodation booking for Hotel Artemis ****, Hotel Congress ****, Hotel Tristar ***

phone: +420 266 184 882 / fax: +420 266 310 559, mobile: +420 725 912 230, e-mail: reservation.tristar@olympik.cz reservation.congress@olympik.cz
4. This does not affect the possibility of making orders (bookings) through other online booking platforms with which the Hotel cooperates (e.g. www.booking.com, www.expedia.com, etc.), under the conditions specified therein.
5. The accommodation contract arises only at the moment of unconditional confirmation of the order (booking) by the Hotel.
6. The Hotel applies various cancellation conditions (i.e. conditions under which it is possible to cancel an accommodation order /booking/ already confirmed), depending on the price level of the ordered services, the date of provision of services and the booking channel chosen by the Guest. Specific cancellation conditions are always specified in the relevant booking system. If no cancellation conditions are specified in a specific case, an order that has already been placed cannot be cancelled unilaterally.
7. In the case of so-called “no-show” (i.e. if the Guest did not show up to use the accommodation services), the Guest is obliged to pay the Hotel 100% of the price of the booked accommodation.

8. 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.
9. 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).
10. In exceptional cases, the Hotel may offer the Guest different accommodation than booked accommodation, but always at the agreed or higher level of services.
11. 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.
12. 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.
13. 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 booking at least by phone within this deadline, the Hotel is not obliged to keep the respective room booking further and is allowed to use it in a different way.
14. 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.
15. The Hotel is responsible for possessions carried by the Guest or for the Guest into the area intended for accommodation or for deposition of belongings. 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 keep 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.
16. There are Hotel lounges and 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.
17. 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.

18. The Guest may not relocate any equipment in the room or in shared areas in any way and may not perform any modifications or any interference with the electric or any other installation in the Hotel without the consent of the Hotel.
19. 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 given 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 given by the Hotel. Exceptions to this are medical preparations intended for the needs of the Guest.
20. The Guest must not use his/her own electrical appliances in the Hotel and in particular in areas intended for accommodation. 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 attestations and homologations according to the legal regulations of the Czech Republic or EU.
21. 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.
22. 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.
23. 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 them are responsible for the damage caused by unattended children.
24. 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.
25. The Guest is obliged to maintain silence overnight in the period from 22:00 (10 p.m.) to 7:00 (7 a.m.).
26. 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.
27. 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.

28. The price list of current prices for temporary accommodation and ancillary services is available at the Hotel reception desk. In the case of accommodation booking through the Hotel's online booking system (on the website www.olympik.cz), the current price of accommodation is stated in this booking system.
29. If the Hotel is obliged to return any monetary payment to the Guest (e.g. in case of timely cancellation of already paid accommodation services), the relevant amount of money will be returned by the Hotel to the Guest preferably by bank transfer to the account from which the relevant funds were paid to the Hotel. The funds will be transferred within 5 working days from the emergence of the Hotel's obligation to return the money to the Guest unless the parties expressly agree otherwise in specific case.
30. 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. Each Guest is also entitled to use the possibility of out-of-court settlement of disputes according to point 31. g) of these Accommodation Regulations.
31. 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 providing no compensation to the Guest.
32. Detailed information on the processing of personal data of Guests in connection with accommodation is available at www.olympik.cz (<https://www.olympik.cz/cz/ochrana-osobnich-udaju/>).
33. 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 to the prices given in the price lists that are issued separately for each Hotel mentioned in par. 1 above and are available at the reception desk of each Hotel as well as at the on-line booking system placed on www.olympik.cz. Such prices include all taxes and fees (especially VAT) apart from accommodation fee, which has to be paid by the Guest beyond the price of accommodation services;

- e. the way of payment and performance: the Guest shall pay any payments agreed in a contract on accommodation in cash or through bank transfer 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 the 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 in the field 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 performance in agreed term; cancellation conditions agreed in the contract on accommodation or specified in these Accommodation Rules are not affected;
- 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 Republic (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.

34. This version of Accommodation Regulations is valid from 1st December 2021.

Vlastislav Šos, member of the Board of Directors