

HOTEL accomodation rules

Establishment: Hotel Cosmopolitan Bobycentrum, Sportovní 559/2a, Brno – Královo Pole

Operator: Czech Inn Hotels s.r.o., Hybernská 1009/24, 110 00 Praha 1, IČ:27096921, DIČ: CZ27096921

1. Hotel provides services according to its current ranking.
2. Hotel has permission to accommodate only guest, who has guaranteed and valid reservation. Guest must submit a valid government-issued pictured ID card or passport (Visa number if required) and deposit (cash or CC details) upon arrival. Registration is required for under-aged person too.
3. With proper registration, guest has a right to stay for given period of time.
4. Hotel issues a room card to a guest. If a guest loose his card, he must inform hotel reception immediately. Otherwise the hotel is not responsible for potential loss caused by the loss of key. For lost or destroyed hotel card, guest must pay the fee of 100CZK or 4€. List of all fees can be found under the number 36.
5. Hotel must provide accommodation for everyone with valid and guaranteed reservation who arrive between 2PM (day of arrival) and 11AM (day of departure). For this period of time the room is reserved for the guest, if not stated otherwise. If guest needs earlier check in, he must check the availability while making the reservation. Guest is obliged to leave the room by 11AM at the chek-out day, if not stated otherwise. If the guest occupies the room after the agreed period, hotel has the right to charge additional costs.
6. The cancelation of reservation follows given cancelation policy.
7. Hotel is not obliged to accommodate guests without valid and pre-paid reservation.
8. If guest does not present a a valid government-issued pictured ID card or passport (Visa number if required), hotel is entitled to refuse the guest's accommodation due to the Act on Local Fees for Czech Citizens and Act 314/2015 Coll. for foreign clients.
9. In exceptional cases hotel reserves the right to offer guests other than agreed accommodation, if it isn't significantly different from the confirmed reservation.
10. If the guest requests an extension of the accommodation and the hotel has free capacity, the accommodation period may be extended. However, in such a case, the hotel may offer the guest a different room than the one in which he was originally accommodated.
11. During the stay, guest is required to guarantee for hotel services and other expenses with his credit card in form of pre-authorization or cash deposit, which he will deposit at the hotel reception. If the amount of the hotel account balance is exceeded, the hotel will require the guest to increase the deposit.
12. The accommodation ends on the agreed date of check out. For proper check-out, guest must free the room by 11AM, hand over the keycard at the front desk and pay the bill. If not, and unless otherwise agreed, the hotel is entitled to charge a late departure fee or an additional night's stay. The hotel is also entitled to charge the guest for the entire previous night if staying prior to 6AM.
13. At the end of the stay the guest is obliged to report all the consumption from the minibar at the hotel reception. If the guest conceals the consumption, the balance will be sent by invoice or withdrawn from the credit card.
14. Upon check-in, the guest is obligated to pay the following fee at the hotel reception, which is not included in the rate of accommodation and packages: 21 CZK / € 0.90 municipal tax per person per night.
15. The guest is obliged to immediately check the accommodation premises for the completeness of the equipment and its condition according to the list of equipment and immediately report any missing or damaged equipment at the reception. In case of any damage to the equipment found during the stay, the guest is also obliged to report it to the hotel reception.
16. Guest is entitled to use the hotel facilities according to the enclosed instructions only for the purposes for which it is intended.
17. Guest must not make any substantial changes on the premises without the permission of the hotel management, i.e. not to move the equipment and make any alterations to the electrical network or other installations.

- 18.** Guests are not allowed to use their own electrical appliances at the hotel. This regulation does not apply to electrical appliances intended for personal hygiene (shaver, massager, hairdryer, etc.) and appliances with low power consumption for personal use (notebooks, camera chargers, mobile phones, etc.).
- 19.** Guest is responsible for any damage or theft caused to the equipment of the hotel, unless he / she proves that he / she was not at fault, and is obliged to compensate the hotel immediately. This also applies to damage or theft, which is discovered after the guest's departure. The amount of the fee is determined according to the List of Charges in point 36 of the Rules.
- 20.** The hotel's public areas are available for visitors. In the accommodation area, the guest can only receive visitors from 8AM to 10PM with the consent of the receptionist. After 10PM, only hotel guests and hotel staff have access to the accommodation.
- 21.** Guest may only bring pets into the hotel premises with the knowledge of the hotel and only if the owner proves their health condition. In all public areas of the hotel, each dog must be on a leash and have a muzzle. Dogs or other animals must not rest / lie on a bed or other hotel facilities that is used by the rest of guests. The guest is fully responsible for the pet who allowed it to stay in the room. Pets weighing more than 10 kg are not allowed.
- 22.** Guest must not bring dangerous objects or substances (sharp objects, weapons, explosives, combustibles, caustic substances, poisons, etc.), narcotic or psychotropic substances or objects / substances with strong odor to the hotel premises.
- 23.** Smoking is not allowed inside the hotel. In case of violation of the rule, the guest will be charged with a fine.
- 24.** Guest is obliged to comply the quiet hours between 10PM and 6AM and must not disturb other accommodated guests.
- 25.** To enter the hotel is allowed only using the access roads, parking of vehicles is allowed in designated area. The hotel is not responsible for theft or damage on vehicles left outside on the hotel parking lot. The hotel advises guests to make sure the vehicle is properly locked and secured. It also recommended not to leave personal and valuable items in the vehicle. In the event of theft of personal and valuable items placed by the guest in the car, the hotel is not responsible. The hotel is not liable for damages caused by the guest to third parties in the hotel parking lot. The hotel is not responsible for stolen items. The hotel reserves the right to claim and charge for any damage caused on the property by the guest vehicle.
- 26.** Due to the safety reasons it is not allowed to leave children under 10 years of age in the room and other areas of the hotel unattended. Their legal representative is fully responsible for any damage caused by children.
- 27.** In case of guest's illness or injury, the hotel will provide medical assistance. The transfer and treatment fee is paid by the guest himself.
- 28.** Guest is obliged to close the water taps, turn off the lights, close the windows and lock the room every time they leave the room.
- 29.** While staying at the hotel premises, each guest is obliged to behave in such a way not to cause a fire. The behavior of guests in the event of a fire is regulated by the fire alarm directives, which are displayed with the escape plan in each room at the entrance door which also serves as an escape route.
- 30.** In the event of a fire, guests are required to report a fire and may use the portable fire extinguisher located on each floor corridor.
- 31.** The hotel is not responsible for belongings outside the safe.
- 32.** Entry into an occupied hotel room is allowed for maid assigned for the specific room, the head of housekeeping, reception staff, hotel management and maintenance staff after reporting a technical fault in the room.
- 33.** Forgotten belongings are registered at the hotel and stored for 14 days. Forgotten belongings will be sent by the hotel only upon request and at the guest's expense.
- 34.** Complaints by guests and any suggestions to improve the operation of the hotel accepts hotel management. The guest can also write a complaint and hand it over to the hotel reception.
- 35.** The guest is obliged to adhere to the provisions of these Accommodation Regulations throughout the accommodation. If the guest grossly violates the Accommodation Rules or good manners, despite the warning, the hotel is entitled to withdraw from the accommodation services before the agreed time. The hotel is then entitled to the full payment of accommodation. The guest must leave the hotel immediately.

36. Table of fees:

Smoking in the room	2 000 CZK	Damage to the fire system	5 000 CZK
Noise after 22:00	500 CZK / osoba	Repair of doors	5 000 CZK
Painting hallways or rooms– 1m ²	500 CZK	Replacing doors with new ones	10 000 CZK
Carpet cleaning – 1m ²	500 CZK	Damage to the lock	5 000 CZK
Repair ceiling in the hallways or in the room – 1m ²	2 000 CZK	Repair work – 1 hod	250 CZK
Broken lamp in the room	2 000 CZK	Room pollution	600 CZK
Repairing the damaged rooms	10 000 CZK	Extra cleaning	500 CZK
Lost key-card from the room	100 CZK	Missing bathrobe	350 CZK
Missing cupcake for cosmetics	150 CZK	Missing towel	200 CZK

These Accommodation Rules are available to guests at the hotel reception and come into effect on 1 July 2018.

Brno, 1st of July 2018

Patrik Kupka
Hotel Manager of Cosmopolitan Bobycentrum