

Hotel policies

1. The hotel provides services corresponding to its category.
2. The guest's specific accommodation is established through a binding reservation and the guest is charged the corresponding price based on the type of accommodation.
3. Stay in the hotel and use of hotel services is not permitted for people with infectious diseases and for people under the influence of alcohol or drugs.
4. The hotel is obliged to accommodate only those guests who hold a valid reservation and are duly registered. Guests are required to present valid personal identification upon arrival (citizen ID card, passport), foreign clients are required to sign the registration card.
5. If a guest does not provide valid personal identification (citizen ID card, passport), the hotel is entitled to refuse accommodation based on the law on local fees for Czech citizens and on Act No. 314/2015 Coll. for foreign clients.
6. The hotel is obliged to hold a confirmed reservation from 2 p.m. to midnight. During this period the room is reserved for the guest, if not specified otherwise in the booking. Early check-in (before 2 p.m.) must be requested in advance (when the booking is made), but is not guaranteed until the hotel confirms it and the hotel may charge extra for this service.
7. The hotel is not required to accommodate guests without prior confirmed reservations and guests arriving after midnight.
8. If it is not possible to extend a guest's stay in the room that he/she was given at a check-in, the hotel is entitled to offer them a different room.
9. The guest may use their room for the agreed-upon accommodation period. Unless agreed upon and approved by the hotel in advance, guests must check out no later than 11 a.m. on the last day of their stay and are required to vacate the room by that time. If they fail to do so, the hotel is authorized to bill the guest for an additional day, or a portion thereof.
10. Guests must observe quiet hours from 10 p.m. to 7 a.m.
11. Guests shall pay for their accommodation and any additional services at the end of their stay according to the current rate list. Prior to departure guests are required to officially check out from the hotel and settle their account for additional services.
12. It is forbidden to carry or store weapons in any area of the hotel.
13. For safety reasons children younger than 10 years may not be left unsupervised in hotel rooms or other hotel premises or in the chateau park. Reimbursement for any damage caused by a child/ren is the responsibility of the child/ren's parent(s) or legal guardian(s).
14. Guests will be held fully responsible for any damage to hotel property.
15. Guests will pay compensation for any damage caused by them according to the current rate list unless they prove they were not at fault. This includes compensation for any damage discovered after the guest's departure.

16. Guests shall be charged a fee of CZK 500 for excessive soiling of their room(excessive clutter in the room, irregular use of bathrooms and toilets etc.). The guest is obliged to pay this fee prior to departing the hotel. In case of extreme soiling in the hotel rooms or in public areas (blood, vomit, feces, garbage, etc.) guests shall be charged a fine of CZK 5000, which must be paid immediately and guest's stay will be terminated with immediate effect.
17. If a hotel guest under the influence of alcohol or drugs will not provide assurance that they will abide by the hotel policies, they may be barred entry to the hotel. A repeat of the situation will result in the termination of the guest's accommodation.
18. Hotel guests are not permitted to move any furniture or equipment, nor to interfere with or alter the electrical system or equipment located in the hotel rooms or in public areas.
19. For safety reasons it is not allowed to use electrical appliances as kettles, cookers, toasters etc. in the hotel rooms. Hotel guests may use only electrical appliances designed for personal hygiene (hair dryers, shavers, etc.) as well as notebook computers, tablets, radios and similar small electrical devices.
20. Hotel guests are not permitted to tamper with safety lock on the windows which for safety reasons allows open the window only for ventilation.
21. When leaving the room, guests should ensure that the faucets, lights and TV are turned off, and close the window. Room keys / key card and remote control of air conditioning must be returned to the reception upon checkout.
22. Guests shall be charged a fee of CZK 100 for a lost key card or CZK 200 for lost key. The guest is obliged to pay this fee prior to departing the hotel.
23. Dogs and other pets may stay in their owner's room provided there will be no breach of the rules of these hotel policies. Accommodation for an animal will be charged according to the current rate list.
24. Smoking is strictly prohibited throughout the hotel, with the exception of areas specifically designated as smoking areas.
25. Hotel guests may receive visitors in the public areas of the hotel. Visitors are permitted in the accommodation areas of the hotel only from 8:00 a.m. to 10:00 p.m. with the permission of the hotel receptionist. Outside of these hours only registered guests may be present in these areas.
26. Guests are required to familiarize themselves with these hotel policies and fire regulations and to abide by these provisions. In the event that a guest breaks any of these rules the hotel has the right to terminate the guest's stay prior to the originally agreed-upon day of departure.
27. These hotel policies are effective as of September 1, 2016