

ACCOMMODATION POLICY

This Accommodation Policy governs the provision of temporary accommodation by the Accommodation Provider (the operator of the accommodation facility) to the customer (hereinafter referred to as the "Guest") at REZIDENCE TŘEBÍČ, located at Smila Osovského 199/3, 674 01 Třebíč, for the agreed period or for the period necessary to fulfil the purpose of the Guest's stay.

This Accommodation Policy is available to all Guests in written form.

1. Arrival at the Residence

- 1.1 The Residence operates on a self-service basis. Guests check in and access their apartment using the unique access code sent to them by email as part of their reservation.
- 1.2 Before checking in, the Guest must upload a copy of their identification document via the online form and complete the registration form, which also serves as the guest register.
- 1.3 The maximum number of Guests accommodated in each apartment corresponds to the number specified in the reservation. The Guest undertakes to provide the correct number of Guests when making the reservation.
- 1.4 The duration of the stay is agreed no later than the Guest's check-in and is recorded in the reservation system. The agreed period may be extended or shortened by mutual agreement between the Guest and the Accommodation Provider.
- 1.5 Prior to check-in, the Accommodation Provider will send the Guest a unique access code for the apartment, the entrance gate and all building entrances to the email address provided during the reservation.
- 1.6 Upon arrival, the Accommodation Provider may require the Guest to pay a refundable security deposit of CZK 10,000 or EUR 400 per apartment. The deposit will be refunded upon departure, either in full or in part, subject to the conditions set out in Article 5 of this Accommodation Policy.
- 1.7 The Guest is required to pay the agreed accommodation fee and the price of any related services in accordance with the General Terms and Conditions.
- 1.8 The Guest acknowledges having read and understood this Accommodation Policy and the General Terms and Conditions. These documents are available in printed form at the Residence, in the shopping centre, and in the Guest Information Folder located in each apartment.

2. Rights and Obligations of the Accommodation Provider and the Guest

- 2.1 The Guest has the right to use the apartment reserved for their accommodation, the common areas of the Residence, and the services provided in connection with the accommodation.

- 2.2 The Accommodation Provider shall provide the Guest with accommodation in a condition suitable for proper use and shall ensure that the Guest can exercise their rights related to the accommodation without undue interference.
- 2.3 The Guest is required to:
- familiarise themselves with this Accommodation Policy and the General Terms and Conditions and comply with them;
 - use the accommodation facilities properly and maintain order and cleanliness throughout the Residence;
 - keep the apartment clean and tidy;
 - protect the equipment and furnishings of the Residence from damage;
 - immediately report any damage caused by the Guest or any person staying with the Guest;
 - observe quiet hours between 10:00 p.m. and 6:00 a.m.;
 - when leaving the apartment, close the water valves where applicable, switch off all lights, disconnect electrical appliances not required during their absence, and close all windows.
- 2.4 Without the prior consent of the Accommodation Provider, the Guest shall not:
- make any substantial alterations to the accommodation premises (including moving furniture, relocating equipment, or making similar changes);
 - remove any furniture, equipment, or other items from the apartment or other accommodation areas;
 - use their own electrical appliances in the apartment, except for personal care appliances (such as electric shavers, hairdryers, massage devices, etc.) and standard portable consumer electronics (such as laptops, mobile phones, tablets, chargers, etc.);
 - allow any other person to use the apartment or transfer the accommodation to a third party;
 - use the address of the Residence as the registered address of their business or place of business.
- 2.5 Furthermore, the Guest shall not:
- carry or store firearms, ammunition, explosives, or other hazardous items in a manner that allows their immediate use;
 - possess, manufacture, or store narcotic drugs, psychotropic substances, or poisons, except for medicines lawfully prescribed by a physician;
 - smoke anywhere within the Residence, except in designated smoking areas clearly marked with the appropriate signage. This prohibition applies in particular to conventional and electronic cigarettes, vaporizers, heated tobacco products, and water pipes (hookahs);
 - use any open flame, including candles, lighters, or pyrotechnic devices.
- 2.6 The facilities of the Accommodation Provider may only be used by persons who do not show symptoms of a serious contagious disease that could pose an immediate risk to the health or safety of other Guests or members of staff.
- 2.7 If the Accommodation Provider becomes aware that a Guest has suffered a sudden illness or injury, the Accommodation Provider shall arrange for medical assistance to be summoned.
- 2.8 For safety reasons, children under the age of 13 must not be left unattended in the

apartment or in the common areas of the Residence.

- 2.9 The Guest acknowledges that the Accommodation Provider monitors the common areas of the Residence by means of a CCTV system for the purposes of ensuring safety, security, and the protection of property.

3. Guest Stay

- 3.1 Unless otherwise agreed, the Guest is entitled to check in from 3:00 p.m. on the day of arrival. The Accommodation Provider shall reserve the apartment for the Guest until that time.
- 3.2 The Guest is entitled to use all services ordered or reserved, including parking, electric vehicle charging, and other services, subject to the conditions established by the Accommodation Provider.
- 3.3 The Guest may purchase any additional services offered by the Accommodation Provider online, subject to availability.
- 3.4 When using the Residence's Wi-Fi network, the Guest shall comply with all applicable laws and regulations, respect intellectual property rights (including refraining from the illegal downloading or distribution of copyrighted content), and shall not compromise the security or integrity of the Residence's network infrastructure.

4. Departure and Termination of Stay

- 4.1 Unless the accommodation period has been agreed in advance, the Guest shall check out and vacate the apartment no later than 11:00 a.m. on the last day of their stay. If the Guest fails to do so, the Accommodation Provider may charge the Guest for an additional day's accommodation.
- 4.2 The Guest is not required to notify the Accommodation Provider of their departure. Upon departure, the Guest shall simply leave the apartment, ensure it is securely locked, and vacate it no later than the designated check-out time.
- 4.3 The Guest may terminate the accommodation agreement before the end of the agreed accommodation period. Any loss incurred by the Accommodation Provider as a result of the early termination of the stay or the cancellation of any additional services shall be compensated by the Guest or, where applicable, by the third party that made the reservation, in accordance with the conditions set out in the reservation confirmation.
- 4.4 The Accommodation Provider may terminate the accommodation agreement before the end of the agreed accommodation period if, despite prior warning, the Guest seriously breaches public order, accepted standards of conduct, or any provision of this Accommodation Policy.
- 4.5 Any personal belongings left behind by the Guest will be returned only upon the Guest's request and at the Guest's own risk and expense. The Accommodation Provider will store such items for one (1) month, after which it reserves the right to dispose of them.

5. Liability of the Guest for Damage

- 5.1 The Guest is required to familiarize themselves with the safety regulations and the Fire Emergency Instructions. A copy of the Fire Emergency Instructions is available in each apartment.
- 5.2 Upon arrival, the Guest shall inspect the apartment and immediately report any defects, damage, or deficiencies to the Accommodation Provider.
- 5.3 The Guest shall conduct themselves in a manner that does not cause unjustified harm to the rights, life, health, property, or personal safety of others.
- 5.4 In the event of damage to, contamination of, or loss of the Accommodation Provider's furniture, furnishings, equipment, or other property, the Guest shall be liable for the resulting damage. The Accommodation Provider may recover the amount of the damage by charging the Guest's payment card or by deducting the appropriate amount from the security deposit referred to in Article 1.6 of this Accommodation Policy. If the amount of the damage exceeds the security deposit, the Guest shall pay the remaining balance to the Accommodation Provider.

6. Liability of the Accommodation Provider for the Guest's Belongings

- 6.1 The Guest shall take all necessary measures to prevent damage to their own property as well as the property of others. In order to protect their belongings from loss or damage, the Guest is required to:
 - store cash, valuables, and personal documents in the in-room safe;
 - close all windows and doors whenever leaving the apartment;
 - not leave valuable belongings unattended in common areas or in places visible from outside the building.
- 6.2 If a parking space is provided to the Guest, whether free of charge or for a fee, this does not constitute a storage agreement. The Accommodation Provider shall not be liable for any loss of or damage to vehicles parked on the Accommodation Provider's premises, nor for any items left inside such vehicles. The Accommodation Provider is not obliged to monitor or guard the parking area. Any damage must be reported to the Accommodation Provider without undue delay.

7. Complaints, Claims, and Requests

- 7.1 Any complaints and suggestions for improvement shall be accepted by the Accommodation Provider or an authorized representative designated by the Accommodation Provider.
- 7.2 The Guest may be provided with a printed Satisfaction Questionnaire (survey), in which they may evaluate their stay. The Guest may also submit a review on the website through which the accommodation was booked (e.g. booking.com).

8. Information on the Processing of Personal Data

- 8.1 The Accommodation Provider processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, the

General Data Protection Regulation.

- 8.2 The personal contact data contained in the Registration Form, which the Guest completes when creating an online reservation, are processed. These include: first name and surname, title (if applicable), date of birth, permanent address, and information regarding payment for the stay (including, where applicable, bank account number or payment card number). In the case of foreign nationals, additional data required by law for reporting the stay of foreign nationals are processed (nationality, travel document number, visa number).
- 8.3 In the case of foreign nationals, data required for reporting the stay of foreign nationals are processed based on the legal obligation imposed on the Accommodation Provider by Act No. 326/1999 Coll., on the Residence of Foreign Nationals in the Czech Republic and on Amendments to Certain Acts, as amended. This processing is carried out solely for the purpose of fulfilling the above-mentioned legal obligation and includes the transfer of data contained in the online form to the Foreign Police. The retention period is determined by law.
- 8.4 In the event of membership in the loyalty program/club of the Accommodation Provider, information regarding such membership provided in the loyalty program/club registration form is also processed, together with information about the benefits used.
- 8.5 Where the Guest provides consent to the processing of their contact details and information regarding their stays at Residence Třebíč, such data are processed based on the Guest's consent (the same applies in the case of membership in the residential loyalty program/club). The purpose of such processing is to enable the Accommodation Provider to inform the Guest about offers of services and products provided by the Accommodation Provider.
- 8.6 Accounting and tax documents issued in connection with the billing of provided services may also contain certain personal data (the client's first name and surname, type of service provided, date of issue of the document). Such documents are retained solely for the purpose of fulfilling obligations established by applicable accounting and tax legislation and for the period required by such legislation.
- 8.7 In the case of personal data processed based on the Guest's consent, the processing period is limited to the validity period of the consent (usually 10 years), unless the consent is withdrawn earlier.
- 8.8 Personal data are processed by the Accommodation Provider both manually and automatically, directly through its authorized employees and also through processors authorized by the Accommodation Provider based on personal data processing agreements.
- 8.9 In case of any questions, general information regarding personal data protection is available at:
 - the website of the Accommodation Provider: www.rezidencetrebic.cz.Specific inquiries may be submitted by email to: gdpr@jth.cz.

9. Final Provisions

- 9.1 This Accommodation Policy shall enter into force and become effective on the date of its signing by the Accommodation Provider. On the same date, the validity and effectiveness of any previous versions of the Accommodation Policy shall be terminated.
- 9.2 The Accommodation Provider is entitled to amend the content of this Accommodation Policy by means of an addendum or by updating the document.
- 9.3 This Accommodation Policy has been prepared in the Czech language. If a translation into another language is prepared, the Czech version shall prevail in the event of any discrepancies, ambiguities, or differences in the interpretation of terms.

In Třebíč, 1. 5. 2026