

ACCOMMODATION RULES

Accommodation provider
Aparthotel na Klenici
Na Klenici 1545, Mladá Boleslav, 29301
(dále také jen „hotel“ nebo „ubytovatel“)

operated:
Aparthotel Na Klenici s.r.o.
Kosatcová 1302/6, Praha 10, 106 00
IČO: 05012163
DIČ: CZ05012163

1. Conditions for concluding an accommodation contract

1.1 Accommodation of guests at the Aparthotel na Klenici is provided on the basis of an accommodation contract concluded in accordance with § 2326 et seq. of Act No. 89/2012 Coll., the Civil Code, pursuant to which the Aparthotel na Klenici (hereinafter referred to as the “Accommodation Provider”) provides the accommodated person with temporary accommodation for an agreed period or for a period arising from the purpose of the accommodation in facilities designated for such purpose, and the accommodated person (also hereinafter referred to as the “Guest”) undertakes to pay the Accommodation Provider for the accommodation and related services within the time limit stipulated by these Accommodation Rules (hereinafter also referred to as the “Contract”).

1.2 The accommodation contract is always concluded in writing. To satisfy the requirement of form, a written confirmation of the order or reservation is sufficient.

1.3 Rights and obligations of the contractual parties not expressly governed by the accommodation contract are regulated by these Accommodation Rules, the Provider's General Terms and Conditions, and the Provider's Price List. If the accommodation contract stipulates something different from these Accommodation Rules, the Provider's General Terms and Conditions, and/or the Provider's Price List, the provisions of the accommodation contract shall prevail.

1.4 If the Guest fails to comply with the obligations arising from the Accommodation Contract and the attached Accommodation Rules, General Terms and Conditions, and/or Price List, or otherwise violates good morals in the hotel (hereinafter "Misconduct"), the Accommodation Provider is entitled to terminate the Accommodation Contract before the expiration of the agreed period, even without a notice period, provided the Guest was warned of their misconduct by the hotel in accordance with the provisions of § 2331 of the Civil Code.

2. Arrival at the Hotel

2.1 The Guest shall report their arrival at the hotel reception to an authorized staff member.

2.2 At the reception, the Guest shall present their ID card, passport, or other identity document (e.g., residence permit), based on which the authorized staff member verifies the Guest's identity. The Guest confirms the correctness of their personal data and the length of stay by signature.

2.3 Unless agreed otherwise, the accommodation of arriving guests takes place from 15:00.

2.4 Upon the Guest's arrival, the Accommodation Provider is entitled to require a cash deposit of up to 2,000 CZK per room.

2.5 The deposit is refundable upon departure in full, or in an amount reduced under the conditions stated in Art. 7 of these Accommodation Rules.

2.5 (Numbering sic) The Guest is made aware of the Accommodation Rules beforehand (on the hotel website) or at the latest upon arrival via digital or personal communication means of the Accommodation Provider.

2.6 The number of persons in the room corresponds to the number of persons registered for accommodation. The Guest undertakes to announce their exact number.

2.7 The duration of accommodation is agreed upon at the latest during the Guest's check-in and is recorded in the electronic accommodation book. The duration of accommodation may be extended only with the consent of the Accommodation Provider and must be supported by an entry in this accommodation book.

2.8 The Guest hereby grants consent to the Accommodation Provider for the processing and storage of their personal data to the extent provided, for the purpose of providing accommodation and keeping guest records pursuant to Act No. 565/1990 Coll., on Local Fees, and Act No. 326/1999 Coll., on the Residence of Foreign Nationals in the Territory of the Czech Republic. Further obligations of the Guest and the Accommodation Provider regarding the maintenance of the registration book/house book are set by the above-mentioned legal regulations.

3. General Accommodation Rules

3.1 The Guest has the right to use the space reserved for accommodation, as well as the common areas, and to use services associated with the accommodation.

3.2 Upon arrival, the Guest receives a key, or a unique code, for the room and the hotel entrance (hereinafter collectively "Keys"). The Guest is obliged to prevent access to the Keys by third parties who are not direct participants in the relevant Accommodation Contract concluded between the Guest and the Accommodation Provider.

3.3 The Guest is obliged to:

- Familiarize themselves with the Accommodation Rules and observe them.
- Pay the price for accommodation according to the valid price list.
- Properly use the premises intended for accommodation and maintain order and cleanliness in all premises intended for accommodation.
- Ensure cleanliness in the premises intended for accommodation.
- Protect the equipment in the premises intended for accommodation against damage.
- Immediately report damage or harm caused by the Guest or persons accommodated with them in the Accommodation Provider's premises.
- Behave in a manner that does not disturb other persons with excessive noise between 22:00 and 07:00.
- Upon leaving the room, close water taps, turn off lights, turn off electrical appliances not in use during the Guest's absence, and close windows.
- Disconnect electrical appliances and other electrical devices from the mains (socket) before leaving the room.
- Disconnect electrical appliances and other electrical devices from the mains (socket) immediately after finishing the active use or charging of these appliances and devices.
- Use or charge electrical devices or other electronic equipment only in the presence of the Guest (For the purposes of these Rules, electrical appliances and other electrical devices include, but are not limited to, chargers for consumer electronics - phones, tablets, PCs, rechargeable batteries). All electrical appliances and other electrical devices brought in by the Guest and connected to the Accommodation Provider's mains must not be damaged and must be marked with the CE conformity mark

mark and labeled with the following data: a) rated voltage or its range; b) rated power input or current; c) name or trademark of the manufacturer or responsible vendor; d) model or type reference; e) class of protection against electric shock; f) appliance enclosure rating (IP code); g) rated current of the fuse; h) information on the environment for which the appliance is intended.

3.4 The Guest must not:

- Make substantial changes in the premises intended for accommodation (move furniture, relocate equipment, etc.).
- Remove any equipment and furnishings from the premises intended for accommodation.
- Use their own appliances for accommodation, except for small appliances used by the Guest for personal hygiene and office work.
- Leave the premises intended for the agreed accommodation to another person.
- Receive visitors in the premises intended for accommodation; visitors must be duly registered in the visitor book and are permitted only until 22:00 with the consent of the Accommodation Provider.
- Use the address of the house with premises intended for accommodation as their place of business.
- Place animals in the Accommodation Provider's premises without informing. The owner of the animal is obliged to prove the healthy condition of the animal upon request of the hotel staff by presenting a valid vaccination certificate.

3.5 Furthermore, the guest is not allowed:

- Carry weapons, ammunition, and explosives or store them in a state enabling their immediate use.
- Possess, manufacture, or store narcotic or psychotropic substances or poisons, unless they are medicines prescribed to the Guest by a doctor.
- Smoke. Violation of this regulation and smoking in the room or hotel premises entitles the hotel to charge the Guest a penalty of 2,000 CZK for cleaning the premises + potential further lost profit due to the room being unsellable. This ban and the associated penalty also apply to smoking electronic cigarettes.
- Use open fire.

4.2 A claim for compensation for damage caused to the Guest's belongings can be reported only within 15 days after discovering the damage. Damage will not be reimbursed if the damage was caused by the Guest themselves or a person accompanying them.

4.3 If the Guest leaves their belongings in the room after the end of the stay and the accommodation is not paid for, the Accommodation Provider will move the Guest's belongings out of the room and store them in a safe place to prevent damage. After the accommodation debt is paid, the Accommodation Provider will release the stored items to the Guest.

5. Safety, Guest's Liability for Damage Caused

5.1 The Guest is obliged to familiarize themselves with safety rules and the evacuation plan in case of fire. This plan can be found in every hotel room and is available for inspection at the reception.

5.2 The Accommodation Provider may administer medicine from the first aid kit to the Guest based on the selection of an adult Guest or a third adult person for the Guest, solely upon the explicit instruction of such Guest or person. The risk associated with administering such medicines, as well as any risk of contraindication, is borne by the person requesting the medicine.

5.3 The Guest acts in such a way as to avoid unjustified harm to the freedom, life, health, or property of others.

5.4 A Guest who uses their own appliances or other electrical devices in the room or other premises of the Accommodation Provider is liable for damage caused by these appliances and devices.

5.5 If the Guest causes damage to the Accommodation Provider's property by their actions, the damage incurred will be covered from the deposited deposit pursuant to Art. 4 (sic), para 2.4 of the Accommodation Rules. If the damage incurred is higher than the deposit, the Guest is obliged to pay the difference to the Accommodation Provider.

6. Departure from the Hotel

6.1 The Guest is obliged to vacate the room where they are accommodated by 11:00 (unless stated otherwise).

6.2 Upon departure, the Guest shall close the room, settle their account, and perform check-out (using the application or in person at the hotel reception).

7. Information on Personal Data Processing

7.1 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.

7.2 For the purpose of the accommodation contract and related matters, the following personal data/categories of personal data are processed: Name and surname, date of birth, citizenship, travel document number, visa if applicable, permanent residence.

7.3 The Accommodation Provider will process personal data manually and automatically directly through its authorized employees and further through processors authorized by the Accommodation Provider based on personal data processing agreements.

7.4 The list of entities/categories of recipients to whom the guest's personal data may be made available is based on the legal standards by which the Accommodation Provider is governed.

7.5 The Accommodation Provider will process personal data for a period of 6 years, or for the period required by relevant valid legal regulations (e.g., Act No. 326/1999 Coll., on the Residence of Foreign Nationals in the Territory of the Czech Republic).

7.6 The Guest has the right of access to their personal data processed by the Accommodation Provider, the right to their rectification or erasure, or restriction of processing, and the right to object to processing.

7.7 The Guest further has the right to obtain from the Accommodation Provider personal data concerning the Guest which the data subject has provided to the Accommodation Provider. Upon the Guest's request, the Accommodation Provider shall provide the data to the data subject without undue delay in a structured, commonly used, and machine-readable format or, upon the Guest's request, provide it to another clearly designated controller. This right does not apply to personal data that are not processed automatically.

7.8 If the Guest believes that their personal data is being processed unauthorizably, they may file a complaint with the supervisory authority, which for the territory of the Czech Republic is the Office for Personal Data Protection (www.uoou.cz).

Contact details of the Accommodation Provider

Aparthotel Na Klenici

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Telefon: +420 728 156 166

This Accommodation Rules entered into force and effect on January 1, 2025

4. Accommodation Provider's Liability for Guest's Belongings

4.1 If requested by the Guest, the Accommodation Provider shall take money, jewelry, or other valuables into custody. The Hotel has the right to refuse custody if the items are dangerous or disproportionate in value and scope for the accommodation facility. The Accommodation Provider requires items for custody to be handed over in a closed or sealed container.

For Aparthotel na Klenici
Ing. Tomáš Lauer
Executive Director