

Accommodation rules of the Železná Ruda Camping Hereinafter referred to as "Accommodation Rules"

The operator of the Železná Ruda Camp (hereinafter referred to as the "the camp") is BENOCCO s.r.o., seated in Pilsen, Na Roudné 18, 30100, ID No.: 26318318 (hereinafter referred to as "the operator"). Each guest has to become familiar with these accommodation rules at the latest when concluding the accommodation contract and is obliged to comply with them throughout his/her stay at the camp.

1. The campsite accommodation rules apply to the space allocated for tents, caravans, motorhomes and accommodation units (chalets and cabins) in the campsite area.
2. Only a person who duly checks in at the reception desk located in the main building of the campsite, presents an identity card and pays the accommodation fee (also referred to as "the guest" in these Accommodation Regulations) may stay in the campsite.
3. The accommodation fee is payable before the start of the stay, in case of extension of the stay, the guest is obliged to report this fact on the last day of the paid stay at the campsite reception and pay the fee for the extension of accommodation.
4. The guest is obliged to place a card with the length of stay and the number of the pitch or accommodation unit for which he has paid the accommodation fee in a visible place of his tent/caravan/camper/car. At the end of the stay, the guest is obliged to return this card to the reception.
5. Upon request, the accommodated guest is obliged to present receipt of accommodation fee payment to a staff member authorised to check the accommodation by the operator, which may be an employee of the operator or an employee of a person authorised by the operator to ensure control over compliance with the Accommodation Rules, order and safety on the camping site (hereinafter referred to as "an employee authorised for inspection by the operator").
6. Only guests staying at the campsite are allowed to enter and use the campsite facilities. Unless otherwise agreed, the check-in to the accommodation units (cabins and lodges) is valid from 15.00. The guest is obliged to leave the accommodation unit by 10.00 a.m. on the last day of the stay, to restore it to its original condition and to hand over the key at the reception. If the guest does not meet this deadline, the operator is entitled to charge the accommodation fee for the next day.
7. For guests staying in their own accommodation (tents, caravans, cars, motorhomes, minibuses, etc.) the end of the stay is valid until 12.00 on the last day of the stay. If the guest does not meet this deadline, the operator is entitled to charge the accommodation fee for the next day.
8. The accommodated guest is obliged to use only the area assigned to him at the campsite reception. He is not entitled to arbitrarily change the place of stay without agreement with the operator.
9. Guests are allowed to pitch tents and park vehicles, motorhomes and caravans only in designated areas of the campsite.
10. Guests are obliged to keep the campsite clean and tidy, especially in the sanitary facilities, to deposit municipal waste only in containers in designated places and to sort waste.

11. The guest is liable for damages caused to the property of the operator in accordance with generally binding regulations.
12. From 22.00 (11:00pm) to 07.00, it is necessary to observe night-time silence.
13. Fires are only allowed in designated areas.
14. Parents or legal guardians are responsible for the safety of children in the campsite.
15. Dogs and other animals are only allowed on a leash and under the owner's supervision in the entire camping area. There is a strict ban on walking dogs in the all area of the campsite.
16. The excessive use of alcoholic beverages and the use of psychotropic substances to any extent are prohibited at the campsite. It is also forbidden to bring and subsequently handle chemicals, explosives and fireworks on the premises.
17. No area within the campsite is a guarded car park. Cars and other means of transport on the premises are not guarded and Camping Železná Ruda is not responsible for any damage or theft.
18. The operator is not liable for money, personal documents and other valuable items that have not been given to him for safekeeping.
19. All guests staying at the campsite, as well as other persons moving around the campsite, are obliged to comply with the campsite's fire alarm guidelines. There is a strict ban on smoking and fire lighting in all accommodation and indoor areas of the buildings.
20. Each guest acknowledges that the campsite area is monitored by the operator's camera system in order to protect property, safety and movement of persons in the campsite area. By entering the campsite premises, the guest acknowledges that he/she may be monitored by this camera system, which includes the taking and possible processing of photographic and video recording documentation.
21. The campsite accommodation regulations are binding for all guests and other persons moving at the premises of the campsite. Any person who violates the Accommodation Rules may have his/her stay terminated with immediate effect and will be banned from the campsite by an employee authorized to inspect it by the operator without compensation. The vehicle of the person so evicted will also be towed away from the campsite at his/her expense. In the event of damage to or destruction of the operator's equipment, the person will be charged according to the actual amount of the damage.
22. It is forbidden to damage, arbitrarily modify or otherwise dispose of the greenery throughout the area of the campsite.
23. When concluding the Accommodation Contract, the Guest acknowledges that the Operator will register the following personal data from his/her ID card or passport: name, surname, and date of birth, number and type of personal document, date of validity of the personal document. At the same time, the guest acknowledges that the operator will request the address of his/her permanent residence.
24. These Accommodation Rules are effective as of 1 December 2023.