Accommodation Rules – Noir Hotels

1. The hotel is authorised to accommodate only guests who have been duly registered. For this purpose, guests are required to present a valid national identity card, passport or other valid identity document to the relevant hotel staff member immediately upon arrival.

2. Upon confirmation of a reservation, the hotel is obliged to provide the guest with accommodation. Check-in is available from 3:00 p.m. At hotels with a 24-hour reception desk, guests may arrive at any time after check-in begins. At hotels with limited reception hours, guests must follow the instructions stated in the confirmed reservation, particularly regarding reception opening hours and arrival arrangements.

3. If a guest requests an extension of their stay, the hotel may offer a different room from the one originally assigned to them.

4. Guests are entitled to use their room for the agreed duration of their stay. Unless otherwise agreed in advance, guests must check out and vacate their room no later than 11:00 a.m. on the last day of their stay. If they fail to do so, the hotel is entitled to charge the guest for an additional night of accommodation in accordance with the hotel's applicable terms and conditions.

If a guest fails to vacate the room within the specified time, even though the room has already been reserved for another guest, and the guest either refuses to comply with a request to vacate the room or is not present at the hotel, the hotel reserves the right to arrange for the room to be cleared. The guest's belongings will be inventoried in the presence of a three-member committee and stored in a secure location so that the room can be prepared for the next guest with a confirmed reservation.

5. Guests are not permitted to move furniture or other equipment in their rooms or elsewhere on the hotel premises, interfere with the electrical wiring, or tamper in any way with other hotel technical installations without the prior consent of hotel management.

6. Guests are not permitted to use their own electrical appliances anywhere on the hotel premises, particularly in guest rooms, without the prior consent of hotel management. This restriction does not apply to ordinary electrical appliances used for personal hygiene, such as electric shavers, massage devices or hair dryers.

7. Guests may receive visitors in their hotel rooms only with the permission of the relevant hotel staff member. If a visitor remains in the room after 10:00 p.m., the

hotel is entitled to charge the guest an additional accommodation fee for the extra person in accordance with the hotel's current price list.

8. When leaving their room, guests must check that all water taps are turned off, all lights in the room and its associated areas are switched off, and all windows and doors are properly closed.

9. Guests are liable for any damage they cause to hotel property and are required to compensate the hotel for such damage unless they can demonstrate that they were not responsible for causing it. The hotel's right to claim compensation also applies to damage discovered only after the guest's departure.

10. For safety reasons, children under the age of 10 must not be left unattended by an adult in hotel rooms or any other areas of the hotel.

11. The hotel reserves the right to refuse accommodation to guests accompanied by pets. Staying with a pet is permitted only with the hotel's prior consent, which must be requested in advance.

12. Smoking conventional cigarettes and electronic cigarettes is strictly prohibited in all indoor areas of the hotel. In the event of a breach of this prohibition, the hotel is entitled to charge the guest a penalty fee of **CZK 2,500 / EUR 100**.

13. Guests must observe quiet hours between 10:00 p.m. and 7:00 a.m. and refrain from any behaviour that could disturb other guests staying at the hotel.

14. Guests must pay for their accommodation and any additional services provided in accordance with the hotel's current price list upon arrival, unless otherwise agreed in advance.

15. For security reasons and in order to maintain order, safety and comfort for all guests, the hotel reserves the right to refuse accommodation, refuse to provide services, or terminate an ongoing stay for individuals whose conduct violates these Accommodation Rules, endangers the safety or property of the hotel or other guests, disturbs public order, or seriously harasses other persons.

This measure applies in particular to individuals who:

- Behave in a manner that excessively disturbs other guests, interferes with their peace and quiet, or causes reasonable offence;
- Use, manufacture or distribute narcotic or psychotropic substances in violation of applicable laws;
- Behave in a manner that, under the influence of alcohol or other addictive substances, endangers safety, disturbs order or harasses other guests;

- Engage in door-to-door sales or other commercial or business activities without the hotel's prior consent;
- Harass other persons through unwanted sexual advances, inappropriate gestures or other unwelcome behaviour, particularly for the purpose of offering or arranging sexual services;
- Use the hotel's common areas for purposes other than those for which they are intended, in a manner that disrupts hotel operations or inconveniences other guests;
- Seriously violate these Accommodation Rules, instructions issued by hotel employees, or generally applicable legal regulations.

The hotel shall apply these measures proportionately, taking into account the circumstances of each individual case and in accordance with applicable laws and regulations.

16. Guests are required to comply with the provisions of these Accommodation Rules and follow the instructions of hotel employees. In the event of a serious or repeated breach of these obligations, the hotel reserves the right to terminate the stay before the agreed departure date, in accordance with applicable laws and regulations.

17. If a guest terminates their stay early, any refund of amounts paid for accommodation and additional services shall be governed by the agreed reservation conditions and the hotel's applicable cancellation policy.

18. Complaints, comments and suggestions for improving the quality of the services provided are handled by hotel management. Guests may submit their feedback in person or through the contact details provided by the hotel.

Your Noir Hotels team