# HOTEL PULS ACCOMMODATION RULES AND REGULATIONS

1. The hotel is only entitled to accommodate guests who have duly checked in. For such purposes, the guest shall present a valid personal identity card or a passport, or other valid proof of identity to the hotel personnel upon arrival. Once checked in, hotel guests shall receive a room key and an accommodation card containing the hotel name, guest’s name, room number, duration of stay and check-out time on the last day of the stay.
2. Guests must take care not to lose their room key, to secure it against theft, and to avoid lending it to any persons who are not accommodated at the hotel. In the event of loss or misuse of the key, guests shall pay the hotel a contractual penalty in the amount of CZK 1,000.
3. When entering the hotel, guests who have already checked in shall present their valid hotel card upon request.
4. Based on an acknowledged booking, the hotel shall accommodate guests between 2:00 p.m. and 8:00 p.m. - rooms are reserved for guests until that time, unless otherwise specified in their booking.
5. The price for accommodation shall be due upon arrival and check-in, unless agreed otherwise. The price shall be paid in cash or by payment card. Payment based on an invoice is possible upon prior agreement with the department manager.
6. In the event of damage caused by a guest, the hotel shall be entitled to claim compensation for the damage.
7. The guest shall reimburse the hotel for any damage caused on the accommodation premises to the full extent, including compensation for loss of profit in the amount of the valid price for accommodation for the entire period when the room cannot be used. This shall apply even if the damage is caused by children or other persons accommodated with the guest.
8. Hotel guests may park their vehicles in the car park next to the hotel, car park ED. These parking spaces are open, and therefore, the operator bears no responsibility for eventual theft of the vehicle or items deposited therein.
9. In case of large-scale events, the car park may be unavailable.
10. The hotel shall only be responsible for damage to deposited articles if they have been handed over to the hotel personnel for storage in a depository (vault), or if they are damage as a result of the hotel personnel’s conduct.
11. The right to damages shall be claimed from the hotel without undue delay, but, no later than 15 days after the aggrieved party learns about the damage.
12. Guests may not relocate furniture or interfere in any way with the electric wiring or other installations in their rooms or other areas of the hotel without permission from the hotel management.
13. Guests are not allowed to use their own electrical appliances in the hotel, and particularly in their rooms, except for electrical appliances used for their personal hygiene (electric razors, massage appliances, hair dryers, etc.).
14. The no smoking policy applies to the entire premises, except for outdoor areas.
15. Rooms shall only be cleaned and towels replaced if the guest requests these services at the hotel reception desk.
16. Visitors shall only be allowed into rooms with the consent of an authorised member of the hotel personnel after registering in the guest book from 8:00 a.m. to 8:00 p.m.
17. Upon departure, guests shall turn off water taps in the room, switch off lights and equipment, and lock the door.
18. For safety reasons, it is not advisable to leave children under 10 years of age unattended by adults in the room or in other parts of the hotel.
19. Guests shall respect silent hours and behave on the hotel premises from 10:00 p.m. to 7:00 a.m. in a way that does not disturb the other guests accommodated in the hotel. Any guests who, despite being warned, violate the rules of good conduct in a serious manner or otherwise breach these accommodation rules and regulations, the accommodation provider (the hotel manager or other responsible person) may withdraw from the accommodation agreement (cancel the accommodation), even before the agreed end of the stay, without compensation.
20. Guests shall check out and vacate the room on the last day of the agreed stay by 10:00 a.m. Should a guest fail to do so, the hotel shall be entitled to charge the price for the room for the following day. Should the hotel have already booked the room and the guest fails to obey the request to check out, or is not present in the hotel, the hotel reserves the right to make a list of the guest’s belongings in the presence of a committee of three persons and to store them in a safe place so that the room can be made available to the guest that has booked the room.
21. Guests shall comply with the provisions of these accommodation rules and regulations. Should a guest breach these rules and regulations, the hotel shall be entitled to withdraw from the accommodation services agreement before expiry of the agreed stay.