

Accommodation Rules Hotel House Harmony

From the accommodation contract, the customer-guest (also accommodated) has the right to have the accommodation provider (also the operator) provide him with temporary accommodation for the agreed period or for the period resulting from the purpose of accommodation in the HARMONY Hotel Pardubice

1. The host accommodates the guest, whom he duly registers. For this purpose, the guest presents his ID card, passport or other identity document to the Hotel House. In the case of long-term accommodation, a sign-in slip is issued, which the guest signs and receives bedding and a room key, which he returns to the reception at the end of the stay. A deposit may be collected on the keys. The loss of the key is charged according to the damage price list. By signing the sign-in ticket, you also give your consent to the processing of personal data. Check-in-check-out of the client's employees is done by name at the building's reception.
2. The hotel house may issue an entry card to the guest upon check-in, indicating the check-in date, possibly also the end of the check-in and the range of other services. When returning to the building, the guest must show the reception of the Hotel House with an entry card. The guest is obliged to have an entrance card and an identity card with them when entering the Hotel building. At the request of the lodger in the area of Hotel House, the lodger is obliged to present these card to the lodger. Failure to submit is a big violation of the accommodation regulations.
3. The hotel house will hand over the rooms reserved for accommodation to the guest in a condition suitable for proper use and ensure the undisturbed exercise of his rights related to accommodation.
4. The person staying uses the spaces that have been reserved for him as accommodation, as well as the common areas of the Hotel house and uses the services, the provision of which is connected with the accommodation.
5. The accommodated person properly uses these areas reserved for him/her for accommodation. In these premises, the resident may not make any substantial changes and move equipment, paste on the walls, etc., without the consent of the host.
6. Based on the ordered accommodation, the person staying has the right to check in no later than 5pm. The host reserves the room for the guest until this time, unless otherwise agreed.
7. If the accommodation period is not pre-booked, the guest shall check-out by 11 am on the last day of the stay at the latest, and vacate the room at the same time. If the guest does not do so within the specified period, the Hotel House may charge him for the stay for the following day as well.
8. The guest who check-in before 6am will pay the price of the accommodation for the entire previous night.
9. A guest who ordered accommodation before 12am and the room ordered by him could not be rented the previous night, pays for the accommodation for the previous night as well.
10. From 10 pm to 7 am, the guest observes a nightly silence. In case of violation of the night silence or the accommodation rules, the lodger will pay a fine of 500 Czech Crown, or the accommodation will be terminated with him.
11. If the accommodated person requests an extension of the stay, the Hotel House may, if have a free room- offer him a different room than the one in which he was originally accommodated.
12. The guest may receive visitors in the room only with the consent of the hotel, after entering the guest book, from 8:00am to 10:00pm. An unannounced visit is a violation of the accommodation rules and the guest will pay a penalty of 500 Czech Crowns, or accommodation will be terminated.
13. Dogs, cats and other animals may stay in the hotel only with the hotel consent, provided that the guest proves that they are in good health and a fee is paid.

14. Accommodation and entry to the Hotel house is allowed only to persons who are not affected by infectious diseases and are not carriers of parasites-insects. During accommodation, the resident is obliged to observe hygiene principles, the cleanliness of the used and common areas, cover the bed linen and put a sheet on the bed, personal belongings in the wardrobes and storage areas. The space of all parts of the room must be accessible for cleaning servis.
15. The reception of the Hotel House should help ensure the provision of medical assistance in case of illness or injury of the guest.
16. The resident does not use his own electrical appliances in the room, apart from appliances used for personal hygiene, except razors, hair dryers, etc. The cooker is not used for excessive cooking and is mainly intended for heating food. The cooker is kept clean by the resident himself, otherwise he will be charged a pollution fee. Damage to an excessively loaded, dirty, non-functioning or otherwise damaged cooker is covered by the guest.
17. When leaving the room, the resident closes the windows, water taps, switches off electrical devices and, for the purpose of cleaning the room, places his personal belongings in cupboards, tables, and the kitchen unit. He also turns off the TV, the cooker, turns off all the lights, etc.. He locks the room. Otherwise, they will cover the damage and the cost of electricity.
18. For safety reasons, it is not allowed to smoke in the room, heat with a cooker, direct heaters, leave children under ten years old without adult supervision in the room and other social areas of the hotel building. Smoking in the objects of the Hotel House is permitted only in designated and marked places.
19. The accommodated person is responsible for damages caused to the accommodation provider's property according to applicable regulations. To cover damages (loss of key, tag, replacement of the lock and other damage to the equipment and interior), the accommodation provider may request a deposit to be paid by the guest at the hotel reception upon check-in. Upon finish of accommodation, the deposit is returned by the accommodation provider.
20. The host is responsible for damage to things brought in by the guest. Items brought in are things that have been brought into the premises, which have been reserved for accommodation or for the storage of things, or which have been handed over to the responsible employee of the Hotel House for that purpose. An item with a purchase price of more than CZK 5,000 is considered valuable. Personal safes located at the hotel reception are used to store valuables. The hotel is responsible for stolen valuables (things over CZK 5,000 purchase price) and valuables over CZK 5,000, if they have been taken over for safekeeping at the reception of the Hotel House.
21. The lodger may withdraw from the contract before the agreed period expires, the lodger is obliged to compensate the damage caused to the lodger by early cancellation of the accommodation only if the hotel could not prevent the damage.
22. The Hotel house may withdraw from the contract before the agreed period expires if the guest violates good manners despite the warning or otherwise violates the provisions of these accommodation regulations.
23. For accommodation and services connected with it, the accommodated person is obliged to pay the prices in accordance with the hotel's valid price list. It is usually paid at the end of the stay, but at most for a one-week stay. Bill is due on presentation. The host has the right to demand payment for accommodation in advance.
24. If the guest or another person causes damage, they are obliged to remove it or cover the costs of its removal according to the damage price list. Attachment No. 1 of the accommodation regulations or repair costs.

25. Bedding in the hostel is changed on the designated day by the hotel house. The guest take off the bedclothes. At the end of the stay, the guest is obliged to hand over the bedding and the room key at the hotel reception.

26. Entry into Hotel house in work shoes and clothing is prohibited. In case of violation of the provisions and pollution of the premises of the Hotel House, the accommodation provider is entitled to terminate the accommodation and charge for the pollution of the premises.

27. Any complaints and suggestions for improvement are accepted by the accommodation manager at the reception of the Hotel House.

28. Information on handling of personal data

The hotel processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016, the general regulation on the protection of personal data and other generally binding legal regulations. Details on the processing of personal data are available as part of the Notice to Clients document on the hotel website and upon request at the hotel reception.

In Pardubice on May 15, 2018

director of the Hotel House

