

Accommodation Rules and General Business Terms and Conditions of the hotel Thaya

The hotel can accommodate only properly registered guests.

Please, acknowledge that all rooms and the interior areas of the hotel are non-smoking.

1. After arrival each guest is supposed to submit valid ID or passport with a photo issued by the government. On the basis of it the guest will get a hotel card of a particular room serving as a key. Guests under the age of 18 must be accompanied by an adult.
2. In case that the guest will refuse to show his/her valid ID the hotel is not obligated to accommodate him/her. The guest is obligated to pay in cash or by credit card for the accommodation and provided services on the day of arrival, during the stay or at the latest on the day of departure under the condition that guest couldn't pay earlier due to exceeded card limit. Invoice payments are allowed only in case that written request was send in advance and the hotel management approved the deferment of the credit payment. Only vouchers issued by the hotel will be accepted. Reservations done on the same day as check-in has to be paid in the whole amount in cash, by credit card or voucher issued by the hotel Thaya for the whole time of scheduled stay.

Cancellation terms:

The guest is obliged to make a non-refundable deposit with the reservation number signed in the variable symbol for the reservation made by him/her in the amount of 50% and transfer it to the bank account 123-3378070207/0100 no later than 7 days before the start date of the reservation. If it is not done, the reservation will be considered cancelled and the room may be resold.

When the cancellation is made by guest, unless the cancellation is due to force majeure, the guest is obligated to pay the following cancellation fees. We recommend to take out a cancellation insurance, but it is arranged individually.

Cancellation 15 and more days before the arrival – without cancellation fee

Cancellation 14 – 8 days before the arrival – 30% from the preliminary accommodation price

Cancellation 7 – 3 days before the arrival – 50% from the preliminary accommodation price

Cancellation 0 – 2 days before the arrival – 100% from preliminary accommodation price

In case of cancellation by the hotel all received deposits are refunded to the guest.

3. If the accommodation of guest was confirmed in the room of specific type, corresponding price will be charged, even if the guest will be accommodated in other available room of different type.

4. The current price list of accommodation and services provided by the hotel is available at the reception and also on website **www.vinarstvithaya.cz**
5. If the hotel guest is obviously under the influence of alcohol or other drugs the hotel reserves the right to refuse to accommodate this guest.
6. In the case of illness or injury of guest the hotel will provide medical assistance to the guest or eventually will secure transport to the hospital. Related costs are covered by the guest.
7. In the day of arrival rooms are available for the guests from 3 p.m. In the departure day the guest is supposed to check-out till 11 a.m. unless pre-arranged and confirmed by the hotel differently.
8. Early check-in or late check-out is possible according to the available capacity, it may be extra charged.
9. Hotel guests are not allowed to move with hotel furniture in the room or tamper with electric network and devices in the room.
10. For safety reasons guests may use only electrical appliances for personal hygiene (shavers, massagers, etc.), or small electronics (mobile phones, laptops, ipod, etc.). The use of extension cords, open fire, candles, pyrotechnics on the hotel premises is forbidden.
11. Hotel guests can use free wi-fi internet connection in the hotel.
12. Hotel guests must not leave children under 10 years of age without supervision of adults in the hotel room, restaurant or recreational areas of the hotel, including the wellness.
13. For security reasons the camera surveillance system is used in the corridors and common areas. Recordings are used in accordance with the applicable laws protecting personal data, the system has been reported to and approved by the Office for Personal Data Protection.
14. Animators are not responsible for participants of animation programs.
15. Hotel guests have free access to the wellness area whereas the wellness capacity is limited to 15 persons.

The hotel has right to regulate number of guests in the wellness area.
16. It is forbidden to carry or store guns on the hotel premises.
17. Pets are welcome only for reservations of the Apartment and Double Apartment room types.
18. Hotel guests have to observe quiet time from 10 p.m. till 6 a.m.
19. In the case of loss or reissue of the hotel card, a fee of 200 CZK may be charged to the guest.

20. Hotel reception provides free bathrobe rental service. For non-return of bathrobe a fee 1000CZK will be charged.

21. The guests don't have access to the hotel safe.

22. Free parking is available for the hotel guests on the hotel car park. The hotel car park is not guarded and the hotel is not liable for damages, personal property left in vehicles or for theft of the vehicle.

23. Content of mini-bar is included in the price of the hotel room.

24. Hotel guests are obliged to comply with the provisions of these Accommodation Rules. In the case of violation of Accommodation Rules the hotel reserves the right to terminate accommodation of the guest immediately. The guest still has the financial responsibility for all charges and damages caused up to the time of his/her early departure.

25. The guest is financially responsible for any damage caused by him/her to the hotel property during his/her stay.

26. In all accommodation areas, wellness, lobby, whole "garner" object including restaurant and rooftop bar manipulation with open fire including lightning of matches and lighters is strictly forbidden. Violation of this regulation is fined by financial penalty of 8 000 CZK as well as exclusion from the hotel and cancellation of all reservations including the use of the hotel equipment. Persons violating these regulations, will be charged the full price of the stay including incurred damages. Smoking is permitted only outdoor for this purpose specified areas.

27. Hotel guests are obligated to observe all security measures which govern hotel operation and interaction with other hotel guests, particularly related to the other guests' safety. In addition to these Accommodation Rules the rights and obligations of the hotel and guests are governed by General Business Terms and Conditions of Accommodation Services of the hotel Thaya.

28. Any other matters not specifically mentioned in these Accommodation Rules are governed by the applicable laws of the Czech Republic and internal regulations of the hotel.

29. The hotel management welcome any suggestions from guests which can improve the hotel operation and security.

30. Opening hours of the reception is from 7 a.m. to 10 p.m. In the case of late arrival the guest is obligated to notify the reception and download application UPKEY from Google play or Appstore to his/her mobile phone. In this case the guest will receive at 10 p.m. on the day of arrival an email with access details serving as a hotel key card.

31. Any accommodated guest is entitled to file a motion for alternative dispute resolution with the hotel governing authority, contacts are stated below, to settle consumer disputes:

Czech Trade Inspection Authority

Central Inspectorate – ADR Department

Štěpánská 15

120 00 Prague 2

E-mail: **adr@coi.cz**

Webpage: **<https://adr.coi.cz>**

The Czech Trade Inspection Authority is the supervisory authority supervising protection of consumers, operating under Act No. 64/1986 Coll., on the Czech Trade Inspection Authority, as amended, and under other legal regulations. The Czech Trade Inspection Authority's website: www.coi.cz

In accordance with the provision of Section 1837 (j) of Act No. 89/2012 Coll., Civil Code, the accommodated person, as a consumer, is not entitled to withdraw from the accommodation contract if the accommodation facility provides performance within the specified dates.

We wish you a pleasant stay!

These Accommodation Rules and General Terms and Conditions are valid from 7th July 2022.