

## **HOTEL POLICIES**

### **Check-in/Check-out for hotel guests**

Hotel U Hada's check-in time is 2:00 pm, and check-out time is 11:00 am. The hotel will make every effort to personalise our guests needs in terms check-in and check-out. Late check-out requests may be made through the front desk only, and are subject to determination based on hotel occupancy. Additional charges may apply. If the arrival is planed after 6 pm, please be advised to contact hotel via a phone or mail in advance to arrange a personal welcome.

### **Reservation**

*A firm reservation is possible to execute in the following ways:*

1. *Online reservation system*

The reservation can be executed both directly via hotel's websites and other online providers who have a valid contract and/or agreement with hotel U Hada.

2. *Mail and phone*

A firm reservation can be carried out via mail or phone, if mutual agreement between receptionist/manager and upcoming guest is reached. The reservation is based on mutual trust and must not be misused by both sides. Check-in/check-out and cancelation policy may be applied in the same manner as in the case of booking through the online reservation system.

Minimum age to register is 18.

### **Last minute booking**

If the reservation of a room is performed within 24-hour period before arrival (the last minute reservation), the hotel may apply a special discount to the price of the stay. The specifications about discount can be found in the online reservation system.

### **Cancellation Policy**

All confirmed reservations not cancelled at least one day prior to arrival (defined as 12:00 pm local time day prior) will be the responsibility of the traveller. Cancellations received within the 24-hour period or a "no show" will incur one night's room charge to be assessed to the credit card on file. Please provide notice of cancellation before 12:00 pm the day prior to arrival to avoid a penalty of one night's room.

### **Deposit/Guarantee**

All reservations must be guaranteed for arrival by first night room deposit, guaranteed with a valid credit card with expiration date. The hotel does not charge the card on file unless the

reservation is cancelled within the 24 hour period noted, or a “no show.” Reservations guaranteed by a credit or debit card will be pre-authorized for guests stay the morning of arrival. If guest’s method of guarantee does not accept the pre-authorization, that reservation will be held until 2:00 pm local time of the day of planned arrival, after which time the reservation will be cancelled. If the aforementioned guarantee method is not applicable in advance (due to reservation by phone or mail), the valid credit card information must be provided immediately upon arrival.

### **Smoking Policy**

Hotel U Hada is a 100% non-smoking facility inside the building. Smoking is not permitted anywhere within the hotel, including balconies and common areas indoor. Should it be determined that smoking has taken place in a guestroom, the hotel will charge a € 200 cleaning fee, placed on the guest folio before or after check-out. About a possibility for the smoking, a guest should always ask the reception desk.

### **Pet Policy**

No pets such as dogs or cats are allowed. However, service animals are allowed. Please advise when making a reservation if bringing a guide dog or service animal into the hotel so we may prepare for arrival accordingly.

### **Third and Extra Person Fee**

Room rates are listed for single / double / family occupancy. Additional adults sharing a room is not officially allowed, however it might be communicated out with reception. An extra person will incur a charge of €60 per night, per person

### **Children’s Policy**

Children 12 and under are free of charge if using existing bedding.

### **Sofa Beds**

The fee for extra bed/sofa is always included in the price of the room. No difference is made if a room is occupied with for example two or three adults, if the room offers that opportunity for variable amount of the beds.

### **Tax, Fee & Service:**

All taxes and fees are included in the price of the room and will not be charged extra upon check-out.

### **Minimum Age Requirements:**

All guests must be 18 years or older to confirm guestroom accommodations at hotel U Hada. A valid photo ID must be presented at the time of check in for age verification. Where applicable,

the access to mini bar alcohol will only be granted to those guests with a valid ID confirming 18 years of age or older. Any guest who does not meet the minimum legal drinking age of 18 will be denied any hotel service that includes alcohol.

**Hotel Payment Policy:**

In order for guest accommodations to be confirmed, at the time of booking a room and/or check in, sufficient credit credentials for payment of accommodations must be provided through the authorisation of a debit or credit card. When a debit or credit card is presented for authorisation, please be advised that a credit hold in the amount of guest room charges, applicable incidental charges will be placed on the banking account. Cash payment upon check out is acceptable. In the case of bank transfer, the payment must be executed prior arrival. A proof of a bank transfer must be submitted upon arrival. The hotel U Hada accepts Czech Crowns and Euros.

Accepted Methods of Payment:

- Master Card
- Visa
- American Express
- Payment by cash in Czech Crowns or in Euros
- Bank transfer
- Hotel U Hada gift Cards

**Rights and responsibility of the clients:**

By agreement on general policies of hotel U Hada, the client has right to use rented areas in the period, which is defined by the firm reservation. The stay of the client is defined by relevant hotel's guidelines. The client has a right for reclamation, if the provided level of accommodation and expectations are not met.

The client is required to pay for the stay at the moment of check out at the latest.

The client is responsible for any damage caused by himself. The way of refund will be carried out individually.

**Rights and responsibility of the hotel U Hada**

Provider of accommodation is obliged to provide corresponding accommodation, which is in agreement with hotel's standards and reservation. In the case of any insufficiency, the hotel must perform a full effort to remove the problem. If the problem remains unsolved, or any relevant circumstance does not allow to use the room, the hotel is obliged to refund or to offer corresponding accommodation in another facility. The way of refund will be carried out individually, after mutual agreement between the hotel and client.



### **Access to hotel U Hada**

For security reasons, the hotel part of the building is always closed for public and can be accessed only by a room card. Hence, the clients are advised always to keep the card in a pocket. The main entrance to the lobby with reception is opened for public from 7 am to 6 pm. Outside the opening hour the lobby gets also closed and the room card must be used for the main entrance as well.