

# GENERAL TERMS AND CONDITIONS

**Office: HOTEL BERG s.r.o., Lázeňský vrch 82, 471 63 Staré Splavy, Czech Republic**

**Registered office of the operator: HOTEL BERG s.r.o., Pod valem 851, 252 43 Průhonice, Czech Republic, Commercial register: C 250778 kept at the Municipal Court in Prague (hereinafter referred to as "hotel").**

*These conditions regulate mutual rights and obligations arising in connection with or on the basis of a contract concluded between the hotel and another person. These terms and conditions apply in general to all hotel guests and agencies with whom a written contract for the provision of services has not been negotiated.*

## **1. RESERVATION OF ACCOMMODATION AND SERVICES:**

- *reservation of accommodation and other services in the hotel and confirmation of this reservation by the hotel is possible only in writing, i.e. by email*
- *the reservation is considered valid and binding if the hotel confirms the reservation in writing (by e-mail) to the guest or the guest receives an automatic e-mail confirmation generated by the online reservation system*
- *the reservation is completed by means of payment by credit card or by paying a deposit in the amount of the specified accommodation and services; individual conditions may also be set*
- *in the event that the hotel or the guest does not meet the conditions stated in point 3 of this article, the hotel does not have to provide accommodation and services*
- *the information provided on the booking confirmation is binding for both parties*

## **2. PRICES, CANCELLATION AND PAYMENT TERMS:**

- *the price is given for a room for one night, including breakfast, unless the guest chooses otherwise*
- *10% VAT is included in the accommodation price; city fee of 30 CZK/adult/night is not included in the accommodation price, the guest pays this fee at the hotel reception in cash only*
- *cancellation of a confirmed reservation can also only be done in writing, i.e. by email; the exact way of canceling the reservation is determined by the reservation system that was used for the reservation*
- *when canceling a reservation that was entered through an external provider (e.g. booking.com), the reservation must also be canceled through this provider, in the manner required by this provider and under the conditions of the reservation*
- *changing the reservation, i.e. moving the ordered services to another date is considered cancellation of the original reservation and follows the same regime as cancellation of the reservation*



HOTEL BERG s.r.o.

Adresa hotelu: Doksy – Staré Splavy, Lázeňský vrch 82, 471 63, [www.hotelberg.cz](http://www.hotelberg.cz)

Sídlo společnosti provozovatele: Průhonice, Pod Valem 851, 252 43, IČ 28695712, DIČ CZ28695712

Společnost je zapsána v obchodním rejstříku vedeném Městským soudem v Praze, oddíl C, vložka 250778

- *accommodation can be paid for in cash, when the hotel accepts CZK and EUR currency; in the case of payment by credit/payment card, the amount in CZK will be charged*
- *the hotel reserves the right to pre-authorize the guest card up to the total amount for accommodation*
- *the hotel reserves the right to pre-bill the total amount for the accommodation from the presented payment/credit card of the guest, if this is stipulated in the conditions of the reservation*
- *in case of non-arrival of the guest on the reservation date, the reservation is canceled and the hotel is entitled to charge costs according to the cancellation conditions of the given reservation*

### **3. RIGHTS AND OBLIGATIONS OF THE GUEST:**

- *the guest has the right to use the reserved spaces and their equipment, as well as the equipment of the common areas*
- *the guest is responsible for all damage to the rental equipment and damage caused to the room and the hotel during the stay and agrees to cover any costs of repairs, replacements or special cleaning and lost revenue for the duration of the performance; the amount of payment will be determined by the hotel*
- *the guest is obliged to report all faults and possible deficiencies during his stay at the hotel so that a remedy can be arranged*
- *the guest is obliged to pay the costs associated with the use of the hotel's services, including additional services, unless otherwise agreed upon, no later than on the day of departure; in the event of non-payment, the hotel is entitled to charge (deduct) the corresponding amount from the specified payment card of the guest after his departure*
- *the guest can withdraw from the contract based on the cancellation conditions or if the hotel has not provided the guest with pre-agreed services corresponding to the hotel's standard*
- *check-in time at the hotel is from 14:00 on the day of arrival; earlier check-in is only possible after agreement with the hotel and for a possible fee*
- *check-out time is until 11:00 a.m. on the day of departure; late check-out is possible upon agreement with the hotel and for a fee*
- *the entire hotel is non-smoking; violation of this regulation and smoking in the hotel room or premises entitles the hotel to charge the guest a fine of CZK 5,000 for cleaning the hotel room or premises; the smoking ban and the associated fine also apply to smoking electronic cigarettes; smoking is only possible in front of the hotel in the designated area(s).*
- *prohibition of storage of bicycles, scooters in the hotel area and rooms outside the bicycle storage room, or cycloboxes under a fine of CZK 5,000*
- *between 10:00 p.m. and 6:00 a.m. is the time of night rest; behavior that leads to the disturbance of other guests during the quiet time of the night is strictly prohibited (includes listening to loud music, television, shouting in rooms, corridors and other disruptive behavior); in case of a serious violation of this rule, the hotel can sanction the guests with a fine of CZK 10,000, in necessary cases, call the police,*
- *prohibition of music reproduction from own devices in the hotel premises and the hotel grounds*
- *pets cannot be accommodated in the hotel*



HOTEL BERG s.r.o.

Adresa hotelu: Doksy – Staré Splavy, Lázeňský vrch 82, 471 63, [www.hotelberg.cz](http://www.hotelberg.cz)

Sídlo společnosti provozovatele: Průhonice, Pod Valem 851, 252 43, IČ 28695712, DIČ CZ28695712

Společnost je zapsána v obchodním rejstříku vedeném Městským soudem v Praze, oddíl C, vložka 250778

- *entry to the SPA WELLNESS wellness zone is possible for children aged 3-18 accompanied by their parents, only from 9 a.m. to 4:30 p.m.*
- *entry to the SPA WELLNESS wellness zone during sauna operation from 4:30 p.m. to 7 p.m. is possible for persons aged 18 and over*
- *entry to the fitness center is possible for persons aged 18 and over*

#### **4. RIGHTS AND OBLIGATIONS OF THE HOTEL:**

*the hotel is obliged to provide accommodation for the guest on the basis of pre-arranged services that correspond to the hotel's standard - in the event that the hotel cannot accommodate the guest based on a previously created and confirmed reservation, it is obliged to provide adequate accommodation for the guest in another facility*

#### **5. FINAL PROVISIONS:**

*these conditions are valid from 1/1/2023, the hotel reserves the right to change them, the guest is obliged to always follow the current conditions and information signs*

*the hotel collects the guest's personal data only for the time necessary until the end of the provision of the agreed services, it does not provide this data to third parties*

*legal relationships as well as other matters expressly not regulated by these accommodation rules are governed by the applicable legal regulations of the Czech Republic and further by other internal regulations of the hotel*

*the body supervising consumer protection and the subject of out-of-court settlement of consumer disputes is the Czech Trade Inspection, Štěpánská 15, Prague 2, 12000, email: [adr@coi.cz](mailto:adr@coi.cz).*



HOTEL BERG s.r.o.

Adresa hotelu: Doksy – Staré Splavy, Lázeňský vrch 82, 471 63, [www.hotelberg.cz](http://www.hotelberg.cz)

Sídlo společnosti provozovatele: Průhonice, Pod Valem 851, 252 43, IČ 28695712, DIČ CZ28695712

Společnost je zapsána v obchodním rejstříku vedeném Městským soudem v Praze, oddíl C, vložka 250778