

## **TERMS AND CONDITIONS FOR THE ACCOMMODATION AT HOSTEL KDS**

These terms and conditions adjust mutual contract between Hostel KDS, Černá 14, 110 00 Praha 1 as an accommodation facility and a physical or legal entity as the accommodated.

### **1. Reservations and mutual contract**

- 1.1. Information needed to accept a reservation are: name, surname of the guest, date and place of birth, citizenship, number of identity document (passport, OP etc.), full address, telephone number and e-mail, date of arrival and departure, purpose of the stay (due to touristic fees), method of payment, in case of legal entities name of business company, identification number, VAT, location of the company. In regard to the obligation to report the accommodation by Act no 326/1999 Coll. to the police of the Czech Republic, guest submits a valid passport or other identification document upon reception of the keys to the room (check-in) at the latest. The guest will grant a permission to photocopy such document for the records of hostel KDS. In case the guest fails to submit the above-mentioned document, KDS hostel reserves the right to refuse the accommodation of the guest.
- 1.2. Reservation becomes valid after it is electronically confirmed via e-mail by KDS. If the guest does not confirm by replying his/her reservation to this e-mail, the reservation will be cancelled. By replying to the e-mail and confirming the reservation by the guest, a mutual contract is formed. KDS must therefore provide previously established services in previously established time and the guest must pay the previously established price for all the services or pay the cancellation fee after the guest chooses to cancel a reservation or adjust it. A guest also agrees to pay a fine if he/she violates the accommodation rules at hostel KDS.
- 1.3. If a reservation is not complete and a guest does not provide needed information, the reservation will be declined.
- 1.4. In case of definite order, if the price goes above 5000,- Kč, a guest must pay 50% deposit (of the original price). He/She will have the choice of reimbursement by cancelling the reservation. The exact price of the deposit will be sent directly to the guest via e-mail. This e-mail must be shown upon arrival at the reception.
- 1.5. 1.5 If terms are violated, KDS has the right to cancel the reservation and inform the guest electronically via e-mail, which must be mentioned by the guest in the reservation form or e-mail.

### **2. Rights and obligations of the guest**

- 2.1. By signing the contract, a guest has the right to use spaces, which are provided for his/her accommodation and common spaces in hostel KDS. A guest must not use spaces in the school hostel and spaces provided for sisters.
- 2.2. A guest is obliged to keep order and all the hostel's rules of accommodation. He/she must behave in provided spaces such as no damage is caused to the hostel.
- 2.3. A guest must not try to do any repairs or affect the electrical network in the hostel and must not use any own electrical devices.
- 2.4. A guest must not make any changes in the spaces of the hostel without the consent of KDS. In case of violation of this rule, he/she must restore everything into its original state.
- 2.5. Any damages must be immediately reported and fully paid for. All guests are responsible for all damages made deliberately or unintentionally.
- 2.6. Guest must not provide accommodation to visitors or a person who is not reported via reservation.
- 2.7. A guest has the right to complain about any deficiencies in KDS. The hostel has the obligation to try to eliminate these deficiencies as soon as possible. A guest cannot require any compensation for the reclamation.
- 2.8. A guest has the right to cancel any reservations made if he/she behaves according to the rules of the hostel.

- 2.9. A guest is required to pay the established price for accommodation, services provided or any additional fees the day of departure at latest.
- 2.10. The person that is responsible for child's safety is its legal guardian. Children must not be left alone in the hostel without an adult supervision.

### **3. Rights and obligations of KDS**

- 3.1. KDS must provide the guest with important information about accommodation via e-mail and about the rules and regulations in KDS by publishing the code on its website - kds.op.cz.
- 3.2. KDS must issue a document for any payments for damages or additional fees.
- 3.3. KDS is not responsible for any lost objects in the spaces of the hostel.
- 3.4. Any complaints are accepted by the management of KDS.

### **4. Payments**

- 4.1. The guest must pay the price for accommodation in cash in Kč on the reception upon arrival or pay via a bank account. A document will be issued by KDS and sent to the guest if the payment is done via a bank account. The payment must be fully identified by a full name, surname, number of reservation, address or a personal identification number.
- 4.2. A bill is given to the guest a week before arrival at latest during school months (September-June) and 14 days before arrival during summer break months (July, August).
- 4.3. If the price for accommodation raises over 6000,- Kč, 50% deposit must be paid. Document will be sent electronically via e-mail. This deposit will not be returned if a reservation is cancelled 14 or less days before the start of the stay.
- 4.4. The price list can be found on the reception or on the hostel's website kds.op.cz.

### **5. Termination of the contract, cancelling terms**

- 5.1. A guest has the right to terminate the contract in writing, via e-mail or phone call without stating the reason. No reason also confirms that a guest will not appear for accommodation.
- 5.2. KDS must charge the guest if the guest terminates the contract under these conditions:
- 5.2.1 Guest cancels the accommodation more than 2 days before the agreed arrival - 0% charge of the accommodation price
- 5.2.2 Guest cancels the accommodation less than 2 days before the agreed arrival - 100% charge of the accommodation price for one night. An issued document will be sent via e-mail within 5 days.
- 5.2.3 Guest cancels the accommodation with a price higher than 5000,- Kč less than 14 days before the agreed arrival, the deposit will not be returned.
- 5.3. KDS has the right to withdraw from the contract with the following reasons:
- 5.3.1 A guest does not pay the previously established price in previously established time
- 5.3.2 A guest violates the accommodation rules after numerous warnings by KDS
- 5.3.3 Technical reasons (KDS returns the full deposit)

### **6. Discounts**

- 6.1. Benefactors of KDS, ČUK, former employees may request a 10% discount of the total amount (excluding the tourist tax MHMP).
- 6.2. Accommodation for children under 3 years old is free without a request for a bed.
- 6.3. For children from 3 to 12 years old, there is a 30% discount. This discount does not apply when a child arrives without parents.

### **7. Accommodation**

- 7.1. Hostel KDS is authorised to accommodate only a guest who properly signs in. Guests must submit their identity document, passport or other travel document upon arrival for inspection by KDS reception staff under the provisions and principles of the Act on the Residence of Foreign Nationals in the Czech Republic.

- 7.2. Every guest who is not a citizen of the Czech Republic must fill in and submit at the reception an official document on the reporting of stay under the provisions and principles of the Act on the Residence of Foreign Nationals in the Czech Republic, presented to the guest upon arrival by hostel employee. The guest is obliged to state all required data truthfully and completely.
- 7.3. Based on a reservation of accommodation guests can check-in from 2 p.m. to 9 p.m. on the day of arrival. Later arrival is possible by prior arrangement with the reception of KDS. In case guest does not arrive until 9 p.m. without prior agreement, the room will be given to another guest.
- 7.4. Unexpected complications with arrival therefore later arrival to the hostel can be arranged via a phone call. If a guest does not inform KDS about the later arrival, the reservation will be cancelled and the guest cannot be accommodated due to operational reasons.
- 7.5. On the day of departure, a guest must clean out the room before 10 a.m. The guests are obliged to close taps in the room, close the windows, lock the doors and return all the keys and the card of accommodation to the reception.

## 8. Other provisions

- 8.1. Guests must not smoke in any spaces in KDS (including rooms, garden, balconies, toilets etc.). For smoking or any manipulation with fire (even by the window), the guest is charged with 1000,- Kč. When repetitive violation of this rule occurs, KDS immediately terminates the stay without compensation.
- 8.2. If guests happen to lose their keys they must pay a fee - 500,- Kč per key.
- 8.3. Guests must throw out all garbage into bins.
- 8.4. If a guest uses a refrigerator, he/she must take out all of his/her foodstuffs on the day of departure at latest. KDS is not responsible for the guest's foodstuffs.
- 8.5. Guests are obliged to respect the quiet hours - from 10 p.m. (22:00) to 6 a.m. (6:00).
- 8.6. The accommodation is based on the Czech law code and this accommodation code.
- 8.7. A guest accepts this accommodation code as a part of the accommodation contract in KDS and is obliged to follow the rules. A guest must know the code.
- 8.8. By confirmation of a reservation, guests accept the accommodation code as well as the rules and accept to be obliged to know it and follow the rules.
- 8.9. Guest agrees that KDS is authorised in context to relevant generally valid legal regulations and regulations of the European Union 2016/679 from the day of 27th April about the protection of natural persons in the context of processing personal information, about free movement of these natural persons and about the cancellation of the order 95/46/ES (« GDPR ») to process and to save all the data and information which have been given by the guest to make reservations.
- 8.10. KDS is the administrator of all the personal information given by the guests. This personal information will not be given to any other persons than the guest and KDS. KDS becomes the administrator after receiving via reservation form on [www.previo.cz](http://www.previo.cz), via e-mail or phone call. KDS needs to make sure all information is safe and secured to prevent its loss, unjustified access, use, deletion and publication. Along with valid laws, KDS must process the information in a way that it secures guest's confidence and it provides security of the personal information. Received data according to law will be processed in a time which is established by the law, other data will be processed in maximum 5 years from the last reservation made by the guest. Personal information is processed with the objective to correctly provide services ordered by the guest, to make communication more effective and to provide supplemental appropriate services. Any complaints with the process of the personal information can be expressed to an e-mail address - [hostel@kds.op.cz](mailto:hostel@kds.op.cz).



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in Prague 21 May

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