

ACCOMMODATION RULES

Modify the basic terms and conditions which the company TENIS HOTEL VITALITY, Inc. (hereinafter referred as Hotel Vitality), based in Vendryně 1217, Postal Code: 739 94, ID: 28602765, VAT: CZ28602765, registered in the Commercial Register of the Regional Court in Ostrava, Section B, File 4217 (the supplier), provides temporary accommodation in the classification according to the relevant certification.

- 1.** The hotel is authorized to accommodate only guests who have properly registered upon arrival and present a valid identity document (identity card or passport), complete and sign a registration form. If the payment is not proceeding at the check-in, it is required to guarantee with the payment card, called pre-authorization. Then the guest receives the reception-key (smart card) in the hotel card package with the room number and length of stay for the movement in the premises of the hotel. The guests have to show the hotel card on request.
- 2.** Check-in of hotel guests is possible from 2:00 pm. Early check-in is possible only with the agreement of the operator. Guest, who accommodate before 6 am, pays the rate for the entire previous night.
- 3.** Accommodation with your dog or other pet in the room has to be discussed in advance and this service is charged according to the price list. Guests may be asked to show the animal's vaccination card.
- 4.** In exceptional cases, the hotel is entitled to offer other accommodation than ordered. However, this accommodation cannot significantly differ from the originally confirmed order.
- 5.** If the guest asks for an extension of their stay and due to operational reasons it is not possible to stay in the current room, the hotel may offer a different room according to the capacity.
- 6.** The hotel is responsible for the property of the guests and damage to their goods if they have been deposited in the designated place or at the place where they are usually postponed. The hotel assumes responsibility for money and valuables only in case of violent intrusion when the valuables and money are in the safe in the room, up to CZK 50,000 and 500,000 in the case of a reception safe.
- 7.** Guests are responsible for damages caused to the hotel property. The guests are not allowed to store sports equipment and items in the room. There is a left-luggage at the hotel. In case of guest's wish to modify a placement of beds or furniture in a room, ask reception staff.
- 8.** It is not allowed to use their own electrical appliances at the hotel. This prohibition does not apply to appliances intended for personal hygiene (shavers, electric toothbrushes, etc.) and mobile phones, PC equipment (laptops, tablets, etc.).
- 9.** In case of guest's illness or injury the hotel staff ensures medical advice. The fee for transfer and treatment is paid by the guest. There is an exception, when the hotel is responsible for causing illness or injury.
- 10.** Children under the age of ten years shall not stay in the room or in other areas without adult supervision due to safety reasons. The adult person takes full responsibility for any damage caused by children.
- 11.** Before the leaving the room guests close the water supply, turn off the lights and close the doors and windows.
- 12.** There are public premises to use for guests' visitors at the hotel. In the accommodation part the visits may be accepted only between 8:00 am - 10:00 pm after the receptionist's agreement and writing in the guestbook. Out of this time only staying guests have an access to the accommodation part.

13. Smoking is allowed only in designated areas. Smoking is strictly prohibited at the hotel rooms and other areas in the hotel. The fine for smoking in places not adapted for this purpose could be up to CZK 3000.

14. From 22.00 to 6.00 guests are obliged to respect the night-time.

15. Public areas are monitored by a camera system with a record due to guests security and protection of their properties.

16. Guests can use the hotel parking. There is not a legal claim for the parking space. The hotel provides a free use of the parking area in front of the hotel until covered its capacity and paid parking in the underground garage. The parking is monitored by a camera system, but it is not guarded.

17. Information about prices of the hotel services is available at the reception. Maximum occupancy according to the type of the room is:

Double room - 2 adults

Double room - 3 adults and 1 child under 12 years old

Studio-2 adults

Suite - 4 adults

Room for disabled people - 2 adults.

Special requirements must be discussed in advance.

18. Check-out (end of stay) is to 12:00 pm, if not agreed otherwise. The late check-out is possible until 6:00 pm only after an agreement and is charged according to the price list. After this time guests pay the rate for the next day.

19. Accommodation prices mentioned on websites, brochures or leaflets are only for informative purposes. The final price stated on the booking confirmation or e-mail offer is valid.

20. Payment options:

a) by cash

b) by the payment card - American Express, Visa, Euro / Mastercard, Diners Club, JCB.

c) by bank transfer based on the previously written order.

21. Before leaving the hotel every guest checks out, returns the smart card at the reception and pay their bill.

22. Forgotten personal things of the guests are stored for a maximum of 6 months. Things, including valuables are registered and sent by post only after the agreement with the reception. Reception personnel need to know the details of the forgotten things and the address for delivery. The dispatch of the forgotten things is charged with the amount of the post cash on delivery. Hotel Vitality is not responsible for forgotten things deposited out of the safe.

23. If you have any comments about provided services or complains, please, inform the hotel reception directly or use the questionnaire placed in your room. In both cases the information is forwarded to the hotel management.

24. The guests are asked to become familiar with the accommodation rules. In case of breach of the accommodation rules the hotel management has the right to terminate guest's stay earlier than the agreed date of departure.

25. Hotel Vitality processes personal data in accordance with GDPR (EU) 2016/679 of the European Parliament and Council of 27 April 2016, the General Regulation on the Protection of Personal Data

26. In order to provide services, these personal data are processed according to the legal obligation (Act No. 565/1990 Coll., On Local Fees and Act No. 326/1999 Coll., and 222/2017 on the Residence of Foreign Nationals in the Czech Republic, as amended based on the information provided by the guest.

27. Personal data will be processed manually and automatically by Hotel Vitality through its authorized staff and through the processors authorized by the Vitality Hotel based on personal data processing contracts.

28. The list of subject to which personal data can be accessed can be found at www.hotelvitality.cz/gdpr

29. Personal dates will be processed by Hotel Vitality, in accordance with applicable legislation, for a period of 6 years.

30. The guest has the right to access to their personal data processed by Vitality Hotel, their correction or deletion, or limitation of processing, and the right to object to processing.

31. The guest is also entitled to obtain from the Hotel Vitality their personal data related to the guest and provided by the Hotel Vitality data subjects. At the guest's request, Hotel Vitality provides the data subject with data without unnecessary delay in a structured, commonly used and electronically format, or provides it to another unambiguously appointed administrator at the request of the guest. This right does not apply to personal data that is not processed automatically.

32. If a guest thinks that his or her personal data is being illegally processed, he or she may address a complaint to the supervisory authority, which is the Office for the Protection of Personal Data (www.uoou.cz) for the Czech Republic.

33. Contact for information: gdpr@hotelvitality.cz

These accommodation rules are valid from January 1st, 2019



Radek Němčík
General Manager