

## **ACCOMMODATION RULES**

valid for guests of the hotel part of VŠB dormitories - TU Ostrava

### **1. BASIC PROVISION**

#### **1.1 SUBJECT OF ADJUSTMENT**

The Accommodation Rules (accommodation contract) regulate the right of the client (guest) for the accommodation provider (operator of the accommodation facility) to provide him with temporary accommodation for the agreed period or for the period resulting from the purpose of accommodation in the VŠB Hotel.

### **2. PRINCIPLES OF ACCOMMODATION, AUTHORIZATIONS, OBLIGATIONS**

#### **2.1 OBLIGATIONS AND AUTHORIZATIONS OF THE ACCOMMODATION AND CONTRACTING AUTHORITY (GUEST)**

Upon arrival at the accommodation, the guest will present an OP passport, passport or other proof of identity to the receptionist. This information will be entered by the receptionist into the accommodation program, which replaces the accommodation book.

For accommodation and related services, the guest is obliged to pay the agreed price to the landlord.

The guest has the right to use the premises that have been reserved for his accommodation, as well as to use the common areas of the accommodation facility and to use the services, the provision of which is connected with the accommodation. In the room or common areas of the hotel, the guest may not move equipment, make repairs, interfere with the electrical or plumbing installation without the consent of the reception. The guest is fully responsible for damage caused to the hotel property.

#### **2.2 START OF ACCOMMODATION, TERMINATION OF STAY**

The hotel room is used by the guest on the basis of an order or personal arrangement. The guest is entitled to stay in the rented room no later than 10:00 on the day of departure. If the guest does not leave the room by the specified time, the hotel will charge an additional fee according to the price list. If the hotel has previously booked this room and the guest does not heed the invitation or is not present at the hotel, the hotel reserves the right, with the participation of a three-member commission, to write the guest's things and store them in a safe place so that the guest can enjoy the room. reserved. On the day of arrival, the guest uses the room at the earliest from 14:00, or earlier according to the hotel's operational possibilities.

#### **2.3 PAYMENT OF ACCOMMODATION**

For accommodation and related services, the guest is obliged to pay the prices in accordance with the valid price list of the landlord. Payment is due on arrival, either in cash or by credit card. Guests paying on an invoice must have a pre-approved order. The invoice is issued at the end of the stay, unless both parties agree otherwise.

Guests staying before 6 am will be charged for the entire previous night. A guest who booked accommodation before 12 noon and the room booked by him could not be rented the previous night, pays for the previous night.

## **2.4 RIGHTS AND OBLIGATIONS OF THE GUEST**

The guest is obliged to keep the night quiet from 22:00 to 07:00.

If the guest requests an extension of the accommodation, the landlord may - if he can comply - offer a different room than the one in which the guest was originally accommodated.

In the room, the guest can receive visits only with the consent of the landlord, after registration in the guest book, from 8 am to 10 pm.

Dogs, cats and other animals may be placed in the accommodation facility only with the consent of the accommodation provider for a fee and provided that the guest proves their safe health. In the event that the animal causes damage to the property of the hotel or third parties, the owner of the animal is responsible for such damage.

The use of the landlord's facilities is allowed only to persons who are not affected by infectious diseases.

In case of illness or injury, the landlord will provide medical assistance or transport to the hospital.

The guest does not use his own electrical appliances in the room, with the exception of electrical appliances for personal hygiene, ie razors, massagers, hair dryers, etc. Furthermore, the guest can use low-power appliances for personal use, ie computers (laptops), printers, camcorder chargers, mobile phones, etc.

When leaving the room, the guest closes the windows, water taps, switches off the electrical appliances and locks the room and hands the key at the reception.

Parking of vehicles is possible in the adjacent parking lot - the hotel is not liable for any theft, damage to the vehicle, theft of things stored in the vehicle.

Smoking, storage of weapons, ammunition, dangerous substances, poisons, narcotics and psychotropic substances are prohibited in all areas of the hotel.

For safety reasons, it is not allowed to leave children under the age of ten in the room and other public areas of the landlord without adult supervision.

## **2.5 EMERGENCY SERVICES, FIRE**

In case of any emergency, keep calm and inform the reception immediately. At the front door you will find a situation plan indicating the location of the nearest emergency exit. The building is equipped with emergency stairs, please take a moment of your free time and find out which one is closest to your room. All exits are clearly marked with illuminated pictograms. The building is equipped with modern firefighting equipment.

## **2.6 MATERIAL RESPONSABILITY**

The guest is responsible for damages caused to the landlord's property according to valid regulations.

The guest is obliged to pay compensation for the loss, heavy pollution or rupture of the hotel linen. Also, if the guest pollutes the room or any hotel space, he is obliged to pay for excessive cleaning. The amount of payment is determined by the hotel management.

The hotel is not liable for loss or damage to property caused to the guest by his own carelessness and negligence, for things stored outside the designated areas. The hotel is only liable for jewellery, money and other valuables if they have been deposited by the reception against confirmation.

## **2.7 WITHDRAWAL FROM THE CONTRACT**

The guest may withdraw from the contract before the expiry of the agreed period, the guest is obliged to compensate the damage caused to the landlord by early cancellation of the accommodation.

In the event that the guest seriously violates the accommodation rules (eg violation of night rest, violation of the principles of decent behavior and cohabitation in accommodation facilities, etc.), the hotel management has the right to terminate the guest's accommodation.

## **2.8 COMPLAINTS, WISHES**

Suggestions from guests, or complaints, are accepted by the reception. The guest can comment on the survey card or in writing by e-mail: [pripominky@vsb.cz](mailto:pripominky@vsb.cz)

These accommodation rules are valid from April 1, 2021

**Tomáš Otipka**

Director of Accommodation Services and Catering Services