HOUSE RULES

Penzion Svatava

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Dear guests, welcome to Penzion Svatava. We want you to feel at home with us. The few rules below are here so that you and our other guests enjoy a comfortable stay. Most of them are common sense and will not limit you in any way. Whenever you need anything, call us on +420 736 712 511.

Art. 1 What is ready for you

1.1 Wi-Fi is free throughout the guesthouse.

1.2 You can park free of charge on the fenced grounds of the guesthouse. We will gladly store your bicycles by prior arrangement.

1.3 An electric kettle, a microwave and a small fridge are at your disposal. Outside you will find a sunny terrace with seating and a barbecue.

1.4 The nearest restaurant and grocery shop are 450 m from the guesthouse.

Art. 2 Booking and arrival

2.1 You can book by phone, by e-mail, through Booking.com or in person. We hold a phone booking for 1 day. Please confirm it by e-mail after that, otherwise the dates will be released to other guests. An e-mail booking is valid once we have confirmed it to you.

2.2 Check-in is from **14:00 to 22:00**. A later arrival is no problem, just please arrange it with us in advance. We have no reception or permanent staff, so please let us know your arrival time by phone or text message. We will hand you the keys in person, or by arrangement you can collect them from the outdoor key safe by the door.

2.3 On arrival we will ask for your identity card or passport so that we know who is staying with us. Without an identity document we are unfortunately unable to accommodate you. Guests from abroad are also required by law to fill in and sign a short registration form. In exceptional cases we may also make accommodation conditional on your signing a confirmation that you have read these House Rules.

2.4 You will receive a room key and a house key. Please look after them, do not lend them to anyone else and return them when you leave. If a key is lost, let us know straight away. In that case the guest bears the cost of replacing the lock and the keys.

Art. 3 Price and payment

3.1 The price is set by the price list and is charged per night according to the number of persons in the room. At times of high demand the price may be higher, and the price confirmed in your booking applies.

3.2 If you book directly with us, the stay is paid in cash on arrival or in advance by bank transfer against a deposit invoice. We do not accept payment cards at the guesthouse. If you wish to pay by card, please book through Booking.com and pay by card there. You then pay nothing on arrival.

3.3 If your plans change, please let us know as soon as possible. You can cancel free of charge up to 5 days before arrival, unless the booking expressly states otherwise, or under the Booking.com conditions. For later cancellations or a no-show without notice we charge a cancellation fee in the amount stated in the booking or in the deposit invoice.

Art. 4 Departure

4.1 On the day of departure, please vacate the room by **10:00** so that we can prepare it for the next guests. If you would like to stay longer, get in touch. A later check-out is possible by arrangement for an extra charge. Without an arrangement we may charge another night for a room vacated late.

4.2 Before leaving, please close the windows, switch off the lights, lock the room and return both keys to us as agreed.

Art. 5 So that everyone enjoys their stay

5.1 **The guesthouse is non-smoking.** This is why you will always find a clean and fresh room here. There is therefore no smoking in any indoor area, including rooms, bathrooms and corridors, not even by an open window. This also applies to e-cigarettes, heated tobacco and water pipes. We will gladly show smokers a place outside.

5.2 From **22:00 to 7:00** it is quiet time. Please be considerate of other guests and neighbours during the day as well.

5.3 The guesthouse is a place for quiet rest. Hen and stag parties, parties and similar celebrations are therefore not held here.

5.4 Only registered guests may stay in the guesthouse. This is for your safety and the safety of your belongings. Please arrange any visit with us in advance.

5.5 Unfortunately, pets cannot stay with us.

5.6 Please treat the room and its equipment with care, as if they were your own. Please arrange any larger changes in the room, such as moving furniture, with us in advance. For safety reasons, open flames (including candles) and your own cookers or heaters are not used in the rooms. You are of course welcome to use a hairdryer, a shaver or a charger. Barbecuing is only allowed outside in the designated place.

5.7 Children are welcome. We only ask that they are supervised by adults in the guesthouse and on the grounds.

5.8 The car park is on fenced grounds but is not guarded. By law we are therefore not liable for vehicles or items left in them (Section 2947 of the Czech Civil Code). It is better not to leave valuables in the car.

5.9 If something in the room does not work or you are missing anything, tell us straight away. We will gladly put it right during your stay.

5.10 During your stay we enter the room only for cleaning, necessary maintenance or to prevent damage, or where there is reasonable suspicion of a serious breach of these rules. We always respect your privacy and belongings.

Art. 6 If something goes wrong

6.1 Accidents can happen to anyone. If something breaks or gets damaged, please let us know and we will find a reasonable solution together. Damage caused by the guest or the persons staying with them is paid for by the guest, on departure at the latest.

6.2 If there has been smoking in the room nevertheless, the guest pays the cost of extra cleaning and odour removal and the loss for the time during which we cannot offer the room to other guests. If this was stated in the booking conditions or confirmed by the guest's signature, the guest pays a flat charge of CZK 1000 for cleaning and odour removal, or the higher proven costs.

Art. 7 Ending the stay early

7.1 If you need to leave earlier, just tell us. In that case we do not refund the price paid for the remaining nights, because we usually cannot fill the room at the last minute or do not manage to clean and prepare it for other guests. If you ask us to and we do manage to let the room for those nights, we will refund the price for them.

7.2 The vast majority of stays pass without a single problem. For completeness only: if a guest seriously breaches the rules or good manners despite a warning, we may end the stay **without notice** (Section 2331 of the Czech Civil Code). We consider the following in particular to be a serious breach:

- smoking in the indoor areas of the guesthouse,
- disturbing quiet time or holding parties,
- accommodating or letting in unregistered persons, staying with an animal,
- wilful damage to property, aggressive or otherwise seriously disturbing behaviour towards the operator, guests or neighbours,
- failure to pay the price of the stay.

7.3 We may give a warning and end the stay orally, by text message or by e-mail to the contact given in the booking. We will always confirm an oral notice by message or e-mail without delay.

7.4 After the stay has been ended, the guest vacates the room, returns the keys and leaves the guesthouse without undue delay. We will refund the price for unused nights after deducting any claims of the guesthouse (in particular compensation for damage and the costs under Art. 6).

7.5 We do not throw away forgotten items. We list them in the presence of a witness, store them safely and contact you using the details from your booking. Please collect them within 30 days, reasonable storage costs are borne by the guest. If you do not collect them even within an additional period of 60 days, of which we will notify you, we may sell them in an appropriate manner on your account, settle our claims against you from the proceeds and dispose of obviously worthless items at your expense. Identity documents left in the room will be handed over to the authorities or the police.

Art. 8 Final provisions

8.1 These House Rules form part of the accommodation contract under Section 2326 et seq. of the Czech Civil Code. By booking or by starting your stay you confirm that you have read them and will follow them. The guest who ordered the stay is responsible for the persons staying with them. The rules are published at www.penzionsvatava.cz and displayed in the guesthouse.

8.2 We process your personal data only to the extent necessary for the accommodation and for meeting legal obligations (in particular reporting the stay of foreign nationals), for the period laid down by law. For the safety of guests and their belongings, the guesthouse is monitored by a CCTV system with recording. The cameras cover the entrance, the car park, the garden and the common areas. There are none in the rooms or bathrooms. We keep recordings for 3 days. A recording of any damage or other incident will be kept longer, for as long as needed to resolve it, and may be handed over to the police or an insurance company.

8.3 The body for out-of-court settlement of consumer disputes is the Czech Trade Inspection Authority (www.coi.gov.cz).

8.4 Relations between the guesthouse and the guest are governed by Czech law. These rules are effective from 1 October 2026. This is a translation, in case of any discrepancy the Czech version prevails.

Thank you for choosing Penzion Svatava. We wish you a pleasant stay.

Important phone numbers: emergency 112 · fire brigade 150 · ambulance 155 · police 158 · guesthouse +420 736 712 511

Vratimov, date ……. Svatava Boháčová, operator