

ACCOMMODATION RULES

Accommodation Provider:

Spa Hotel St. Joseph ROYAL REGENT

Zahradní 7, 360 01 Karlovy Vary

(hereinafter referred to as the 'Accommodation Provider')

operated by:

the company INTER spa service s r.o.

Zahradní 7, 360 01 Karlovy Vary

Company ID No.: 26375133

Tax ID No.: CZ26375133

1. Accommodation Agreement

1.1

Accommodation of guests at the Royal Regent Hotel takes place on the basis of an accommodation agreement concluded in accordance with the provisions of Section 2326 et seq. of Act. No. 89/2012 Coll., the Civil Code, on the basis of which the Royal Regent Hotel (hereinafter referred to as the 'Accommodation Provider') provides the accommodated person with temporary accommodation for an agreed period of time or for a period resulting from the purpose of accommodation in the facility designated for that purpose by the Accommodation Provider and the accommodated person (hereinafter also referred to as the 'Guest') undertakes to pay the Accommodation Provider for the accommodation and the services connected with it within the period set by this Accommodation Agreement.

1.2

The Accommodation Agreement is always entered into in writing. To comply with all requisites, a confirmation of the order or reservation in writing is sufficient.

1.3

The rights and obligations of the contracting parties not expressly regulated by the Accommodation Agreement are governed by these Accommodation Rules, the Accommodation Provider's general terms and conditions and the price list of the Accommodation Provider's services. If the Accommodation Agreement stipulates something other than stipulated in these Accommodation Rules and/or the Accommodation Provider's price list, the Accommodation Agreement shall apply.

1.4

If the Guest fails to comply with the obligations arising for them under the Accommodation Agreement and the attached Accommodation Rules and/or the Accommodation Provider's price list or violates the good morals of the hotel in some other manner (hereinafter 'misconduct'), the Accommodation Provider is entitled to terminate the Accommodation Agreement before lapse of

the agreed period, and may do so without notice, if the Guest was notified of their misconduct by the hotel pursuant to Section 2331 of the Civil Code.

2. Arrival to the Hotel

2.1

Each Guest is required to check in at the hotel reception and provide proof of their identity, including: name and surname, address, place of residence, date of birth, identity card number (personal ID card or passport). Clients who are required a visa to enter the Czech Republic are obliged to present this valid visa.

2.2

For the accommodation and services provided, the Guest is obliged to pay the prices in accordance with the valid price list on arrival, clients arriving via CK are required to present a valid proof of payment related to their stay, which they will receive from their travel agent.

2.3

Accommodation is not provided to persons with or suspected of having a communicable disease, as well as to persons under the influence of drugs or alcohol.

2.4

Unless otherwise agreed, accommodation is provided from 2 p.m. on the day of arrival until 12 p.m. on the day of departure.

2.5

The number of persons in a room shall correspond to the number of people registered for the accommodation. The Guest undertakes to specify the precise number at registration.

2.6

The Guest hereby grants consent to the Accommodation Provider to process and keep their personal data to the extent of the provided data for the purpose of providing accommodation and recording of Guests pursuant to Act No. 565/1990 Coll., on local fees and levies, and Act No. 326/1999 Coll., on the stay of foreigners in the territory of the Czech Republic and on amendment of some laws. The detailed obligations of the Guest and the Accommodation Provider regarding the management of the record books or the house books are stipulated in the above-stated legal regulations.

3. General Accommodation Rules

3.1

The Guest is obliged to:

- comply with generally applicable legal standards and act in accordance with good morals.
- pay the price for accommodation according to the valid price list.
- comply with these Accommodation Rules. In the event that the Guest grossly
 - violates these Accommodation Rules, the hotel owner has the right to terminate the contractual relationship without compensation.

- immediately report any damage that the Guest or any person(s) accommodated with the Guest has caused in the premises of the Accommodation Provider;
- conduct themselves in such a manner as not to disturb others by making excessive noise from 10 p.m. to 7 a.m.
- observe a no smoking policy in all areas, except the terraces of the Regent's Club lobby bar. If this policy is breached, the Guest will be charged EUR 100 for special cleaning of the room.
- return the room key to the Reception Desk when leaving the room.

3.2

In the accommodation premises, Guests are prohibited from

- starting fires and handling open flames in all areas of the hotel.
- carrying a weapon, ammunition and explosives or otherwise keep them in a state that allows their immediate use;
- holding, making or keeping narcotic drugs or psychotropic substances or poisons, if they are not medicines prescribed for the Guest by a physician;
- removing any equipment or furnishings from the accommodation premises.
- taking food out from the hotel restaurant
- using their own electrical appliances, such as electric kettles. Permitted electronic appliances are electronic shavers and curling irons. The Guest is responsible for the use of permitted electrical appliances and is liable for any damage caused by their use.

3.3

Dogs may be accommodated in the Hotel upon payment of a fee and strict observance of the rules, where the dog is only allowed to walk in the hotel corridors and otherwise remain in the room.

3.4

For safety reasons, children under 12 years of age are not allowed to be left in the room or other areas of the Hotel without adult supervision.

Parents are responsible for the conduct and safety of their children in all areas of the hotel and its outdoor area.

3.5

Children under 12 years of age must not ride in the lift without adult supervision due to the risk of getting stuck.

4. Responsibility of the Accommodation Provider for the Guest's belongings

4.1.

All valuables such as jewellery, watches and money must be kept in the room safe. For extra security, we recommend storing larger amounts of cash or expensive jewellery in the safe in the reception area.

4.2

The Hotel is not responsible for any loss of valuables stored outside the Hotel or room safe.

4.3

The Police of the Czech Republic will be called to all cases of loss.

5. Safety, responsibility of the Guest for any damage caused

5.1

The Guest is obliged to acquaint themselves with the safety rules and the evacuation plan in case of a fire emergency. This evacuation plan is available in every hotel room.

5.2

The Guest is responsible for damage caused to the Hotel's property according to applicable regulations.

6. Information on the handling of personal data

6.1

The Accommodation Provider processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, general regulation on the protection of personal data.

6.2

The following personal data / categories of personal data are processed for the purpose of the Accommodation Agreement and related facts: First and last name, date of birth, citizenship, travel document number or visa, permanent residence.

6.3

The Accommodation Provider will process personal data manually and automatically directly through its authorised employees and further through processors authorised by the Accommodation Provider on the basis of personal data processing contracts.

6.4

The list of subjects /categories of recipients to whom personal data of Guests may be made available is based on the legal standards that the Accommodation Provider is governed by.

6.5

The Accommodation Provider will process personal data for a period of 6 years, or for the period required by relevant applicable legal regulations (e.g. Act No. 326/1999 Coll., on the stay of foreigners in the territory of the Czech Republic).

6.6

The Guest has the right of access to their personal data processed by the Accommodation Provider, its correction, deletion or restriction of processing, and the right to object to its processing.

6.7

The Guest also has the right to obtain from the Accommodation Provider personal data concerning the Guest and which the data subject has provided to the Accommodation Provider. Based on the Guest's request, the Accommodation Provider will provide the data subject without undue delay in a structured, commonly used and machine-readable format or, at the Guest's request, will provide it to another clearly designated controller. This right does not apply to personal data that is not processed automatically.

6.8

If the Guest believes that their personal data is being processed without authorisation, they can file a complaint with the supervisory authority, which is the Office for the Protection of Personal Data (www.uoou.cz) for the territory of the Czech Republic.

Jan Neveselý
Executive Director