

ACCOMMODATION RULES OF SMARTHOTEL NEZVALOVA ARCHA

1. These accommodation rules are binding for all accommodated persons (hereinafter referred to as “guests” or individually “guest”) using accommodation services at Smarthotel Nezvalova Archa Olomouc (hereinafter “hotel”), operated by LAVZEN s.r.o., ID No.: 06632726, with its registered office at Olomouc, Ztracená 268/34, ZIP 779 00 (hereinafter “accommodation provider”). These rules form an integral part of the accommodation contract or similar agreement (hereinafter “contract”) concluded between the guest and the accommodation provider. Persons staying with the contracting guest are also considered guests.
2. The guest is obliged to familiarize themselves with and comply with these accommodation rules.
3. According to Section 103(b) of Act No. 326/1999 Coll., on the Residence of Foreign Nationals in the Czech Republic, as amended, a foreign guest is obliged, upon request, to present a travel document, residence permit, confirmation of temporary residence, residence card of a family member of an EU citizen, permanent residence permit, or EU permanent residence card. The guest must also personally complete and sign the registration form (check-in form) upon arrival, which will be available in the room or envelope. A foreign guest who refuses to present identification or complete the form cannot be accommodated. This obligation does not apply to foreign guests under 15 years of age.
4. According to Act No. 101/2000 Coll., on Personal Data Protection, the accommodation provider is entitled to process guests’ personal data to the extent stated in the check-in form. Guests must present a valid ID card or passport upon request. Guests who refuse may be denied accommodation. Guests must personally complete and sign the check-in form upon arrival.
5. Personal data provided by the guest are protected under Act No. 101/2000 Coll. The data will be archived and processed only to fulfill legal obligations, protect the provider’s rights, and fulfill the contract. Data may be shared with third parties only as necessary. Guests have the right to access, correct, and request explanations regarding their personal data.
6. After making a reservation, the guest receives an email with instructions, including downloading the JustIn Mobile app (electronic key). Shortly before arrival, the guest receives room details and check-in/check-out timing. Only the guest has access to the room. Staff access is limited to necessary duties (cleaning, supplies, etc.). The hotel may offer alternative accommodation if necessary.
7. Neither the guest nor the provider may allow third parties to use the room. For privacy, staff access can be restricted by agreement.
8. Check-in is possible from 14:00 unless agreed otherwise.
9. Check-out must occur by 11:00 on the last day unless agreed otherwise. Late departure may be charged as an additional day.

10. If a guest requests an extension, the provider may offer a different room.
11. Pets are allowed only with prior approval and for an additional fee.
12. In case of illness or injury, the provider will arrange medical assistance or transport. Costs are borne by the guest. The provider is not liable for injuries.
13. Guests may not move furniture, make repairs, or interfere with electrical or other installations without consent.
14. Guests may not use their own electrical appliances except personal hygiene devices, phones, tablets, and laptops.
15. Guests must close windows, turn off appliances, lights, and lock doors when leaving. Children under 12 must not be left unattended. Guests are fully responsible for damages or injuries caused.
16. Services are provided in accordance with the Civil Code (Act No. 89/2012 Coll.) and the contract.
17. The provider is liable for damage to guest property according to the Civil Code. Guests must compensate for damage caused to hotel property.
18. The provider is not liable for damage or theft in the parking area or vehicles.
19. Smoking is strictly prohibited throughout the building. Violation results in a fine of 10,000 CZK and is considered a serious breach of contract.
20. Guests must behave respectfully, not disturb others, and observe quiet hours (22:00–06:00). Consumption of personal alcohol or drugs in common areas is prohibited. Guests must prevent damage and fire risks. Violations are considered serious breaches. Stay is at the guest's own responsibility.
21. Guests may use common areas on the ground floor and must follow the rules. All purchased food and drinks must be paid immediately via electronic payment systems.
22. Guests must comply with these rules. Serious violations allow the provider to terminate the contract immediately. The guest must pay for the full stay and leave the hotel without delay. If not, authorities may be contacted.
23. Liability relations are governed by the Civil Code.
24. These rules also apply to users of non-residential premises in the hotel.

These accommodation rules are valid from January 1, 2018.