

General terms and conditions of the guesthouse Königův mlýn (König`s Mill)

Manager: Königsmühle s.r.o.,
Dobříč čp. 2, 252 25 Jinočany
IN: 06998640
TIN: CZ06998640

valid from: 03/2022

1. Booking the accommodation

Accommodation can be booked electronically via the booking form on our website, by e-mail or by phone

The reservation becomes binding upon payment of the deposit, paid no later than the due date indicated on the prepayment invoice or as agreed with the accommodation provider

2. Cancellation of the reservation, No-Show for the use of the accommodation

- The guest is entitled to cancel the reservation in writing. It is free of charge 14 days before arrival, later the cancellation conditions will apply.
 - In case of cancellation 13-2 days before arrival, 50% of the total price of the stay will be charged as cancellation fee
 - if cancelled 1 day before arrival or on the day of arrival, 100% of the total price will be charged as cancellation fee
- For group bookings of more than five rooms apply individually negotiated cancellation conditions and other arrangements.

If the accommodation provider is unable to provide the services specified in the confirmed accommodation order due to its own error (e.g. overcrowding, temporary operational problems, etc.), he is obliged to refund the guest the full or proportional price of the stay.

The accommodation provider is obligated to:

- Provide/offer the services specified in the confirmed order, for the confirmed price and period

5. Payment of the accommodation price in advance

50 % of the total accommodation price for all booked accommodation services shall be paid by the guest in advance, which is payable within 24 hours from the time of booking on the basis of the sent advance payment document

6. Taxes/fees

The applicable prices include all statutory taxes, the price does not include the municipal tax

7. Means of payment

Valid means of payment are cash in Czech crowns or euros, MasterCard, Visa.

8. Possibility of using the reserved rooms

Reserved rooms are available to guests from 15:00 pm on the day of arrival and until 10:00 am on the day of departure. If the guest fails to vacate and hand over the room to the guesthouse, the accommodation provider has the right to charge an additional fee based on the late vacating of the room. Based on this there isn't any contractual right of the guest to stay in the accommodation. It is up to the guest to prove that no or substantially less damage has been caused to the hotel. In case that the guesthouse has previously booked the room and the guest fails to vacate the room despite being notified or is not present in the guesthouse, the guesthouse reserves the right to take the guest's belongings and store them in a safe place in the presence of a two-person committee so that the room can be used by the next guest who has booked it.

9. Arrival at the guesthouse

- Upon arrival at the guesthouse, the guest will present his/her ID card or passport. The guest shall confirm the correctness of his/her personal data and the duration of his/her stay by signing the registration card. In the case of not presenting these valid documents, the host is entitled not to accommodate the guest.
- Upon check-in, the guest shall pay the remaining part of the total price of the accommodation, less the deposit.
- The number of persons in the room corresponds to the number of persons registered for accommodation. The guest is obliged to declare the exact number of guests upon check-in.
- The duration of the accommodation is agreed the latest when the guest checks in and is recorded on the registration card. The accommodation period can be extended only with the consent of the accommodation provider.
- By requesting accommodation, the latest by filling in the registration form, the guest grants the accommodation provider consent to the processing and storage of his/her personal data in accordance with Act No. 101/2000 Coll., to the extent of the data provided, for the purpose of providing accommodation and registering guests in accordance with Act No. 565/1990 Coll., on local fees and Act No. 326/1999 Coll., on the

residence of foreigners in the Czech Republic and on amending certain laws. Further obligations of the guest and the accommodation provider regarding keeping of the house register are set out in the above-mentioned legislation.

- Guests under the age of 18 must be accommodated accompanied by an adult
- If the guest is under the influence of alcohol or drugs, the host has the right to prevent the guest from entering the hotel.

10. General accommodation rules

- The guest has the right to use the space reserved for his/her accommodation, as well as the common areas of the guesthouse intended for the stay of guests and to use the services associated with the accommodation.
- Upon check-in, the guest receives a key and is obliged to prevent the loss, destruction, or damage of this key, as well as its access to third parties who are not a direct party to the accommodation contract. If the key is lost, the guest is obliged to report the loss to the receptionist. For the loss of the key, the guest is obliged to pay a handling fee of 500 CZK to the accommodation provider.
- By staying in the hotel, the guest confirms that he/she has been acquainted with the accommodation rules- general terms and conditions of the hotel, understood them, and will follow them. If he/she doesn't follow the rules, the accommodation provider has the right to withdraw from the agreed accommodation contract before the expiry of the agreed period, without any obligation to pay any damages to the guest.
- In the event of illness or injury of the guest, the hotel/reception will arrange medical assistance or transport to the hospital; the guest will pay the incurred costs.

11. Obligations of the guest

The guest is obliged to:

- Pay the accommodation price according to the valid price list (confirmed order).
- Make sure the accommodation area is kept clean.
- Protect the equipment and facilities in the accommodation against damage.
- To immediately report any damage or injury caused by the guest or persons staying with him/her in the guesthouse.
- To not to disturb other persons by excessive noise between 22:00 pm and 07:00 am.
- When leaving the room, close the taps in the room, turn off the lights, turn off electrical appliances that are not in use during guest's absence, close the windows and lock the room.
- Hand the keys back to the receptionist upon check-out.

The guest isn't allowed to without provider's consent:

- Make substantial changes to the accommodation area (moving furniture, moving equipment, etc.).
- Remove any equipment and facilities from the accommodation area.
- Use their own appliances in the accommodation, except for small appliances used by the guest for personal hygiene and office work.
- Allow access to the room to hotel staff in order to carry out their work (cleaning, servicing, etc.).

The guest must not:

- Carry weapons, ammunition and explosives or keep them in a condition that allows their immediate use.
- Possess or manufacture narcotic, psychotropic substances, or poisons, unless they are medicaments prescribed by a doctor.
- Smoke
- Use open flames.
- Use explosive substances (fireworks) in or near the guest house.
- For safety and social reasons, it is not advisable to leave children under the age of 12 in the room or other areas of the guesthouse without adult supervision.
- The guest has the right to complain about any deficiencies in the provided services. The complaint must be made immediately without unnecessary delay so that repairs can be arranged, preferably on the spot.
- In the area of accommodation services, the guest has the right to demand the removal of defects relating to the functionality and equipment of the room. If the defect cannot be repaired, a replacement service will be provided.

12. Safety and liability of the guest for caused damage

- The guest is obliged to get familiar with the safety rules and the evacuation plan.
- The guest shall act in such a way as to avoid unreasonable harm to the personal freedom, life, health, or property of another.
- If the guest causes damage to the property of the accommodation provider by his/her actions, he/she is obliged to pay the accommodation provider for this damage before leaving the hotel.

13. Settlement of any disputes

- Any disputes arising in connection with the provision of services by the guesthouse shall follow the Czech law and shall be settled in the general court of the company regardless of the customer's residence. The priority is to resolve disputes amicably.
- In accordance with the provisions of Section 14 of Act No. 634/1992 Coll., on Consumer Protection, we provide the consumer with the possibility to submit a proposal for out-of-court dispute resolution by the following dispute resolution entity:
- Czech Trade Inspection Authority, Central Inspectorate - ADR Department, Štěpánská 15, 120 00 Prague 2

14. Responsibility of the Königův mlýn/ König's Mill Guesthouse

- The liability of the accommodation provider applies only to damages that the accommodation provider demonstrably causes. The accommodation provider is not liable for damages caused by another person or force majeure.
- The liability of the accommodation provider for damage to stored items is governed by the provisions of § 2945 et seq. of Act No. 89/2012 Coll., Civil Code.
- The claim expires if the guest fails to notify the accommodation provider immediately after becoming aware of the loss, destruction or damage of the brought item. To unlimited liability apply legal regulations.

- The accommodation provider's liability for damage to the items brought in is limited to 100 times the price of the accommodation for one day. Otherwise, the provisions of § 2946 et seq. of Act No. 89/2012 Coll., Civil Code, shall apply.
- The accommodation provider is also liable for other damages caused by intentional or grossly negligent breach of its obligations, and this applies equally to his legal representatives, employees, or their authorized persons. Claims for damages beyond this scope are excluded.
- Any belongings left at the hotel by the guest will be sent to the guest on his/her request, at his/her expense and risk. The guesthouse will store forgotten items for 1 month, after which has the guesthouse right to destroy them.
- If the services of the König's Mill guesthouse are proven to be defective or deficient, the guesthouse will take steps to rectify the defect or deficiency upon becoming aware of it or in response to an immediate complaint from the guest. The guest shall make reasonable efforts to remedy the defect and minimize potential damage. Furthermore, the guest is obliged to prevent damage and on time warn the accommodation provider about the possibility of damage of exceptional importance.
- If the guest parks his/her vehicle at the guesthouse in the designated spaces, no custody agreement or any similar arrangement is created and the only contractual obligation of the host in this regard is to allow the guest to temporarily use the parking space. The accommodation provider shall not be liable for loss or damage to any vehicle parked or moving in the parking space, for loss or damage to its contents and for damage caused to persons and animals, nor shall accommodation provider be liable for damage caused by accidental occurrence or force majeure or for damage caused by vandalism. The accommodation provider is not liable for damages caused solely by other guests or other third parties.

Liability of the accommodation provider for the belongings of the guest

- The accommodation provider is not responsible for the valuables of guests in the rooms (money, jewellery, securities, credit cards, computers, tablets, cameras, etc.).
- In case of loss, the guest must immediately contact the reception, who will call the police.

15. Free Wi-fi

- The guesthouse offers guests and visitors free Wi-fi. When using the Wi-fi, each user is obliged to comply with all applicable laws and regulations, in particular to avoid violating copyright laws, illegally sharing or downloading artwork, overloading the Wi-fi, conducting any activity that causes the transmission or spread of computer viruses, sending spam messages, spreading alarm messages, as well as performing other activities that are in violation of related laws and regulations.
- The guest will receive the password to the Wi-fi at the reception. It is forbidden to download music, movies, games, torrents, porn and warez material, sending spam, illegal behaviour and offers, compromising other users of the network!!!

- If the User cannot connect due to weak or no signal, this is not a reason to report a network fault. The functionality of the service in uncovered areas of the hotel cannot be in a claimed. Since the Wi-fi band is public and anyone can use it, it is necessary to consider the possibility of congestion or occasional cancellation of the frequency band. Any drop or temporary reduction in signal quality cannot be addressed by the provider and cannot be subject to any discounts on accommodation or other services.

16. Use of the sports hall and wellness facilities

- The area of the guesthouse includes a multi-purpose sports hall and wellness
- The guest is allowed to use these facilities after prior reservation at the reception of the guesthouse and after payment of the set rental price
- The multi-purpose sports hall is intended for the following sports: tennis, badminton, volleyball, streetball, indoor football,
- the terms and conditions for the use of the multipurpose sports hall are set out in separate terms and conditions, which are available on the website of the guesthouse and in the sports hall area
- the wellness area includes a finnish sauna, a steam sauna, a bucket shower, and an experience shower, as well as a relaxation room and changing rooms and showers.
- The price of the stay in the wellness guesthouse includes the rental of sheets and towels
- the terms and conditions of use of the wellness are set out in separate terms and conditions, which are available on the guesthouse's website and in the wellness area

17. Bringing own food and drinks

- It is forbidden to bring and consume your own food and drinks in the restaurant of the guesthouse.
- Breakfast is only allowed in the designated areas.
- It is forbidden to take away breakfast from the above mentioned areas even in parts, in case of non-compliance, there is going to be an extra charge of 300,- CZK.
- It is forbidden to prepare food in the rooms

18. Smoking is forbidden in accommodation area of the hotel, restaurant and lounges

- Smoking is prohibited in all common areas of the guesthouse and in all hotel rooms.
- In case of violation of the prohibitions, the guesthouse has the right to claim damages from the guest in the amount of 1.000,- CZK for special cleaning work and possibly for lost profits due to the inability to rent a room. This amount can be increased if the host proves higher damages.

19. Pets

- Pets are allowed only with the consent of the accommodation provider
- The guest is obliged to notify in advance his/her intention to bring a pet
- If the guesthouse allows the stay of a pet, it will be on condition that the pet is under the guest's constant supervision, that it does not suffer from any disease and that it does not endanger the hotel guests or staff. The pet is not allowed to move freely in the guesthouse.
- It is not allowed to bring the pet to breakfast or dinner.
- The guest is fully responsible for any damage caused by the pet.
- There is a charge of 120,- CZK per night for pets.
- Exception is made for hearing and signal dogs for dogs for deaf persons and similar assistance dogs. They are allowed to enter the guesthouse free of charge at any time

20. Privacy Policy

- The accommodation provider tries to make sure that its website offers visitors what they are looking for. In order to achieve this goal, visitor data may be used for analysis, for quality improvement, for service development, to improve the performance of the website, to measure the success of our advertising campaigns or to tailor the accommodation provider's services to demand. For these purposes, the accommodation provider may provide information that does not personally identify visitors, such as, but not only, anonymous demographic data or online behaviour to the accommodation provider's contractual partners (e.g., third party service providers). No such information will be provided to third parties without being in summarized, non-personally identifiable form.
- By signing up for commercial communications, the visitor expressly agrees - after having been informed of the relevant data processing information - to receive direct marketing communications, including direct marketing or special offers from the hotel. For the purpose of sending such direct marketing communications/special offers about visitors, the accommodation provider is allowed to process the name and email address.
- This consent is voluntary and can be opted out at any time without giving any reason, at email info@koniguvmlyn.eu

Legal relations as well as other matters not expressly regulated by these accommodation rules are governed by the applicable laws of the Czech Republic and other internal regulations of the guesthouse.

The management of the guesthouse welcomes all suggestions from guests to improve its management.

Important phone numbers

In case of a fire or spill of hazardous substance, call 150 - FIREFIGHTERS

In case of injury or danger to life, call 155 - EMERGENCY SERVICE

In case of a crime or misdemeanor or other illegal act, call 158 - POLICE

European Emergency Call System - 112