

ACCOMMODATION RULES

Hotel Carol

Operator: Bohemia Properties a.s., with its registered office at Teplická 492/19, Střížkov, 190 00 Prague 9
A company registered in the Commercial Register maintained by the Municipal Court in Prague, Section B, Insert 10488
Company ID (IČO): 625 25 204
Tax ID (DIČ): CZ62525204
Effective from: 1 August 2026

Article 1

Introductory Provisions

- 1.1. This Accommodation Rules (hereinafter referred to as the "Accommodation Rules") govern the terms and conditions for the provision of accommodation services at the Hotel Carol, located at Kurta Konráda 12, Prague 9 (hereinafter referred to as the "Hotel"), operated by Bohemia Properties a.s. (hereinafter referred to as the "Operator").
- 1.2. These Accommodation Rules are binding on all guests, visitors, and other persons entering the Hotel premises and form an integral part of the accommodation contract concluded between the guest and the Operator.
- 1.3. Accommodation services are provided in particular in accordance with Act No. 89/2012 Coll., the Civil Code, as amended, and other related legal regulations of the Czech Republic.
- 1.4. By concluding the accommodation contract, confirming a reservation, registering upon arrival, or using the Hotel's services, whichever occurs first, the guest confirms that they have familiarized themselves with these Accommodation Rules and agree to their wording.
- 1.5. The Operator is entitled to amend or supplement these Accommodation Rules appropriately if required by operational, safety, or legislative reasons.

Article 2

Conclusion of the Accommodation Agreement

- 2.1. The accommodation of guests takes place on the basis of an accommodation contract concluded between the guest and the Operator.
- 2.2. The accommodation contract may be concluded in particular through:
 - a) individual reservations,
 - b) reservation systems,
 - c) travel agencies and bureaus,
 - d) group or corporate contracts,
 - e) conference and congress contracts.
- 2.3. A confirmed reservation is considered a binding legal relationship between the guest and the Operator.
- 2.4. The Operator is entitled to require advance payment of the stay price, a deposit, credit card authorization, or another form of guarantee.
- 2.5. Unless agreed otherwise, all services are payable at the latest upon the termination of the stay.

Article 3

Guest Registration

- 3.1. Upon arrival, the guest is obliged to present a valid identity document.

- 3.2. Foreign nationals are obliged to fulfill all obligations stipulated by the legal regulations of the Czech Republic governing the stay of foreigners in the territory of the Czech Republic.
- 3.3. The guest is obliged to provide true and complete data necessary for the registration of the stay.
- 3.4. The Operator is entitled to refuse accommodation to a person who:
 - a) refuses to prove their identity,
 - b) refuses to fulfill registration obligations,
 - c) is under the influence of alcohol or other addictive substances,
 - d) whose behavior endangers safety, public order, or the good name of the Hotel.
- 3.5. Accommodation of persons under the age of 18 unaccompanied by a legal representative is governed by applicable legal regulations and the internal rules of the Hotel.

Article 4

Personal Data Protection

- 4.1. The Operator processes guests' personal data in compliance with applicable personal data protection legal regulations.
- 4.2. The scope, purpose, and conditions of personal data processing are set out in the document "Privacy Policy", which is published on the Hotel's website and available at the reception.
- 4.3. Personal data is processed in particular for the purpose of providing accommodation services, fulfilling legal obligations, protecting the legitimate interests of the Operator, and ensuring the safety of persons and property.
- 4.4. For the purpose of protecting persons and property, the public areas of the Hotel may be monitored by a camera system.

Article 5

Arrival, Departure and Use of the Room

- 5.1. Unless agreed otherwise, the room is available to the guest from 15:00 on the day of arrival.
- 5.2. The guest is obliged to vacate the room by 11:00 at the latest on the day of departure, unless agreed otherwise. If the guest fails to vacate the room at the agreed time and does not arrange for a later departure, the Operator is entitled to charge the price corresponding to the continued use of the room according to the current price list.
- 5.3. The Hotel decides on the possibility of an earlier arrival or later departure according to the current operational situation.
- 5.4. The Operator reserves the right to assign the guest another room corresponding to the agreed accommodation category if required by operational, safety, or technical reasons. The Operator is entitled to transfer the guest to another room of the same or higher category during the stay if required by operational, safety, technical, or commercial reasons.
- 5.5. Only persons duly registered for the stay may use the room.
- 5.6. The guest is not entitled to sublet the room or any part thereof to another person without the prior consent of the Hotel.
- 5.7. The guest is obliged to use the room and its equipment in a proper manner and prevent the occurrence of damage.
- 5.8. The guest is obliged, upon every departure from the room, to check and securely close all windows, ventilation openings, and balcony doors, lock the entrance door to the room, and put them in a state preventing the entry of unauthorized persons. In the event of a breach of this obligation, the guest is fully liable for any damage, loss, or harm incurred to the property of the Hotel, Operator, or third parties (e.g., as a result of burglary, theft, vandalism, or weather effects). The liability of the Hotel or Operator for any damage to the guest's brought-in items is completely excluded in such a case due to the guest's exclusive contributory negligence.

- 5.9. The guest is obliged to protect the access card from loss, damage, or misuse. They are obliged to report its loss or theft to the Hotel without undue delay. In the event of loss or damage to the access card, the Hotel is entitled to demand payment of a flat-rate cost compensation associated with its replacement according to the current price list.
- 5.10. Items left behind by the guest after the end of the stay will be considered by the Hotel as found items within the meaning of the relevant provisions of the Civil Code. The Hotel will ensure their safekeeping for a reasonable period, as a rule for 3 months from their finding, with the exception of perishable items or hygienically defective items. Upon the vain expiration of this period, the Hotel is entitled to dispose of the items in accordance with legal regulations. The costs associated with the safekeeping and return of the item shall be borne by the guest.
- 5.11. The guest is obliged to report any discovered defects or damage to the room equipment to the Hotel without undue delay.
- 5.12. The Hotel recommends that guests turn off the lights, switch off unused electrical appliances, and close water taps when leaving the room, also with regard to the sustainability of the Hotel's operation.

Article 6

Payment Terms and Cashless Operation

- 6.1. The Hotel is entitled to require a payment card guarantee, payment card authorisation, a deposit, or another form of security for payment of the services provided.
- 6.2. Guests are required to pay for all services provided during the stay in accordance with the Hotel's current price list.
- 6.3. Upon arrival, the Hotel is entitled to carry out a pre-authorisation of the guest's payment card or to require a reasonable deposit to secure payment for the services provided or any potential damage. Any unused portion will be released immediately after the end of the stay.

Article 7

Visitors of Guests

- 7.1. The Hotel reserves the right to require the registration of all persons entering the accommodation part of the Hotel.
- 7.2. Guest visitors are obliged to respect the safety, operational, and fire rules of the Hotel.
- 7.3. The guest is responsible for the actions of persons whom they bring into the Hotel or to whom they allow access to their room.
- 7.4. The Hotel is entitled to refuse entry to or expel persons who:
 - a) violate legal regulations,
 - b) violate these Accommodation Rules,
 - c) endanger the safety of persons or property,
 - d) disrupt the operation of the Hotel through their behavior.
- 7.5. The Hotel is entitled to require that guest visitors report to the reception, in particular for security or operational reasons. Guest visitors are permitted from 8:00 to 22:00, with regard to the night quiet hours pursuant to Article 19 of these Accommodation Rules.

Article 8

Safety and Fire Protection

- 8.1. The guest is obliged to comply with fire, safety, and hygiene regulations in force at the Hotel.
- 8.2. The guest is obliged to familiarize themselves with evacuation instructions and follow the instructions of the Hotel staff in the event of an emergency.
- 8.3. In the Hotel premises, it is strictly prohibited in particular to:

- a) handle open flames,
 - b) use pyrotechnics,
 - c) bring in or store explosives, ammunition, weapons, or other dangerous objects,
 - d) possess or use narcotic and psychotropic substances in violation of legal regulations,
 - e) interfere with fire and safety equipment.
- 8.4. In the event of the guest's health complications, the reception will arrange for the calling of a doctor, the police, or emergency medical services. This provision does not affect the fact that the Hotel is not responsible for the guest's state of health.

Article 9

Use of Electrical Appliances and Wi-Fi

- 9.1. Guests may use standard personal electrical appliances intended for personal use. Without the prior express consent of the Hotel, it is not permitted to use own cookers, heaters, grills, gas appliances, or other devices with an increased fire risk in the rooms.
- 9.2. The Hotel is entitled to prohibit the use of devices that may pose a safety, technical, or fire risk.
- 9.3. The guest is strictly prohibited from leaving any electronic devices plugged into the mains and charging (including mobile phones, laptops, power banks, e-scooters, etc.) at times when they are not personally present in the room. All electrical appliances and devices brought in by the guest and connected to the accommodation provider's electrical grid must be in perfect technical condition (without visible damage), must mandatory comply with valid technical standards, be marked with the CE conformity mark, and be labeled with the prescribed manufacturer's identification and technical data (in particular rated voltage, power input, and current). In the event of a breach of this obligation, the guest is fully liable for any resulting damage or personal injury.
- 9.4. The Hotel provides guests with access to a wireless internet network (Wi-Fi).
- 9.5. The guest is obliged to use the internet connection in accordance with the legal regulations of the Czech Republic and must not engage in activities through the hotel network that could harm the Hotel, its systems, or third parties.
- 9.6. The Hotel bears no responsibility for interruptions, limitations, or unavailability of the internet connection caused by technical or external circumstances.
- 9.7. Due to the safety risk associated with lithium batteries, it is prohibited to bring e-scooters and similar devices with lithium accumulators into the Hotel rooms.

Article 10

Photography, Filming and Commercial Activity

- 10.1. Taking photographs and recording audiovisual materials for personal use is permitted in the Hotel premises provided that the rights of other persons are not infringed.
- 10.2. Any photography, filming, live streaming, advertising activity, commercial production, or media activity requires the prior written consent of the Hotel.
- 10.3. Without the prior consent of the Hotel, it is not permitted to use the Hotel premises for commercial, promotional, political, or similar activities.
- 10.4. The use of drones inside or in the immediate vicinity of the Hotel is only possible with the prior written consent of the Hotel and in compliance with the relevant legal regulations.

Article 11

Minors

- 11.1. Parents, legal guardians or other persons exercising supervision over minors are responsible for them.
- 11.2. Minors must not be left unsupervised in areas where their health, life or property could be endangered.

11.3. The Hotel is not liable for harm arising from inadequate supervision of a minor.

Article 12

Pets

- 12.1. The accommodation of pets is possible only with the prior consent of the Hotel for a fee according to the current price list.
- 12.2. The guest is responsible for all damage or increased costs caused by the animal.
- 12.3. Animals must not be left unattended in the room or in the public areas of the Hotel.
- 12.4. Animals must not restrict other guests or Hotel staff by their behavior.
- 12.5. The entry and stay of pets in the Hotel is permitted only provided that the guest proves their harmless state of health (e.g., by a valid vaccination card). The movement of dogs in all public areas of the Hotel is permitted exclusively on a leash and with a protective muzzle fitted; other small animals must be kept in a closed transport carrier and their free movement outside the room is strictly prohibited.

Article 13

Restaurants and Bars

- 13.1. The Hotel operates restaurants, bars, and other catering facilities intended for Hotel guests and the public.
- 13.2. Current information on accepted payment methods is published in the respective establishments.
- 13.3. The consumption of own food and beverages may be restricted or prohibited in some catering operations.

Article 14

Parking

- 14.1. The Hotel operates parking areas intended for Hotel guests and visitors.
- 14.2. Parking is governed by a separate parking lot operating rules.
- 14.3. Guests are obliged to comply with traffic signs, the instructions of Hotel staff, and the rules of safe operation.
- 14.4. The Hotel is not responsible for items left in vehicles unless its responsibility arises from legal regulations.
- 14.5. The provision of a parking space does not constitute taking the vehicle into safekeeping unless expressly agreed otherwise.

Article 15

Liability for Items Brought In

- 15.1. The Hotel is responsible for things brought in by the guest to the extent stipulated by the legal regulations of the Czech Republic.
- 15.2. The guest is obliged to take reasonable measures to protect their brought-in items from damage, loss, or theft, in particular not leaving them unattended and utilizing the room safe or reception safekeeping for their storage, if available.
- 15.3. In the case of brought-in items of higher value (in particular cash, jewelry, electronics, or other valuables), guests are recommended to store them in the room safe or in safekeeping at the reception. The hotel's liability for brought-in items is governed by the relevant provisions of Section 2946 et seq. of the Civil Code.
- 15.4. The guest is obliged to report the loss, damage, or theft of an item without undue delay after discovering this fact.

- 15.5. The guest has the option to store valuables in safekeeping at the Hotel reception. The Hotel will issue a confirmation to the guest upon taking over the items into safekeeping. The Hotel is entitled to refuse to take over items of extraordinary value into safekeeping.

Article 16

Liability for Damage

- 16.1. The guest is responsible for damage caused to the property of the Hotel, the property of other guests, or third parties.
- 16.2. The Hotel is entitled to demand full compensation for the damage incurred, including the costs of restoring the damaged premises or equipment to their original condition, as well as related purposefully incurred costs (e.g., cleaning, repairs, room or equipment downtime). The Hotel is simultaneously entitled to adopt reasonable operational measures to protect its rights, including restricting or terminating the provision of services in justified cases.
- 16.3. The guest is also liable for damage caused by persons staying with them or whom they brought into the Hotel, to the same full extent as if they had caused the damage themselves.
- 16.4. In the event of room contamination beyond normal use (e.g., as a result of smoking, the presence of animals, biological contamination, etc.), the Hotel is entitled to charge the guest the costs of extraordinary deep cleaning according to the current price list.

Article 17

Smoking and Health Protection

- 17.1. Hotel Carol is a non-smoking hotel.
- 17.2. Smoking, the use of electronic cigarettes, and similar devices is permitted only in designated areas.
- 17.3. The guest is obliged to comply with legal regulations on health protection against the harmful effects of tobacco products.
- 17.4. In the event of a breach of the smoking ban, the Operator is entitled to charge the guest a contractual penalty of 200 EUR for each individual violation. This contractual penalty does not affect the Operator's right to full compensation for damages (in particular the costs of special cleaning, room deodorization, or lost profit due to the inability to rent the room to other guests). The Operator is entitled to collect this amount from the payment card provided by the guest at the time of reservation or check-in.

Article 18

Night Quiet Hours

- 18.1. Night quiet hours are established from 22:00 to 6:00.
- 18.2. Guests are obliged to respect the right of other guests to undisturbed rest.
- 18.3. Organizing parties or other activities disturbing the night quiet hours is not permitted without the consent of the Hotel.

Article 19

Group, Congress and MICE Stays

- 19.1. In the case of group reservations, conferences, congresses, corporate events, or other organized events, the conditions agreed upon in the contract between the organizer and the Hotel take precedence over the provisions of these Accommodation Rules.
- 19.2. The organizer is responsible for compliance with the agreed conditions by the participants of the event.

Article 20

Early Termination of Stay

- 20.1. The Hotel is entitled to terminate the guest's stay before the agreed departure date, in particular if the guest:
- a) seriously violates these Accommodation Rules,
 - b) endangers the safety of persons or property,
 - c) disturbs public order,
 - d) acts contrary to good morals.
- 20.2. In such a case, the guest is obliged to leave the Hotel without undue delay.
- 20.3. The termination of the stay pursuant to this article does not affect the Operator's right to payment for services already provided and to compensation for the damage incurred. The payment for the unutilized part of the stay belongs to the Operator only to the extent corresponding to the agreed cancellation conditions or demonstrably incurred damage.

Article 21

Entry into the Room

- 21.1. The Hotel is entitled to enter the room without the guest's consent to the necessary extent and for the following reasons:
- a) for reasons of ensuring personal safety, health protection, or property protection,
 - b) in the event of an accident, equipment failure, or suspicion of damage,
 - c) for the purpose of carrying out necessary maintenance, repairs, or technical interventions,
 - d) for the purpose of cleaning or checking the condition of the room, if operationally justified,
 - e) in the event of a reasonable suspicion of a breach of the accommodation rules or legal regulations.
- Entry into the room will be carried out only to the necessary extent and with regard to the guest's right to privacy. If circumstances permit, it will be carried out after prior notice to the guest and, as a rule, in their presence.

Article 22

Force Majeure and Complaints

- 22.1. The Hotel is not responsible for any restriction or impossibility of providing services caused by extraordinary, unpredictable, and insurmountable circumstances that arose independently of the Hotel's will, in particular natural disasters, epidemics, energy outages, interventions by public authorities, or other similar events.
- 22.2. The guest is obliged to claim any defects in the provided services without undue delay after discovering them, at the latest during the stay, at the Hotel reception. If the guest fails to claim the defects without undue delay, their claim may be limited or not granted for this reason, if immediate claim would have allowed for their remedy. The Hotel undertakes to assess and settle the claimed complaint without undue delay.
- 22.3. Details regarding the procedure for filing a complaint, deadlines for its settlement, and the guest's rights arising from defective performance are governed by the Hotel's Complaints Procedure, which is available at the Hotel reception and on the website <https://www.hotelcarol.cz/>

Article 23

Out-of-Court Resolution of Consumer Disputes

- 23.1. The guest has the right to an out-of-court settlement of a consumer dispute.

- 23.2. The competent entity for the out-of-court settlement of consumer disputes is the Czech Trade Inspection Authority (Česká obchodní inspekce), Central Inspectorate – ADR Department, Štěpánská 15, 120 00 Prague 2, adr@coi.cz, www.adr.coi.cz. Alternatively, the guest may use the platform established by the European Commission at <http://ec.europa.eu/consumers/odr/>.

Article 24

Final Provisions

- 24.1. These Accommodation Rules are valid and effective as of August 1, 2026.
- 24.2. These Accommodation Rules supersede all previous versions of the Accommodation Rules of Hotel Carol.
- 24.3. The current wording of the Accommodation Rules is available at the Hotel reception and on the Hotel's website <https://www.hotelcarol.cz/>

Za Hotel Carol

David Prchal
Hotel Director