



ACCOMMODATION RULES

1. THESE ACCOMMODATION RULES ARE BINDING FOR ALL GUESTS (HEREINAFTER REFERRED TO AS „GUESTS“ OR INDIVIDUALLY „GUEST“) USING ACCOMMODATION SERVICES AT THE CHATEAU DE FRONTIERE / HRANIČNÍ ZÁMEČEK RESORT, OPERATED BY THE ACCOMMODATION PROVIDER, HRANIČNÍ ZÁMEČEK A.S., WITH REGISTERED OFFICE AT ZAORALOVA 3045/1E, LÍŠEŇ, 628 00 BRNO, IČ: 06025161, REGISTERED IN THE COMMERCIAL REGISTER MAINTAINED BY THE REGIONAL COURT IN BRNO, SECTION B, FILE 7726, (HEREINAFTER REFERRED TO AS „HOTEL“ OR „ACCOMMODATOR“), AND FORMS AN INTEGRAL PART OF THE ACCOMMODATION CONTRACT OR SIMILAR CONTRACT (HEREINAFTER REFERRED TO AS THE „CONTRACT“) CONCLUDED BETWEEN THE GUEST AND THE HOTEL. PERSONS STAYING TOGETHER WITH A GUEST WHO HAS CONCLUDED A CONTRACT WITH THE ACCOMMODATION PROVIDER ARE ALSO CONSIDERED GUESTS.
2. THE HOTEL PROVIDES GUESTS WITH SERVICES ACCORDING TO THEIR CLASSIFICATION CORRESPONDING TO THE LEVEL OF THE HOTEL, UNDER THE CONDITIONS SET BY THE RELEVANT LEGAL REGULATIONS, IN PARTICULAR ACT NO. 89/2012 COLL., THE CIVIL CODE, AS AMENDED, AND THE CONTRACT.
3. THE GUEST'S ACCOMMODATION IS ALWAYS DEFINED DURING THE BINDING ACCOMMODATION RESERVATION, AND THE CORRESPONDING PRICE IS CHARGED TO THE GUEST FOR THIS TYPE OF ACCOMMODATION.
4. THE HOTEL IS AUTHORISED TO ACCOMMODATE ONLY GUESTS WHO PROPERLY REGISTER (I.E. CHECK IN AT THE HOTEL RECEPTION). UPON ARRIVAL, GUESTS ARE REQUIRED TO PRESENT A VALID IDENTITY DOCUMENT, SIGN A REGISTRATION CARD, AND (IF THEY HAVE NOT ALREADY MADE THE PAYMENT) ENSURE A GUARANTEE OF PAYMENT BY CASH ADVANCE OR PAYMENT CARD AUTHORISATION IN THE APPROPRIATE AMOUNT FOR THE ACCOMMODATION, SERVICES PROVIDED AND ANY EXPENDITURE ON ADDITIONAL SERVICES OR PRODUCTS NOT INCLUDED IN THE PRICE OF ACCOMMODATION. A GUEST UNDER THE AGE OF 18 IS ALSO REQUIRED TO PRESENT THE CONSENT OF THEIR LEGAL REPRESENTATIVE FOR ACCOMMODATION UPON REQUEST.
5. A GUEST - A FOREIGNER IS, IN THE SENSE OF ACT NO. NO. 326/1999 COLL., ON THE RESIDENCE OF FOREIGNERS IN THE TERRITORY OF THE CZECH REPUBLIC AND ON THE AMENDMENT OF CERTAIN LAWS, AS AMENDED, MUST SUBMIT A TRAVEL DOCUMENT, RESIDENCE PERMIT CARD, REGISTRATION CERTIFICATE, RESIDENCE CARD, PERMANENT RESIDENCE CARD OR PERMANENT RESIDENCE CARD UPON REQUEST STAY AND PERSONALLY FILL OUT AND SIGN THE APPLICATION FORM, OR SIGN A PAPER DOCUMENT CONTAINING DATA WITHIN THE SCOPE OF THE APPLICATION FORM ACCORDING TO § 97 OF THE SAME ACT. A GUEST - A FOREIGNER WHO REFUSES TO PRESENT PROOF OF IDENTITY AND OTHER DOCUMENTS MENTIONED IN THE PREVIOUS SENTENCE AND WHO REFUSES TO FILL IN AND/OR SIGN THE REGISTRATION FORM CANNOT BE ACCOMMODATED. THE OBLIGATION TO PERSONALLY FILL IN AND SIGN THE REGISTRATION FORM DOES NOT APPLY TO GUESTS - FOREIGNERS UNDER THE AGE OF 15.
6. IF THE GUEST DOES NOT PRESENT A VALID IDENTITY DOCUMENT (CITIZEN CARD, PASSPORT), THEY DO NOT HAVE TO BE ACCOMMODATED, WITHOUT THIS AFFECTING THEIR OTHER OBLIGATIONS TOWARDS THE ACCOMMODATION PROVIDER.
7. GUEST ACCOMMODATION ON THE DAY OF ARRIVAL IS POSSIBLE FROM 2:00 P.M. AT THE EARLIEST, BUT UNTIL 11:00 P.M. AT THE LATEST, UNLESS OTHERWISE AGREED IN ADVANCE. DURING THIS TIME, THE ROOM IS RESERVED FOR THE GUEST, UNLESS OTHERWISE DETERMINED BY A BINDING ORDER.
8. THE ACCOMMODATION PROVIDER IS NOT OBLIGED TO ACCOMMODATE GUESTS WITHOUT A PREVIOUSLY CONFIRMED RESERVATION AND GUESTS ARRIVING AFTER 11:00 P.M.
9. IF THE GUEST REQUESTS AN EXTENSION OF ACCOMMODATION, THE ACCOMMODATION PROVIDER IS ENTITLED - IF THEY CAN COMPLY WITH THE REQUEST - TO OFFER THEM A DIFFERENT ROOM THAN THE ONE IN WHICH THE GUEST WAS ORIGINALLY ACCOMMODATED.
10. UPON CHECK-IN, THE GUEST WILL RECEIVE AN ACCOMMODATION CARD INDICATING THE ROOM NUMBER AND A KEY (HOTEL CARD) TO THE ROOM. FROM THIS POINT ON, ONLY THIS GUEST(S) HAS ACCESS TO THE ROOM. THE ACCESS OF THE HOTEL STAFF TO THE RENTED ROOM IS LIMITED ONLY TO THE NECESSARY EXTENT IN ORDER TO FULFIL THE ACCOMMODATION CONDITIONS AGREED IN THE CONTRACT.

11. THE ACCOMMODATION PROVIDER IS RESPONSIBLE FOR DAMAGE CAUSED TO GUESTS' PROPERTY ACCORDING TO § 2946 ET SEQ. DISCIPL. NO. 89/2012 COLL., CIVIL CODE, AS AMENDED. GUESTS ARE OBLIGED TO STORE ALL VALUABLES IN THE HOTEL SAFE AT THE RECEPTION, OR IN THE SAFE IN THE ROOM, WHICH ARE SPACES RESERVED FOR STORING VALUABLES. JEWELS, MONEY, SECURITIES, WATCHES, MOBILE PHONES AND OTHER COMMUNICATION DEVICES, COMPUTERS, AUDIO-VISUAL AND OTHER TECHNOLOGY ARE CONSIDERED VALUABLE.
12. THE SOCIAL AREAS OF THE HOTEL ARE INTENDED FOR RECEIVING VISITORS. IN THE ACCOMMODATION AREA, VISITORS CAN ONLY BE ACCEPTED FROM 8:00 A.M. TO 10:00 P.M. WITH THE CONSENT OF THE RECEPTION STAFF. OUTSIDE OF THIS TIME, ONLY ACCOMMODATED GUESTS HAVE ACCESS TO THE ACCOMMODATION AREA.
13. IN THE EVENT OF ILLNESS OR INJURY OF THE GUEST, THE HOTEL WILL PROVIDE THE NECESSARY MEDICAL ASSISTANCE, OR TRANSPORT THE GUEST TO THE HOSPITAL. THE COSTS ASSOCIATED WITH THIS ARE COVERED BY THE GUEST. THE EXCEPTION IS THE SITUATION WHEN THE HOTEL IS RESPONSIBLE FOR THE ILLNESS OR INJURY OF THE GUEST.
14. SMOKING IS NOT ALLOWED IN ALL AREAS OF THE HOTEL, EXCEPT FOR THE DESIGNATED AREA. HOTEL GUESTS ARE NOT AUTHORISED TO MOVE ANY FURNITURE AND EQUIPMENT AND TO CARRY OUT ANY INTERVENTIONS IN THE ELECTRICAL NETWORK AND EQUIPMENT LOCATED IN THE ROOM OR IN THE COMMON AREAS OF THE HOTEL. FOR SAFETY REASONS, GUESTS MAY ONLY USE THOSE ELECTRICAL APPLIANCES THAT ARE USED FOR THEIR PERSONAL HYGIENE (HAIR DRYERS, SHAVERS, MASSAGERS, ETC.) AS WELL AS LAPTOPS, TABLETS AND SIMILAR ELECTRICAL APPLIANCES. IT IS ASSUMED THAT THESE DEVICES HAVE NO TECHNICAL DEFECTS AND BEAR THE CE MARK. THE GUEST MAY ONLY USE OR CHARGE THESE ELECTRICAL DEVICES IN THE PRESENCE OF THE GUEST. THE GUEST IS REQUIRED TO UNPLUG ALL SUCH DEVICES IMMEDIATELY UPON CESSATION OF ACTIVE USE OR CHARGING OF SUCH DEVICES. IT IS STRICTLY FORBIDDEN TO USE YOUR OWN ELECTRICAL DEVICES THAT ARE A SOURCE OF HEAT, SUCH AS KETTLES, STOVES OR DIRECT HEATING HOBS. A GUEST USING THEIR OWN ELECTRICAL APPLIANCES AND OTHER ELECTRICAL DEVICES IN THE HOTEL IS RESPONSIBLE FOR THE DAMAGE CAUSED BY THEM.
15. ALL EQUIPMENT AND FACILITIES OF THE ROOM MAY ONLY BE USED BY THE ACCOMMODATED GUEST FOR THE DESIGNATED PURPOSE. THE GUEST IS OBLIGED TO HANDLE ELECTRICAL DEVICES IN THE ROOM ONLY IN SUCH A WAY THAT THERE IS NO HARM TO THE HEALTH OF THE GUEST.
16. GUESTS ARE ENTITLED TO USE FREE WIRELESS INTERNET CONNECTION VIA WIFI IN ALL AREAS OF THE CHATEAU DE FRONTIERE / HRANIČNÍ ZÁMEČEK RESORT.
17. THE GUEST MAY NOT BRING WEAPONS, AMMUNITION, EXPLOSIVES, NARCOTIC AND PSYCHOTROPIC SUBSTANCES OR POISONS INTO THE HOTEL (WITH THE EXCEPTION OF MEDICINES INTENDED FOR THE GUEST'S PERSONAL CONSUMPTION), OR MANUFACTURE SUCH SUBSTANCES IN THE HOTEL. IT IS FORBIDDEN TO HANDLE OPEN FLAMES, CANDLES AND PYROTECHNICS IN THE HOTEL AREA.
18. FOR SAFETY REASONS, CHILDREN UNDER THE AGE OF TEN, AS WELL AS DOGS, CATS AND OTHER ANIMALS, MUST NOT BE LEFT IN THE ROOM OR IN OTHER SOCIAL OR COMMON AREAS OF THE CHATEAU DE FRONTIERE / HRANIČNÍ ZÁMEČEK RESORT WITHOUT THE SUPERVISION OF AN ADULT. ANY DAMAGE CAUSED BY CHILDREN OR ANIMALS IN THE HOTEL IS THE FULL RESPONSIBILITY OF THEIR LEGAL REPRESENTATIVE OR PERSONS SUPERVISING THEM DURING THEIR STAY.
19. THE HOTEL POOL IS UNSUPERVISED, GUESTS ARE RESPONSIBLE FOR THEIR OWN SAFETY AND THE SAFETY OF THEIR CHILDREN.
20. DOGS AND OTHER DOMESTIC ANIMALS MAY ONLY BE ACCOMMODATED IN THE HOTEL WITH THE PRIOR CONSENT OF THE ACCOMMODATION PROVIDER, PROVIDED THAT THE OWNER PROVES THAT THEY ARE IN GOOD HEALTH AND PROVIDED THAT THE OWNER AGREES AND RESPECTS THE HOTEL'S RULES FOR STAYING WITH PETS, WHICH THEY RECEIVE IN WRITING. THE PRICE FOR THE ANIMAL'S STAY IS CHARGED ACCORDING TO THE VALID PRICE LIST.
21. FROM 10:00 P.M. TO 7:00 A.M., GUESTS ARE REQUIRED TO OBSERVE A NIGHTLY SILENCE. THE GUEST IS OBLIGED TO BEHAVE IN SUCH A WAY THAT THE FREEDOM, LIFE, HEALTH OR PROPERTY OF OTHER PERSONS ARE NOT UNJUSTIFIABLY DAMAGED, TO OBSERVE THE RULES OF DECENT BEHAVIOUR, NOT TO DISTURB OTHER GUESTS WITH THEIR BEHAVIOUR AND NOT TO DAMAGE THE HOTEL'S FACILITIES AND EQUIPMENT.
22. THE GUEST IS FULLY RESPONSIBLE FOR DAMAGES CAUSED TO THE ACCOMMODATION PROVIDER'S PROPERTY IN ACCORDANCE WITH APPLICABLE LEGAL REGULATIONS. THE GUEST IS OBLIGED TO NOTIFY THE ACCOMMODATION PROVIDER IMMEDIATELY OF ANY DAMAGE CAUSED BY THE GUEST OR A PERSON STAYING WITH THEM TO THE ACCOMMODATION PROVIDER'S PROPERTY.

23. IF THE ACCOMMODATED PERSON UNDER THE INFLUENCE OF ALCOHOL OR NARCOTICS DOES NOT PROVIDE A GUARANTEE OF COMPLIANCE WITH THE ACCOMMODATION REGULATIONS, THEY MAY BE DENIED ENTRY TO THE HOTEL. REPETITION OF THIS SITUATION WILL BE GROUNDS FOR TERMINATION OF SUCH PERSON'S ACCOMMODATION.
24. THE GUEST USES THE ROOM FOR THE AGREED PERIOD OF STAY. UNLESS OTHERWISE AGREED AND APPROVED BY THE HOTEL IN ADVANCE, THE GUEST MUST CHECK OUT NO LATER THAN 10:30 A.M. (NOON IN THE CASE OF A SUPERIOR ROOM) ON THE LAST DAY OF THE STAY AND MUST VACATE THE ROOM BY THIS TIME. IF THEY DO NOT DO SO, THE HOTEL IS ENTITLED TO CHARGE THE GUEST FOR THE NEXT DAY'S STAY, OR AT LEAST PART OF IT.
25. GUESTS ARE REQUIRED TO CLOSE WINDOWS, TURN OFF LIGHTS, TURN OFF ELECTRICAL APPLIANCES, TURN OFF WATER TAPS AND CLOSE DOORS WHEN LEAVING THE ROOM. WHEN CHECKING OUT FROM THE HOTEL, THEY MUST HAND IN THEIR ROOM CARDS TO THE RECEPTION.
26. GUESTS PAY FOR ACCOMMODATION AND SERVICES AT THE END OF THEIR STAY ACCORDING TO THE VALID PRICE LIST. IN CASE OF A LONGER STAY, THE GUEST IS OBLIGED TO PAY THEIR BILL AT LEAST ONCE A WEEK. BEFORE LEAVING THE HOTEL, IT IS THE DUTY OF EACH GUEST TO PROPERLY CHECK OUT AND SETTLE THEIR ACCOUNT.
27. IN CASE OF LOSS OF THE ROOM CARD, THE GUEST IS OBLIGED TO IMMEDIATELY REPORT THE LOSS TO THE RECEPTION. IF THEY DO NOT DO SO, THE HOTEL IS NOT RESPONSIBLE FOR ANY DAMAGE CAUSED DUE TO THE LOSS OF THE CARD.
28. IN EXCEPTIONAL CASES, THE HOTEL IS ENTITLED TO OFFER THE GUEST ACCOMMODATION OTHER THAN THE ONE ORDERED. HOWEVER, THIS ACCOMMODATION MUST NOT DIFFER SIGNIFICANTLY FROM THE ONE ORIGINALLY CONFIRMED.
29. INFORMATION ON THE PRICES OF HOTEL SERVICES IS AVAILABLE AT THE RECEPTION AND ON THE HOTEL'S WEBSITE.
30. THE GUEST IS OBLIGED TO FAMILIARISE THEMSELVES WITH THE SAFETY RULES AND THE EVACUATION PLAN IN CASE OF FIRE OR OTHER DANGER. THIS PLAN IS POSTED IN EVERY HOTEL ROOM AND IN THE HOTEL CORRIDORS.
31. THE ACCOMMODATION PROVIDER CAN PROVIDE THE GUEST WITH MEDICINE FROM THE FIRST AID KIT. THE GUEST BEARS THE RISK ASSOCIATED WITH THE USE OF SUCH PHARMACEUTICALS, AS WELL AS ANY CONTRAINDICATIONS.
32. THE HOTEL MANAGEMENT WELCOMES ANY SUGGESTIONS FOR IMPROVING THE LEVEL OF SERVICE AND AT THE SAME TIME IS GRATEFUL FOR ANY KIND OF FEEDBACK.
33. GUESTS ARE OBLIGED TO FAMILIARISE THEMSELVES WITH THESE ACCOMMODATION REGULATIONS AND COMPLY WITH THEIR PROVISIONS. IN THE EVENT THAT THE GUEST VIOLATES THEIR OBLIGATIONS SET OUT IN THESE ACCOMMODATION REGULATIONS, THE ACCOMMODATION PROVIDER HAS THE RIGHT TO TERMINATE THE CONTRACT WITHOUT NOTICE, EFFECTIVE AT THE MOMENT OF ITS NOTIFICATION OR DELIVERY TO THE GUEST. IN SUCH A CASE, THE GUEST IS OBLIGED TO PAY THE PRICE OF ALREADY PROVIDED SERVICES/GOODS AND LEAVE THE HOTEL IMMEDIATELY.
34. IF THE GUEST HAS DESIRED WISHES OR ANY COMPLAINTS DURING THEIR STAY, THEY CAN APPROACH THE RELEVANT HOTEL STAFF, WHO WILL MAKE THE BEST EFFORT TO ACCOMMODATE THEM.
35. THESE ACCOMMODATION RULES ENTER INTO FORCE ON 1ST OCTOBER 2024.