

## ACCOMMODATION RULES

**Address:** Penzion Start Ostrava, Slavíkova 6055/14, 708 00 Ostrava – Poruba



**Accommodation Provider:** Stars Company s.r.o.  
Pustkovecká 18/13, 708 00 Ostrava – Pustkovec  
IČO: 02662086, DIČ: CZ02662086  
(Hereinafter also the “Hotel” or “Accommodation Provider”)

1. Guests are accommodated in the Hotel based on an accommodation agreement concluded in accordance with the provisions of Section 2326 et seq. of Act No. 89/2012 Coll., the Civil Code, as amended, under which the Hotel provides an accommodated person with temporary accommodation for an agreed period or for the period derived from the purpose of accommodation in a facility designated for this purpose, and the accommodated person (hereinafter also the “Guest”) undertakes to pay the Accommodation Provider for the accommodation and related services the respective remuneration within the period stipulated in these Accommodation Rules (hereinafter also the “Agreement”).
2. The Agreement is always concluded in writing. To comply with the form, a written confirmation of the order or reservation is sufficient.
3. The rights and obligations of the parties to the Agreement that are not expressly governed by the Agreement are governed by these Accommodation Rules and the Accommodation Provider’s service pricelist. If there is a discrepancy between the Agreement and these Accommodation Rules and/or the Accommodation Provider’s pricelist, the Agreement prevails.
4. If a guest fails to comply with the obligations arising from the Agreement and the Accommodation Rules and/or the Accommodation Provider’s pricelist enclosed to it or if they otherwise violate the good manners expected in the Hotel (hereinafter the “Misconduct”), the Accommodation Provider is entitled to terminate the Agreement before its expiration, even without a notice period, if the guest was notified about their Misconduct by the Hotel in accordance with the provisions of Section 2331 of the Civil Code.
5. The Guest is obliged to book the accommodation with the Accommodation Provider in writing or by phone and then confirm it in writing to the Accommodation Provider. Written reservation or confirmation of a phone reservation as above refers to an order placed via the reservation form emailed to the Accommodation Provider at [recepce@penzion-startostrava.cz](mailto:recepce@penzion-startostrava.cz) or mailed to the address of the Hotel and/or facility specified in the heading of these Accommodation Rules.
6. The Guest is entitled to withdraw from the Agreement prior to commencing the accommodation without stating the reason. The Guest is obliged to submit a written agreement withdrawal notification to the Accommodation Provider. In this case, the Accommodation Provider is entitled to charge the Guest a cancellation fee calculated from the deposit amount, whereas the cancellation fee will be determined as follows:

When the Accommodation Provider receives the withdrawal notice (in calendar days)	Cancellation fee rate (in %)
Cancellation in day of the accommodation	commencement 100% of the total accommodation price

In the event that the Guest does not arrive to utilise the accommodation within 24 hours after the arranged accommodation commencement, the Accommodation Provider is entitled to withdraw from the Agreement and, at the same time, charge the Guest a cancellation fee of 100% of the deposit amount. This does not apply if the Guest notified the Accommodation Provider about their delayed arrival in advance by phone or in writing; however, no later than 1 day before the scheduled arrival.

7. The Guest will report to the Hotel’s receptionist. At the reception desk, the Guest will present their ID, passport, or another proof of identity (e.g. a residence permit), based on which the receptionist will verify the Guest’s identity.
8. Unless otherwise agreed, **guest accommodation starts at 2 p.m.**
9. Once the stay is over and the accommodation price is paid in full, the Accommodation Provider will issue a tax document confirming the payment of the full price.
10. The receptionist will request that the Guest familiarise themselves with the Accommodation Rules no later than on the day of the Guest’s arrival.
11. The number of persons accommodated in the room corresponds with the number of registered persons. The Guest is obliged to report their exact number during check-in.

12. The accommodation duration is defined no later than during the Guest's check-in and recorded to the accommodation book. The accommodation duration may only be extended with the consent of the Accommodation Provider, and the extension must be recorded in the accommodation book.
13. The Guest has the right to use the room reserved for their accommodation, as well as the hotel common areas, and utilise the services associated with the accommodation. During the check-in, the Guest will receive a room key (hereinafter together the "Keys"). The Guest is obliged to prevent the Keys' loss, destruction, or damage, as well as to prevent access to them by third persons who are not direct participants in the Agreement concluded between the Guest and the Accommodation Provider.
- 14. The Guest is obliged to move out of their room by 10 p.m.**
15. Unless otherwise agreed, the Guest will close the room's door and leave the key at the Hotel's reception desk.
16. The Guest is obliged to:
  - Familiarise themselves with the Accommodation Rules and comply with them;
  - Pay the accommodation price per the effective pricelist;
  - Use the room properly, maintain cleanliness and order in all the accommodation designated facilities;
  - Keep the accommodation facilities clean;
  - Protect accommodation facility equipment and accessories from damage;
  - Immediately report any damage caused by the Guest or person(s) accommodated with the Guest in the Hotel;
  - Not to disturb other persons with excessive noise between 10 p.m. and 6 a.m.;
  - When leaving the room, close the water taps, turn off the lights and electrical appliances that are not used when the Guest is not present in the room, and close the windows.
17. Without the Accommodation Provider's consent, the Guest is not allowed to:
  - Carry out substantial changes on the premises (move the furniture, equipment, etc.);
  - Remove any equipment or accessories from the premises;
  - Use own appliances on the premises, except for small appliances used by the Guest for personal hygiene and office work;
  - Sub-let the room to another person;
  - Provide the address of the Hotel and its accommodation facility as the place of their business;
  - Bring pets to the Hotel (unless otherwise agreed);
18. On the premises, the Guest must not:
  - Carry a weapon, ammunition, explosives, or keep such items in a state that would enable their immediate use;
  - Keep, manufacture, or receive narcotic or psychotropic substances or drugs, unless these are pharmaceuticals prescribed to the Guest by a physician;
  - Smoke, not even from an open window;
  - Use an open flame.
19. It is forbidden to keep valuables and cash in an abandoned room
20. Upon the Guest's request, the Accommodation Provider will take their money, jewellery, or other valuables for safekeeping. The Hotel has the right to refuse such safekeeping if the items are dangerous or if their value or size is disproportionate to the accommodation facility. The Accommodation Provider requests that valuables are handed over in a closed or sealed box.
21. A request for reimbursement of loss incurred in relation to the Guest's belongings can only be submitted within 15 days from discovery of the loss. Losses caused by the Guest or a person accompanying them will not be reimbursed.
22. If the Guest's belongings are found in the room after their check-out and the accommodation price has not been paid, the Accommodation Provider will remove the Guest's belongings from the room to safe place to prevent their damage. Once the amount owed is paid, the Accommodation Provider will release the stored items to the Guest.
23. The Guest is obliged to familiarise themselves with the safety regulations and evacuation plan in the case of fire. This plan is available in every room and at the reception desk.
24. Guest acts in a manner not to cause any unreasonable detriment to another person's freedom, life, health, or belongings. Should the Guest cause damage to the Accommodation Provider's assets by their actions, such damage will be covered by the Guest
25. The Hotel processes personal data in accordance with Regulation (EU) No. 2016/679 of the European Parliament and Council of 27 April 2016, the General Personal Data Protection Regulation, and other generally binding legal regulations.

These Accommodation Rules came into force and effect on 1 January 2021.