

# ACCOMMODATION RULES

1. These accommodation rules are valid for all hotel premises operated by the company ISMM Restaurants & Hotels s.r.o., company ID number 03776859, having its registered office at Zauličí 410, 742 66 Štramberk, listed in the Commercial Register maintained by the Regional Court in Ostrava, Section C, Insert No. 61202 (hereinafter “accommodation provider”), i.e. for Hotel Gong (hereinafter all premises referred to as “Hotel”).
2. The accommodation provider provides accommodation and other related services to the accommodated guests within the scope and terms specified in the accommodation contract and under the conditions agreed in the contract and contained in these Accommodation rules. In the event of a conflict between the Accommodation rules and the accommodation contract, the provisions contained in the contract shall prevail.
3. The accommodation provider can only accommodate a guest who presents his/her ID card, passport or other valid identity document at the Hotel reception immediately upon arrival and, in the case of a foreign national, also completes and signs the accommodation card.
4. The accommodation provider is entitled to refuse to accommodate a guest, who is visibly under the influence of alcohol, narcotics, or other dangerous substances.
5. In special cases, the accommodation provider may offer the guest accommodation other than the agreed accommodation, but only at the agreed (or higher) level of service provided. Rooms of the type Lowcost, Business Extra and Wellness Apartments are without the possibility of an extra bed.
6. If a guest requests an extension, the accommodation provider may offer him/her a room other than the one he/she has been staying in.
7. Unless stated otherwise in the contract the accommodation provider is obliged to accept the guest for accommodation (check in) at the earliest of 2.30 p.m. and at the latest of 8.00 p.m. on the first day of accommodation. If the guest does not arrive at the accommodation by 8.00 p.m. at the latest on the first day of accommodation and does not request to keep the room reservation at least by phone within this period, the accommodation provider is not obliged to honour the reservation of the room and is entitled to use the room as required.
8. Guests who check in before 6.00 a.m. are also obliged pay the accommodation price for the previous night. Guests who request check in before 2.30 p.m. and whose room could not be used the previous night for this reason will be charged for the previous night.
9. Guests are obliged to ensure the safety of their possessions. Cash, securities, jewellery and other similar valuables can be placed in the hotel’s safe at the guest’s request.

The accommodation provider is not obliged to take custody of items from the guest that are disproportionate in size or value for the accommodation provider or that are not placed in a sealed or otherwise suitably secured package. The accommodation provider does not take responsibility for belongings of guests which are left in the communal areas, corridors or reception area.

10. Receiving visitors in the Hotel premises is possible only after reporting such a visitor to the Hotel reception.
11. Guests are entitled to use the hotel car park, for which the accommodation provider will issue a parking card upon request against a deposit of CZK 200. The card serves to open the gates at the car park entry/exit. The guest is obliged to return the parking card when checking out. In the case of non-return, damage or loss of the parking card, the accommodation provider is entitled to withhold the deposit in the full amount of CZK 200.
12. The guest is entitled to use the room in which he/she is accommodated as well as the communal areas of the Hotel for the entire period of accommodation agreed in the contract. Unless agreed otherwise in advance, the guest must check out by 10.00 a.m., at the latest on the last day of accommodation, at the same time the room effectively becomes vacant. If the guest does not vacate the room on time, the accommodation provider is entitled to charge the guest for an extra day of accommodation, or subsequent days depending on when the room is vacated.
13. The guest shall not move any equipment or furniture or make any alterations or interference with the electrical or other installations of the Hotel in the rooms or communal areas of the Hotel without the prior written consent of the accommodation provider.
14. Guests may not bring sports equipment or objects for which storage is reserved elsewhere in the Hotel, or dangerous objects, in particular weapons, explosives, narcotics or other dangerous chemicals, except for medicines intended for the guest's use, into the rooms without the prior written consent of the accommodation provider.
15. Guests are not allowed to use their own electrical appliances in the Hotel, particularly in the accommodation areas, with the exception of electrical appliances used for personal hygiene purposes of the guest (shavers, massage devices, hair dryers, electric toothbrushes, etc.), chargers for mobile phones, laptops, tablets, cameras and similar devices; provided that these appliances do not have any technical defects and meet all approvals and standards according to Czech and EU legislation.
16. Facilities of the Wellness Apartment (infra-sauna and whirlpool) can be used only by guests accommodated in that apartment.
17. With the exception of outside areas smoking is banned on all Hotel premises. In the event of a breach of this ban the guest is obliged to pay a contractual penalty in the amount of CZK 2,000.

18. When leaving the room, the guest is obliged to turn off all taps, lights and accessories, and close the windows and doors. When checking out of the Hotel, the guest is also obliged at this time to hand over the room key and, if applicable, the safe key at the hotel reception. In the event of non-return, damage or loss of the room or safe key, the accommodation provider is entitled to charge a fee of CZK 500.00 for the costs associated with the production of a replacement key.
19. The guest acknowledges that for safety reasons it is not advisable to leave children under 10 years of age alone without adult supervision in the room or any other areas of the Hotel. Children's legal guardians, or persons who are tasked with supervising them, are responsible for any damage caused by unsupervised children.
20. Dogs weighing up to 5 kg may be accommodated together with the guest, provided the guest proves that the dog is in good health. Dogs must not be left unattended in rooms or any other areas of the Hotel. In room types Business Extra, Wellness Apartment and President's Apartment it is not possible for dogs to be accommodated. Guests are obliged to pay a fee for accommodating dogs according to the price list. If a guest arrives with a dog weighing more than 5 kg, the hotel reserves the right to charge an extra fee of CZK 500 per night.
21. Between the hours of 10.00 p.m. and 7.00 a.m. guests are obliged to observe night quiet.
22. Unless otherwise agreed in the contract, the guest is obliged to pay the fees for accommodation and other services provided in accordance with the valid price list of the Hotel, usually upon arrival. In case of extension of accommodation, the guest is obliged to pay the price of accommodation and services for the period for which the accommodation is extended at the time of extension of accommodation, unless otherwise agreed.
23. The current and valid price list for accommodation and related services is available to view at the Hotel reception or on the website [www.hotel-gong.cz](http://www.hotel-gong.cz).
24. The guest is obliged to comply with the provisions of the Accommodation rules and the contract for accommodation and other services. In the event of a gross breach of obligations under the accommodation contract by the guest, the accommodation provider has the right to terminate the contract without notice and without providing any financial or non-financial compensation to the guest.
25. These Accommodation rules include the following information for consumers provided in accordance with the provisions of Sections 1811 and 1820 of Act No. 89/2012 Coll., of the Civil Code, as amended and in effect (hereinafter referred to as the "Civil Code"):
  - a. Identity and contact details of the accommodation provider: ISMM Restaurants & Hotels s.r.o., company ID number 03776859, having its registered office at Zauličí 410, 742 66 Štramberk, listed in the Commercial Register maintained by the Regional Court in Ostrava, Section C, Insert No. 61202, address for delivery of electronic mail: [info@hotel-gong.cz](mailto:info@hotel-gong.cz), telephone number: +420 773 029 388;

- b. The main subjects of the accommodation provider's business: provision of accommodation services; hospitality activities; massage, conditioning and recovery services;
- c. service designation: the accommodation provider provides accommodation and other services related to the accommodation for the accommodated guests, based on the terms and conditions agreed in the specific accommodation contract;
- d. the price of the services provided: the price for the services provided is negotiated directly in the specific accommodation contract and, if not so negotiated, corresponds to the price set out in the price list published separately for the Hotel referred to in point 1 of these accommodation rules and available to view on [www.hotel-gong.cz](http://www.hotel-gong.cz) as well as at the Hotel reception. All additional taxes and fees are included in the listed prices;
- e. method of payment and method of performance: the guest shall provide all payments agreed in the accommodation contract in cash or non-cash (bank transfer) to the bank account of the accommodation provider, the number and variable symbol of which shall be communicated to the guest by the accommodation provider; the ordered services shall be provided to the guest within the time period and in the manner specified in the accommodation contract;
- f. the cost of the means of distance communication: the cost of the means of distance communication is determined by the entities providing the means of distance communication services and does not differ from the basic rate;
- g. information on the existence, method and conditions of out-of-court settlement of consumer complaints, including whether it is possible to contact the supervisory authority: the guest has the right to submit a proposal for out-of-court dispute resolution to the designated entity for out-of-court resolution of consumer disputes, which is the Czech Trade Inspection Authority, Central Inspection Department ADR, Štěpánská 15, 120 00 Praha 2, email: [adr@coi.cz](mailto:adr@coi.cz). The Czech Trade Inspection Authority is a supervisory authority exercising supervision over consumer protection pursuant to Act No. 64/1986 Coll., on the Czech Trade Inspection Authority, as amended, and other legal regulations. The website of the Czech Trade Inspection Authority is found here [www.coi.cz](http://www.coi.cz).
- h. in accordance with the provisions of Section 1837 (j) of the Civil Code, accommodated guests as consumers do not have the right to withdraw from the accommodation contract if the accommodation provider delivers performance within the specified period;
- i. designated Member State or Member States of the European Union whose laws will govern the relationship between the guest and the accommodation provider based on the accommodation contract: The Czech Republic
- j. indication of the language in which the accommodated guest will communicate with the accommodation provider for the duration of the accommodation contract and in which the accommodation provider will provide the accommodated guests with contractual conditions and other information: Czech language.

26. These Accommodation rules are valid from 4 September 2023.