

Accommodation Rules

Spa Resort Lednice

1. The hotel can accommodate only a guest who has been properly registered. For this purpose, the guest will fill in the hotel's accommodation form according to his / her identity card (passport, ID card or other valid identity document) and submit both to the receptionist. Personal information provided by the hotel guest is a subject of legal protection. The hotel will immediately issue an accommodation card with the name of the hotel, the guest's name, the room number, the type of stay and the time for the room to be vacated on the last day of the stay.
2. When a guest arrives at the hotel repeatedly, the guest is required to show a valid hotel (accommodation) card.
3. Based on the booked accommodation, the hotel is obliged to accommodate the guest no later than 17:00 – the room is reserved until this time, unless otherwise specified by the booking.
4. If the guest wishes to extend the accommodation, the hotel may offer him a room other than that in which he was originally accommodated.
5. The hotel is responsible for damages to possessions brought to the hotel by a guest and also to deposited possessions if they have been deposited in a place designated for that purpose or where they are usually deposited. The damage on possessions is paid up to the amount equaling to one hundred times the price of accommodation per day. In accordance with Section 2947 of the Civil Code, the obligation to compensate for damage does not apply to vehicles and things left in the vehicle. To apply the right for compensation for deposited possessions, Section 2945 - 2949 of the Civil Code applies.
6. The hotel public areas are available for reception of visitors. Guests can only receive visits in their rooms with the permission of a hotel reception staff member from 08:00 to 22:00.
7. In the event of illness or injury to a guest, the hotel will arrange for medical assistance or transportation to the hospital.
8. The guest is using the room for the period he / she has agreed with the hotel. If the accommodation is not arranged in advance, the guest will check out no later than at 11:00 on the last day. If the guest fails to do so, the hotel may charge him / her an extra day.
9. A guest is prohibited from any modifications to hotel rooms or public areas or any interventions in the electrical network or other installations without the permission of the hotel management.
10. In the hotel and especially in the rooms a guest is not allowed to use his / her own electrical appliances, this regulation does not apply to electric appliances used for the personal hygiene (shaving or massages, hair dryers etc.)
11. When leaving the room, a guest is obliged to turn off water and lighting accessories, close the windows and the door of the room.
12. For safety reasons, it is not appropriate to keep children under 10 years of age without supervision of adults in the room and public areas of the hotel.

13. A guest is not allowed to take sports equipment and other valuable items to the room when there is a designated place for safekeeping.
14. Pets are not allowed.
15. There is a strict smoking ban throughout the hotel. The reserved smoking area is located in front of the hotel.
16. From 22:00 until 07:00, noise must not be audible.
17. A guest is responsible for damage caused to the hotel's property according to the applicable regulations.
18. A guest is obliged to pay the prices in accordance with the valid price list for accommodation and provided services. The pricelist is available at the reception of the hotel.
19. Complaints and suggestions to improve the hotel's services are accepted by the hotel management.
20. A guest is obliged to comply with the above regulations. In the event of a failure to comply with the regulations the hotel management is entitled to withdraw prematurely from the accommodation agreement.
21. In case of fire keep calm and report the situation immediately to the reception. They will announce the alarm. Please follow evacuation procedures and emergency escape route assignments.