



MAXIMUS

HOTEL RESTAURANT CONGRESS EVENT WELLNESS & SPA WEDDINGS SPORT

HOTEL ACCOMMODATION RULES

Maximus Resort, a. s., Hrázní 327/4a, 635 00 Brno, ID 26965437, Tax ID:CZ26965437

1. Hotel provides services in accordance with its classification level.
2. Hotel is only authorized to accommodate a guest who is duly registered and has a valid reservation. The guest is required at check-in to present a valid identity card or in case of a foreigner a travel document in accordance with the Act on Residence of foreigners in the Czech Republic, as well as fill in and sign the "Guest check-in" registration form and provide a guarantee prepayment by cash or credit card in the appropriate amount for accommodation and provided services. The registration at the reception also applies to a minor child.
3. With proper signing is the guest entitled to temporary accommodation for the agreed period.
4. Then the guest will be issued a smart card for the hotel room. In case of a loss of the key (card), the guests are obliged to report the loss immediately at the reception. In case they fail to do so, the hotel is not liable for damages related to the loss of the key (card). For lost or destroyed key smart card the hotel charges a guest a fee in the amount of CZK 100.
5. On the basis of an confirmed order and a prepaid amount for the accommodation, including VAT, the hotel is obliged to accommodate a guest from 14.00 hours to 10.00 hours of the following day or the day of the departure in case of a guaranteed reservation. During this time is the room reserved for the guest, unless otherwise specified in the order. Any early check-in before 14.00 hours must be agreed in advance at the time of booking of the room. That includes waiting for an approval and eventual pricing of this exceptional hotel service.
6. Cancellation of a standard confirmed reservation. In case of cancellation of the guaranteed reservation three days before the planned arrival of the guest the hotel charges 100% of the total price of the accommodation and all booked hotel services. In the case of non-guaranteed reservation is the accommodation reserved for the guest only until 18.00 h on the day of scheduled arrival.

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Maximus Resort, a.s.
Hrázní 4a, 635 00 Brno
Czech Republic
Phone
+420 546 221 035
Fax
+420 546 215 817

Mobile
+420 774 750 002
E-mail
recepce@maximus-resort.cz
www.maximus-resort.cz
www.facebook.com/maximus.resort

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269 65 437
VAT No.
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7. Cancellation of confirmed gift certificate reservation. Cancellation without charge is possible only until the day before arrival. In case the guest cancels the reservation on the day of the scheduled arrival, the hotel charges 100% of the total price and all booked hotel services that are part of the gift certificate. Subsequently the gift certificate expires.

8. The hotel is not obliged to accommodate guests without prior confirmed guaranteed reservation and a valid prepayment.

9. If a guest can not produce a valid identity document (identity card, passport), the hotel is entitled to refuse guest accommodations with regard to the law on local fees for Czech citizens and to Act 314/2015 Coll. (314/2015 Sb.) for foreign clients.

10. Accommodation is allowed only to persons who are not infected with contagious diseases and they do not seem to be under the influence of alcohol and/or drugs.

11. Hotel reserves the right, in exceptional cases to offer the guest other than the agreed accommodation if it does not significantly differ from the confirmed order.

12. If the guest wants to extend the accommodation over the before agreed period and the hotel has a spare capacity the period of accommodation can be extended. But in such case the hotel can offer the guest a different room than the one in which they were originally accommodated.

13. For accommodation and other reserved services is the guest obliged to pay in advance in accordance with the valid price list at the reception during the check-in as per the presented bill, respectively an invoice including in the prepayment bills provided by the guest. For stays longer than seven days, the guest is obliged to pay for the entire stay at the latest on the seventh day of their stay, if it was not agreed otherwise.

14. The accommodation and the service acquired during their stay are guaranteed by the guests credit card in a pre-authorization form, or by a deposit at the reception desk in the amount of the total price of the accommodation as a guarantee for the services and other expenses. In the case of exceeding the guaranteed balance on the account, the hotel requires the hotel guest to cover the increase.



15. The accommodation expires on the date agreed with the guest, the date on which the guest checks out. For a smooth check-out is needed that the guest vacates the room, returns the smart card at the reception and pays the bill till 10.00 h. If they do not, unless otherwise agreed, the hotel is entitled to charge them a fee for a late departure or even accommodation for another night. The hotel is also entitled to charge the guest an accommodation for the entire previous night, in the case when they arrive before 6 o'clock in the morning.

16. During the check-out, the guests are obliged to report all consumption from the minibar. If the guest tries to hide the consumption, they will be sent an invoice for a supplementary payment or the payment will be subtracted from their credit card.

17. During the registration or at the end of the stay, the guest is obliged to pay at the reception following fees that are not included in the price of the accommodation and the price of the packages: City tax of 15 CZK / 0.60 € per person per night, Village fee of 4 CZK / 0.15 € per person per night.

18. Immediately after arrival into the reserved accommodation spaces the guest is obliged to check the completeness of the equipment and its status as per the list of equipment and immediately report any missing or damaged equipment at the reception. In case they discover any damage to the equipment later during the period of their accommodation they are also obliged to report it at the hotel reception.

19. The guest is entitled to use the hotel equipment according to the provided instruction manuals and only for the purposes for which they were intended.

20. The guest is not allowed without the consent of the hotel management to carry out any substantial changes in the reserved accommodation spaces, i.e. to move furnishings and implement any changes to the electrical network or other installations.

21. In the hotel premises the guests are not allowed to use their own electrical appliances. This regulation does not apply to electrical appliances for personal hygiene (shaver, massager, hair dryers, etc.) and appliances with low power consumption serving personal needs (laptops, chargers for cameras, mobile phones, etc.).



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22. The guest carries the responsibility for any damage to the hotel amenities, unless they prove they did not caused it, and they are obliged to immediately pay for the damage. This entitlement of the hotel applies also to the damage that is detected after guest's departure.

23. For receiving visitors there are available meeting facilities. In the accommodation section the guest can receive visitors only from 8.00 to 22.00 with the consent of the receptionist. Outside this time is the access to the accommodation section restricted only to the hotel guests and the hotel staff.

24. The guest is allowed bring pets or other animals into the hotel premises only with the knowledge of the hotel reception and only if their owner can prove their good health. The price for the stay of the animal will be charged according to the valid price list. Every dog in the public areas of the hotel must be on a leash and wear a muzzle. Dogs and other animals are not allowed to recline/lie on a bed or other facility of the hotel, which serve for the guest's rest. The guest who brought the animal is fully responsible for it.

25. The guest is not allowed to bring into the hotel premises any dangerous objects and substances (sharp objects, weapons, explosives, flammables, corrosives, poisons, etc.), narcotic or psychotropic substances, as well as any strong smelling objects or substances.

26. In the interior of the hotel the smoking is prohibited. At any violation of this ban the guest will be charged an amount for an extra cleaning service.

27. The guest is obliged to observe the quiet hours from 22.00 to 6.00 h and not to restrict other guests. With the consent of the administrator social events may be organized in the hotel even after 22 hours and that only in designated areas.

28. Access to the hotel is allowed via the designated access communications Vehicle parking is permitted in designated areas. The hotel is not responsible for a theft or damage to the vehicles left in the hotel parking lot. The hotel encourages the guests to check the proper vehicle security. It also recommends not to leave any loosely lying personal and/or valuable belongings in the car. Hotel is not liable for any damages caused by the guest to third parties in the parking lot. Hotel reserves the right to request and to charge for the damages incurred to the property of the hotel by the guest's vehicle.

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29. For security reasons it is not allowed to leave accommodated children under ten years in the rooms and other areas without adult supervision. The responsibility for any damages caused by the children rests fully on their legal representatives.

30. In the event of illness or injury of the guest the hotel can arrange medical assistance. The costs of the transport and treatment are paid by the guest themselves. The exception is when the hotel is responsible for the illness or injury of the guest.

31. The guest is obliged when leaving the room to close the taps, turn off the lights, close windows and doors to the balcony and lock the room.

32. During the stay on the hotel grounds every guest is obliged to behave so as not to cause a fire. The procedures for the guests for the case of fire are specified in the fire alarm directives, which are stated next to the escape plan placed in each room at the entrance door that also serves as an escape route.

33. The fire at the hotel is announced automatically, via smoke-optical detectors, which are installed in the hotel rooms and public areas. In the corridors of each floor there are also touch switches, which can be used for manual fire announcement.

34. In the event of a fire, guests are required to sound the fire alarm and they can try to extinguish the flames with the portable device, which is located in the hallway on each floor.

35. The hotel is responsible to the guests for the damage to the items brought in or laid aside in connection with the accommodation under the provisions of the Civil Code. Brought items are defined as things brought to the premises, which were intended for accommodation or for storing things, or things that have been submitted for this purpose to the responsible hotel worker. Hotel is not responsible for any damages arising from the guest's negligence, for example if they do not properly lock the accommodation spaces. The right to compensation must be implemented without undue delay, but not later than 15 days after the date on which the aggrieved party learned of the damage.

36. In each hotel room there is a safe and the guest is obliged to use it to store their valuables or they may take advantage of the hotel safe at the reception.



Hotel takes responsibility for money and valuables only if they are stored by the employee in the hotel safe at the reception.

37. Entry into an occupied hotel room is permitted to a maid who is responsible for the room, the head of the housekeeping, the front desk manager, the hotel management and also to the maintenance staff after a technical fault in the room is reported.

38. In the public areas of the hotel and on the terrace, the guests are asked to respect the principles of decent behavior. It is not allowed to move around without clothes, without shoes, in the hotel slippers and in masks / thematic costumes. In the case of failure to comply with these principles, the hotel reserves the right not to serve the guest.

39. Items lost by the guests at the hotel are recorded and stored for one month. Forgotten items are sent to the hotel guest only at request and at the guest's expense.

40. Hotel Management welcomes any suggestions for improvement, and is grateful for critical remarks. Satisfaction Questionnaire is available in the hotel rooms.

41. The guest is required throughout the period of their accommodation to observe the provisions of the Accommodation Rules. If the guest despite warning violates the accommodation rules or the good morals, the hotel is entitled to withdraw from the provision of accommodation services before the expiry of the agreed period. The hotel is entitled to full payment for accommodation. The guest must then immediately leave the hotel.

42. The guest providing their personal information from their personal documents during the commencement of the accommodation gives consent to the collection, preservation and processing of personal data provided to the administrator, Maximus Resort, a. S., ID 26965437, for the purposes specified below. This consent is granted voluntarily for all data provided, and for a period of 10 years from the date of approval. With their signature the guest confirms, that they have been advised of their rights related to the management and processing of personal data, in particular, that according to § 11, 21 of the Act. no. 101/2000 Coll (§ 11, 21 zák. č. 101/2000 Sb.) they have right to withdraw their agreement free of charge at any time, that they have the right of access to

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the personal data and a right to rectify these personal data, block the incorrect personal data, right to their disposal etc. And that the guest has the right to turn, in case of suspected violation of their rights, to the Office for Personal Data Protection. In accordance with § 5 of the Act no. 101/2000 Coll (§ 5 zák. č. 101/2000 Sb) about the privacy all provided data are collected and processed solely for marketing purposes of the administrator, and that particularly for marketing communication. The administrator declares that the data provided will be handled in accordance with applicable legislation, and that they will collect personal information to the extent necessary to fulfill the specified purpose and be processed only in accordance with the purpose for which they were collected. Employees of the administrator or other natural persons who process the personal data on the guest check-in form are required to maintain the confidentiality of the personal data, even after termination of their employment or work. The guest providing their personal information from their personal documents during the commencement of the accommodation gives consent to the collection and preservation of their personal data in the Maximus Resort, a.s. company in accordance with Act no. 101/2000 Coll (zák. č. 101/2000 Sb) as amended, and concurrently agrees with the processing of the personal data for marketing purposes. The Administrator undertakes to handle such data in accordance with applicable law and use it only for marketing communications and always so as to avoid any injury to persons whom the data concern.

43. This Accommodation Rules are available to the guests in the rooms and at the hotel reception and shall come into force on 1. 1. 2017

In Brno, dated 1 April 2017

Jiří Suchánek

Director of the Maximus Resort hotel

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Maximus Resort, a.s.
Hrázní 4a, 635 00 Brno
Czech Republic
Phone
+420 546 221 035
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