

# ACCOMMODATION RULES

## **Alqush Downtown Hotel**

Legerova 1862/15, Prague 2, 120 00

(hereinafter referred to as the “hotel” or the “accommodation provider”)

### **operated by:**

Hotel Property Management spol. s r.o.

Company ID: 06947697

VAT ID: CZ06947697

Registered office: Panská 897/12, Prague 1, 110 00

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## **1. Conditions for Concluding an Accommodation Contract**

1.1 Accommodation of guests at Alqush Downtown Hotel is provided on the basis of an accommodation contract concluded in accordance with Section 2326 et seq. of Act No. 89/2012 Coll., the Civil Code, under which Alqush Downtown Hotel (hereinafter referred to as the “accommodation provider”) provides the accommodated person with temporary accommodation for an agreed period or for a period resulting from the purpose of the accommodation in premises designated for this purpose, and the accommodated person (hereinafter also referred to as the “guest”) undertakes to pay the accommodation provider for the accommodation and services related thereto within the time limit stipulated by these Accommodation Rules (hereinafter also referred to as the “contract”).

1.2 The accommodation contract is always concluded in written form. Written confirmation of an order or reservation is sufficient to meet the requirement of written form.

1.3 The rights and obligations of the contracting parties not expressly governed by the accommodation contract are governed by these Accommodation Rules, the accommodation provider’s General Terms and Conditions, and the accommodation provider’s price list. If the accommodation contract provides otherwise than these Accommodation Rules, the General Terms and Conditions and/or the price list, the accommodation contract shall prevail.

1.4 If the guest fails to comply with the obligations arising from the accommodation contract and the attached Accommodation Rules, the accommodation provider’s General Terms and Conditions and/or the price list, or otherwise violates generally accepted standards of conduct within the hotel (hereinafter referred to as a “breach”), the accommodation provider is entitled to terminate the accommodation contract prior to the expiry of the agreed period, even without notice, provided that the guest has been notified of such breach by the hotel in accordance with Section 2331 of the Civil Code.

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## **2. Arrival at the Hotel**

2.1 Upon arrival, the guest shall report to the hotel reception to an authorized member of staff.

2.2 At reception, the guest shall present an identity card, passport, or another valid identification document (e.g. a residence permit), on the basis of which an authorized employee of the

accommodation provider shall verify the guest's identity. The guest confirms the accuracy of their personal data and the duration of their stay by signing the accommodation register.

2.3 Unless otherwise agreed, check-in of arriving guests takes place between 3:00 p.m. and midnight.

2.4 Upon check-in, the accommodation provider is entitled to require the guest to pay a refundable security deposit of CZK 1,500 per room. The deposit shall be refunded upon departure in full or reduced in accordance with the conditions set out in Articles 3 and 5 of these Accommodation Rules.

2.5 Authorized reception staff shall familiarize the guest with these Accommodation Rules no later than on the day of check-in.

2.6 The number of persons accommodated in a room must correspond to the number of persons registered for accommodation. The guest undertakes to state the exact number upon registration.

2.7 The duration of accommodation is agreed no later than at check-in and is recorded in the accommodation register. The duration of accommodation may be extended only with the consent of the accommodation provider and must be recorded in the accommodation register.

2.8 By accepting these Accommodation Rules, the guest grants consent to the accommodation provider to process and store their personal data within the scope provided, for the purpose of providing accommodation and maintaining guest records in accordance with Act No. 565/1990 Coll., on Local Fees, and Act No. 326/1999 Coll., on the Residence of Foreign Nationals in the Czech Republic, as amended. Further obligations of the guest and the accommodation provider regarding the accommodation register or house register are stipulated by the applicable legal regulations.

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### **3. General Accommodation Rules**

3.1 The guest has the right to use the premises designated for accommodation, as well as the common areas of the accommodation provider, and to use services related to accommodation.

3.2 Upon check-in, the guest shall receive a key, magnetic card or chip card for the room and hotel entrance (hereinafter collectively referred to as "keys"). The guest is obliged to prevent loss, destruction or damage of the keys, as well as access to the keys by third parties who are not parties to the accommodation contract concluded between the guest and the accommodation provider. Any sanctions for loss, destruction, damage or unauthorized access to the keys are governed by the accommodation contract.

3.3 The guest is obliged to:

- familiarize themselves with these Accommodation Rules and comply with them;
- pay the accommodation price in accordance with the valid price list;
- properly use the premises designated for accommodation and maintain order and cleanliness in all such premises;
- ensure cleanliness in the accommodation premises;
- protect the furnishings and equipment of the accommodation premises from damage;
- immediately report any damage or loss caused by the guest or persons accommodated with the guest;

- behave in a manner that does not disturb other persons with excessive noise between 10:00 p.m. and 7:00 a.m.;
- when leaving the room, close water taps, switch off lights, turn off electrical appliances not in use during the guest's absence, and close windows;
- disconnect electrical appliances and other electrical devices from the power supply before leaving the room;
- disconnect electrical appliances and other electrical devices from the power supply immediately after finishing their use or charging;
- use or charge electrical appliances and other electronic devices only in the presence of the guest;

(for the purposes of these rules, electrical appliances and devices include, in particular but not exclusively, chargers for consumer electronics; all devices brought in by the guest must be technically sound, undamaged and marked with the CE conformity symbol);

- return the room key to reception upon departure.

3.4 Without the consent of the accommodation provider, the guest must not:

- make substantial changes to the accommodation premises;
- remove any equipment or furnishings from the accommodation premises;
- use their own electrical appliances, except for small appliances used for personal hygiene or office work;
- allow third parties to use the accommodation premises;
- receive visitors; visitors are permitted only with the consent of the accommodation provider, between 7:00 a.m. and 10:00 p.m., and exclusively in the hotel's common areas;
- use the hotel address as their place of business;
- keep animals on the accommodation provider's premises.

3.5 Furthermore, the guest must not:

- carry weapons, ammunition or explosives;
- possess, produce or store narcotic or psychotropic substances or poisons, unless prescribed by a physician;
- smoke, except in areas expressly designated for this purpose;
- use open fire.

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#### **4. Liability of the Accommodation Provider for Guest Property**

4.1 At the guest's request, the accommodation provider shall accept money, jewellery or other valuables for safekeeping. The hotel has the right to refuse acceptance of items for safekeeping if they are dangerous or disproportionate in value or size to the accommodation facility. Items deposited for safekeeping must be handed over in a closed or sealed container.

4.2 Claims for compensation for damage to the guest's property must be reported within 15 days of discovering the damage. Compensation shall not be provided if the damage was caused by the guest or persons accompanying the guest.

4.3 If the guest leaves their belongings in the room after the end of the stay and the accommodation has not been paid for, the accommodation provider shall remove the guest's belongings from the room and store them in a safe place. After payment of the outstanding accommodation debt, the stored belongings shall be returned to the guest.

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## **5. Safety and Guest Liability for Damage**

5.1 The guest is obliged to familiarize themselves with safety regulations and the fire evacuation plan. The evacuation plan is available in each hotel room and at the reception desk.

5.2 The accommodation provider may provide medicine from the first aid kit solely upon the explicit instruction of an adult person. Any risks associated with the administration of such medicine are borne by the requesting person.

5.3 The guest is obliged to act in such a manner as to avoid harm to the life, health, freedom or property of others.

5.4 The guest is liable for any damage caused by their own electrical appliances or devices.

5.5 If the guest causes damage to the accommodation provider's property, such damage shall be covered from the security deposit. If the damage exceeds the amount of the deposit, the guest is obliged to pay the difference.

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## **6. Departure from the Hotel**

6.1 The guest is obliged to vacate the room by 11:00 a.m.

6.2 The guest shall lock the room and leave the keys at reception, unless otherwise agreed.

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## **7. Information on the Processing of Personal Data**

7.1 The hotel processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR).

7.2 The processed personal data include: first name, last name, date of birth, nationality, travel document number, visa details (if applicable), and permanent address.

7.3 Personal data are processed by the accommodation provider's employees and authorized contractual processors.

7.4 Personal data are stored for a period of 6 years or as required by applicable legal regulations.

7.5 The guest has the right to access their personal data, request rectification or erasure, restriction of processing, and to object to processing.

7.6 The supervisory authority is the Office for Personal Data Protection.

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**These Accommodation Rules enter into force and become effective on 1 January 2026.**

On behalf of Alqush Downtown Hotel

**Viktor Vondra**  
General Manager