



REITENBERGER
SPA MEDICAL

ACCOMMODATION RULES

Conditions for conclusion of the accommodation contract

1. Based on an ordered and confirmed reservation, the resort is required to provide accommodation to the guest from 2 to 7 p.m. Until then, a room is reserved for the guest, unless otherwise specified in the order. Early accommodation before 2 p.m. needs to be agreed in advance when a room is reserved, and the written approval by the resort, including the price of this special service, needs to be received.
2. Guests will pay the prices according to the current price list for the accommodation and provided services. The information about the prices of resort services is available at the reception and on the resort website. The payment for a stay must be made on arrival at the latest.
3. If a guest does not submit a valid identification document (an ID card, passport), the resort is entitled to reject accommodation to the guest.
4. If a guest orders a certain type of room and the reservation has been confirmed, the agreed price will be charged to the guest even if the guest is provided accommodation in a room with more beds, or in a higher category room.
5. The guest will use the resort room for the period arranged with the resort. If the period of stay was not agreed in advance, the guest will check out by 10 a.m. on their departure date at the latest. By that time the guest must vacate the room. If the guest does not comply with this deadline, the resort may charge the guest for another day. If a guest checks in before 6 a.m., the guest will pay the price of accommodation for the entire previous night.
6. If a guest asks the resort to extend the accommodation during their stay, the resort may offer a different room than the one in which the guest originally stayed depending on the current capacity.

Liability of the accommodation provider for guests' belongings

7. The resort is liable for things brought into the resort by the guest and for damage to things left in the resort if such things have been put in places intended for such purpose, or in places where they are usually put. The resort is liable for money and valuables only if they have been placed in the resort safe based on a confirmation.
8. In the event that a loss or theft of a thing is discovered, this fact needs to be reported immediately to the resort attendants/reception who will contact the Police of the Czech Republic

General accommodation rules

9. The guest is entitled to use the room equipment, including accessories, common premises and resort services. It is not allowed to move furniture or to change anything in the rooms without the consent of the resort management. The guest must report any damage discovered without delay.
10. For safety reasons, it is not allowed to use own electric devices, with the exception of devices used for personal hygiene (electric shavers, hair dryers, etc.) and low-power el. devices, such as notebooks, mobile phones, tablets, chargers for recorders and cameras, etc.

11. For persons visiting the guests, the social area on the ground floor is reserved. Visitors may be taken to the rooms only with the receptionist's consent and until 10 p.m.

12. The resort may only be used by persons who are not suffering from infectious diseases. On arrival to the resort, guests must inform the receptionist about possible health problems (disability, vision or hearing impairment, etc.). This information may help arrange medical assistance, if necessary, or easy evacuation of guests in case of fire or other emergencies.

13. If a guest gets sick or injured, the resort will arrange for medical assistance or transport to hospital. The related expenses will be paid by the guest.

14. From 10 p.m. to 6 a.m. guests are required to respect the quiet hours on all premises of the resort and surrounding areas.

15. All interior premises of the resort are a non-smoking zone. Should the smoking ban not be observed, the resort will charge CZK 5,000 for special cleaning. If a guest makes the fire alarm go on by their careless behaviour, the false alarm charges will be charged to the guest after the fire rescue unit submits the relevant statement.

16. Accommodation with animals is not allowed in the resort.

Safety, guest's liability for damage caused

17. The guest is required to behave in the room and other premises of the resort in a way that will not cause fire. In case of fire, the guest should immediately report the fire to the resort reception.

18. Smoking is strongly prohibited in all areas of the resort under the fine of 500 EUR

19. When leaving the room, guests are required to close the windows or balcony doors, water taps and entrance door. Should the doors and windows not be properly closed, the resort will not be liable for safety of the guest's things left in the room.

20. For safety reasons, it is not recommended to leave children under the age of 10 unattended in the resort rooms or on social premises.

21. For damages caused to the resort property, guests will be liable according to applicable regulations. The damage price list is available at the reception.

22. Guests are required to comply with the provisions of these Accommodation Rules. If the Rules are seriously breached by a guest, the resort management is entitled to withdraw from the agreement for provision of accommodation services before expiry of the agreed period.

Departure from the resort

23. The guest will be using a room for the period arranged with the resort (as agreed in the Accommodation Agreement), and will vacate the room by 10 a.m. on the last day of the agreed stay. At guest's request, if possible (if there is sufficient capacity), the stay may be extended for a fee according to the current price list. Should a guest not vacate a room by the set deadline, the resort will charge a fee amounting to the price per night. If such a room has already been reserved to a different person, and the guest does not leave the room or is not present in the resort, the resort reserves a right to make a list of the guest's things in the presence of a three-member commission and store them in a safe place to enable a new guest, who has reserved the room, to stay in the room.

24. Before checking out, guests are required to turn off water taps, lights, close the windows and doors, and to return the room key (card) at the reception.

25. Before checking out, guests are required to pay for any services used during their stay which were not paid in advance.

26. The resort staff will welcome any suggestions for improvement and will also appreciate any critical feedback.

These Accommodation Rules are valid and effective from 1 August 2022. On the day that a new version becomes effective, any previous versions become invalid.