

## Accommodation Rules and Regulations

### Accommodation of guests

- As a norm, no hosts are present on arrival, so we kindly ask you to sign a short-term rental contract. You will receive an email with instructions on how to get into the house before you check-in, and then you will receive one or two bundles of keys in the safe at reception.
- **Check-in is possible on the day of the arrival from 3 pm to 24 pm, on the day of the departure, guests will leave the apartment by 11.00 am and return the keys to the safe at the reception. Please respect the check-out time. A different arrival or departure time is possible only upon prior arrangement.**
- A free parking space is available at the house. The owner is not responsible for any possible theft or damage to the car.
- Pets can be accommodated upon prior arrangement for a fee as stated in the price list. Please pack your pet's own bed or blanket.
- Please leave sports equipment in the hallway or use the storage room.
- **Mrs. Administrator: Bobina Žváčková tel.: +420603252900**

### Guest's rights and obligations

- Any visitors are only possible with the consent of the accommodation provider.
- **Please respect the night-time quiet from 11 pm to 7 am.**
- For safety reasons, do not leave children under 12 years of age alone in the apartment without adult supervision. Parents or persons entrusted with the care of their children during their stay are responsible for their children throughout the property, including the garden.
- **It is forbidden to move appliances or furniture or to do any installations. It is also forbidden to take furniture outdoors or to carry out any other equipment, especially crockery.**
- If the apartment is damaged during the stay, the guest is obliged to inform the accommodation provider and pay for the damage. This also applies to the loss of keys (300 CZK).
- It is forbidden to use your own electrical appliances, except for personal hygiene appliances and baby equipment (baby monitors, etc.).
- Guests are obliged to keep the house and the surrounding area clean and organized.
- When leaving the apartment, guests are obliged to close the windows, doors and turn off the lights.
- Please keep the ventilation short and brisk in winter. When leaving the apartment, windows must always be closed and doors locked.
- **It is not allowed to use the fireplace and leave it unattended (i.e. set the fire and leave the building). At the same time, fireplace heating is allowed and welcomed, especially in the evening.**
- It is forbidden to cover radiators, as there is a risk of fire. Please do not put wet clothes on the heater. Use a drying rack.

### Rights and obligations of the accommodation provider

- The accommodation provider shall hand over the accommodation premises to the guests in a suitable condition and shall ensure the undisturbed exercise of their rights related to the accommodation.
- Bed linen and towels are changed when the occupancy changes or once a week.
- The landlord is not liable for damage that he did not cause.

- In case of violation of the accommodation rules, the accommodation provider is entitled to cancel the rest of the stay.

### Recommendations for guests

- Please pack suitable indoor shoes and take off your outside footwear; if you forget your slippers, you can buy new ones or rent them at reception for a small extra charge. **In the apartments on the higher floors (A2, A4, A5), change your shoes at the bottom of the stairs.**
- Please do not bring sports equipment into the apartments, use the designated area.
- At the reception you will find a coffee machine, first aid kit, toiletries, hairdryer, hair straightener, also various games, papers, crayons, blankets and seasonal sports equipment. Please return everything to its proper place.

### Safety precautions

- Smoking is prohibited in the entire building. No cigarette butts in the garden.
- Guests are obliged to behave in the rooms and other areas in accordance with generally applicable fire safety rules and to behave in such a way that the technical equipment of the house is not damaged.
- It is forbidden to cover radiators. There is a risk of fire. Please do not dry your clothes on the radiators. In an emergency, please arrange with the house administrator to use the clothes dryer.
- In the event of a fire, escape routes are marked in the house and a smoke alarm is provided.
- The apartments are equipped with fire extinguishers. Please use this only in the event of a fire! Any damage or use in any other situation will be charged for, including the cost of cleaning the premises.

### Final arrangements

- The guest is liable for damages caused to the property according to the Civil Code and other applicable regulations.
- Guests are obliged to comply with the terms of these regulations. In the event that they violate them, the accommodation provider shall have the right to withdraw from the accommodation contract before the expiration of the agreed period without any right to claim a refund of the charges for the stay.
- The accommodation regulations are available for guests in each room/apartment.
- We accept suggestions, complaints, and feedback :)
- We wish you a pleasant and undisturbed stay :)

**Provider:** Pod Šerákem s.r.o. ID: 08854548 Horní Lipová 55, 790 63, Lipová - spa

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