

## Accommodation rules of the hotel "Harvey Spa Hotel"

### I.

#### General information

(1) The company Needmore, s.r.o., ID number: 180 11 721, with registered office in Prague 5, Malá Strana, Plaská 614/10, ZIP code 150 00, registered in the commercial register maintained by the Municipal Court in Prague, section C, entry 380100 (hereinafter referred to as "Operator") provides accommodation and related services to guests in the operation of a 24-hour accommodation facility called "Harvey Spa Hotel" located at Františkovy Lázně, Dlouhá 222/22, ZIP Code 351 01 (hereinafter referred to as "Hotel"), in which has 107 units used for short-term accommodation.

(2) The operator hereby accepts these accommodation rules (hereinafter referred to as the "Accommodation Rules") for the purpose of determining the rights and obligations of guests staying in the reserved premises of the Hotel, in which short-term accommodation is provided to guests (hereinafter referred to as the "Room").

(3) Guests are obliged to familiarize themselves with these accommodation regulations at the beginning of their stay. By paying the agreed price for the Room, the guest acknowledges these accommodation regulations and expresses his agreement with its content.

(4) Hotel guests are bound and obliged by the accommodation rules

comply with it throughout the use of the Rooms and common areas of the Hotel (e.g. lobby, corridors, elevators and staircases).

### II.

#### Accommodation registration

(1) The operator is authorized to accommodate only guests who properly register in the Rooms. For these purposes, guests present their identity documents (citizen card, passport or other identity card) to the Hotel staff designated by the Operator and sign the registration forms.

(2) Guests hereby grant the Operator consent to the processing

and keeping personal data for the purpose of providing accommodation and registering guests in accordance with Act No. 326/1999 Coll., on the residence of foreigners in the territory of the Czech Republic and on the amendment of certain other laws, as amended, and in accordance with the Act No. 565/1990 Coll., on local fees, as amended.

(3) The minimum age of guests staying separately in the Rooms is 18 years. Guests under the age of 18 can only stay with a parent or legal guardian.

(4) The number of guests accommodated in the Room corresponds to the number of persons registered for accommodation. Accommodated guests undertake to announce their exact number during their registration.

(5) Guests are required to show proof of identity at the request of Hotel employees.

### III.

## Arrival and departure of guests

(1) Based on a confirmed reservation, the Operator will accommodate guests in the Room from 3:00 p.m., unless otherwise confirmed by the Operator. During this time, the Operator reserves a Room for the guest.

(2) In very exceptional cases, the Operator is entitled to offer the guest a different Room than he ordered. However, the offered accommodation must not differ in essential features from the originally ordered and confirmed accommodation.

(3) On the day of departure, the guest leaves the Room by 12:00 p.m., while leaving the Room later is subject to payment of an additional fee, unless otherwise individually agreed.

(4) If, at the request of the guest, it is not possible to extend the guest's stay in the Room in which he was accommodated upon arrival, the Operator is entitled to offer him another Room. Depending on the occupancy of the Hotel, the extension of stay may not be available for the guest and the guest will have to leave the Room according to the originally confirmed reservation.

(5) On the day of departure, when leaving the Room, the Guest is obliged to close the windows, close the water taps in the bathroom, close the Room and hand over the card(s) from the Room to the Hotel reception.

(6) Things that guests have forgotten or left in the Hotel, if they have been stored, are sent to the guest's address by cash on delivery.

## IV.

### Payment of accommodation and services

(1) For accommodation in the Rooms and for related services, the guest is obliged to pay the Operator the prices set in accordance with the valid price list. Information about prices, surcharges and possible fines can be viewed at the Hotel reception.

(2) Before departure, it is the duty of each guest to properly check out and settle the account. The operator accepts payment by card and in cash. The operator is entitled to demand payment for accommodation from the guest in advance.

(3) In the event of an extension of the stay, the guest is obliged to provide a guarantee of payment or adequately pre-pay the accommodation according to the request of the Hotel reception.

## V.

### General rules of conduct

(1) Guests may not move the equipment of the Rooms or common areas in the Hotel without prior consent, take this equipment out of the Hotel or make any modifications to it. Guests are also not allowed to carry out any modifications or interventions in the electrical network and other installations.

(2) From 10:00 p.m. to 6:00 a.m., there is a nighttime curfew throughout the Hotel, which guests are obliged to respect.

(3) It is forbidden to use your own electrical appliances in the Rooms appliances with the exception of appliances intended for personal hygiene (e.g. hairdryers, shavers) and electronics (e.g. laptop, telephone). In the Rooms and common areas of the Hotel, it is strictly forbidden to use your own irons, stoves, grilling devices, etc. Guests are prohibited from throwing cigarette butts in the Rooms and adjacent common areas of the Hotel.

(4) After using electrical appliances that could cause a fire (e.g. hair dryer), the guest is obliged to make sure after each use that these appliances are disconnected from the electrical network and, when cooling, are placed on a hard surface on which they cannot cause fire.

(5) Guests may not store sports equipment of larger dimensions (e.g. bicycle) in the Rooms. Guests report the need to store sports equipment in advance to the Operator when booking. The staff at the Hotel reception will then provide the guest with more detailed information.

(6) Guests are prohibited from bringing into the Hotel dangerous objects or substances (e.g. weapons, flammables, explosives and sharp objects), narcotic or psychotropic substances or strongly smelling substances or objects.

(7) Smoking is strictly prohibited in all areas of the Hotel under a penalty of CZK 5,000.

(8) Handling open flames (e.g. lighting candles) is prohibited in all areas of the Hotel.

(9) Financial compensation is not provided to guests for breakfast prepared but not taken.

(10) The guest is obliged to close the windows every time he leaves the room and close the water taps in the bathroom.

(11) The guest is obliged to allow the authorized staff of the Hotel to carry out regular cleaning work.

(12) The Guest is prohibited from conducting business activities in the Rooms.

(13) Animals are not allowed in the Hotel.

(14) The common areas of the Hotel are available to guests for the purpose of receiving visitors. Visitors may be admitted to the Rooms with the consent of the Hotel reception staff. A guest's visit to the Room must always be entered in the visitor's book.

(15) For security reasons and to protect the Operator's guests and property, a camera system is installed in the corridors and other common areas of the Hotel. Handling of these records is carried out in accordance with the relevant legal regulations for the protection of personality.

## VI.

### Material responsibility

(1) Guests are responsible for damage caused to Hotel property by the guests themselves, their visitors or their animals. Guests are obliged to pay for these damages in full. The given claim of the Operator also applies to damage discovered by the Operator after the departure of the guests.

(2) For safety reasons, children under the age of ten may not stay in the room or in the common areas of the Hotel without the supervision of an adult. An adult bears full responsibility for damages caused by children.

(3) The operator assumes responsibility for damage to items brought or stored in the Hotel by the guest within the scope of § 2946 et seq. Act No. 89/2012 Coll., Civil Code as amended.

(4) Guests are obliged to store their valuables and money in the safe located in the Room. In the event that guests forget the access code to the safe, they are obliged to contact the Hotel reception staff, who, accompanied by another person, will make the contents of the safe accessible to them with a universal key. The operator assumes responsibility for money and valuables without limitation only if they have been deposited at the Hotel reception.

(5) The operator does not take responsibility for vehicles parked on the street in front of the Hotel and is not responsible for the loss of objects found in these parked vehicles. The hotel does not operate a guarded parking lot and is therefore not responsible for any damage to the guest's car.

## VII.

### Final Provisions

(1) Complaints about the services provided and any suggestions for improving the quality of services and improving the Hotel's operations are accepted by the Hotel's reception staff and handled by the reception manager.

(2) Guests are obliged to properly familiarize themselves with the safety rules and the evacuation plan in case of fire at the Hotel. Guests can find an evacuation plan in each room and common corridors of the Hotel.

(3) In case of gross violation of this accommodation series, the Operator has the right to terminate the guest's stay in the Room before the originally agreed departure date. In this case, the Guest is obliged to pay the Operator the price for the entire agreed period of accommodation and to leave the Hotel immediately. In the event that the guest refuses to immediately abandon the device, the Operator is entitled to immediately contact the relevant public authorities.

(4) These accommodation rules are valid and effective from June 1, 2023.