



ACCOMMODATION RULES

The Accommodation Rules are valid from 1 September 2024

The Accommodation Rules regulate the conditions of stay at the LAVENDER HOTEL MARCINČÁK*** (Travel Wine, spol. s r.o. (Ltd. company)) ID: 63496593, VAT: CZ63496593, facility: Hotel Marcinčák***, K Vápence 69, 692 01 Mikulov). It is binding for all hotel guests and hotel staff. It regulates the rights and obligations of the persons accommodated and the accommodation operator, i.e. clients of the Lavender Hotel Marcinčák. The Accommodation Rules are available in the hotel rooms and at the reception desk.

1. The Hotel is entitled to accommodate only duly registered guests. For this purpose, the guest shall present their valid ID or passport at the reception desk immediately upon arrival.
2. Guests who are not properly registered at the hotel reception are not allowed to enter the hotel rooms, point 1.
3. The Hotel reserves the right not to accommodate a guest who is showing signs of excessive alcohol, substance abuse, or infectious disease.
4. If the client wishes to extend his/her stay and his/her room is already booked for another client, he/she shall be offered another free room, if available, at the reception desk.
5. From 10 pm until 7 am, nightly quiet hours are observed, i.e. we do not disturb other guests staying at the hotel.
6. **IT IS FORBIDDEN** to bring or store arms on the premises of the hotel, parking, restaurant, and garden.
7. **IT IS FORBIDDEN** to have dogs and other animals at our hotel, parking, restaurant, and garden.
8. **SMOKING IS BANNED** in the rooms and hotel corridors.

IN THE CASE OF NON-COMPLIANCE WITH THE SMOKING BAN IN ROOMS AND HOTEL CORRIDORS, THE HOTEL IS ENTITLED TO CHARGE A FINE OF CZK 5,000.

IF THE HOST FAILS TO PROHIBIT THE SMOKING, THE HOTEL HAS THE LAW TO SUSPEND THE HOST BEFORE THE ORDINARY DAY OF THE DEPARTURE.

9. Before each exit from the room, the client shall close the windows, lock the room, and hand over the keys at the reception desk. The client is responsible for the keys from the room, he/she shall not take them out of the hotel building, and shall not leave them in the lock from the outside. In the case of loss of the keys, the hotel will demand a financial compensation in the amount of CZK 450.
10. The client is not entitled to relocate room equipment without the approval of the reception desk employee.
11. The reception desk is the centre of all information, which is available to all our guests 24 hours a day.
12. Hotel breakfast is served from 7:30 am until 10 am.
13. We are not liable for the loss of money or valuables, if you have not stored them in the hotel safe against a receipt.
14. The client shall use the hotel's equipment with care in order to avoid unnecessary damage to items or property. In the event of loss or damage to items or property, the client shall pay the damage incurred in full.



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15. Clients are entitled to use the wireless Internet connection via WI-FI free of charge.
16. The reception desk shall mediate all telephone calls for you.
17. The reception desk provides wake up calls upon request.
18. The reception desk will order a taxi for you upon request.
19. For safety reasons, it is not allowed to leave children under 12 years old without the supervision of adults in the room and at other hotel premises.
20. We thank our clients for visiting the hotel restaurant properly dressed.
21. Clients are obligated to familiarise themselves with the Accommodation Rules and to comply with the provisions of these Accommodation Rules. In the case of a breach by the guest, the hotel has the right to terminate the guest's stay prior to the originally agreed date of departure.

The client shall receive all further information related to the stay, services provided, and prices at the hotel's reception desk. We will also be thankful for any comments and recommendations.

In Mikulov on 1 September 2024

HANA MARCINČÁKOVÁ
HOTEL DIRECTOR