



In Olomouc on April 18, 2024

Reference number: 110/2024

## HOTEL ACCOMMODATION RULES

1. The hotel personnel are entitled to accommodate only a properly registered guest. In order to be registered, the guest submits a valid ID or passport (or other valid document in accordance with the Act No. 326/1999 Coll. on the Residence of Foreign Nationals in the Czech Republic) to the reception personnel immediately upon their arrival. All data is secured in accordance with the general regulations of GDPR.
2. All guests that do not have a Czech citizenship are obliged to fill in a registration form for the Foreign Police department. This form is given to the guest upon arrival at the hotel reception desk, and the guest must enter all required information truthfully and confirm the correctness with their signature.
3. Upon arrival, the guest is obliged to pay the price for accommodation according to the valid price list, which is available on the SKM UP website, unless otherwise agreed in advance. The guest is obliged to pay the amount for the entire period for which the accommodation was reserved.
4. In the event of a change in room occupancy, the guest is obliged to pay the difference in the accommodation price.
5. Based on a confirmed reservation, the guest can check-in on the arrival day from 14:00 to 17:00 and from 18:00 to 23:00. The hotel will book the room until this time unless agreed otherwise beforehand.
6. The hotel reserves the right in exceptional cases to offer the guest different accommodation than was originally agreed upon, only if the rooms don't differ significantly from the confirmed reservation.
7. Check-out is possible until 10:00 in the morning, at the latest. The guest must vacate the room until this time unless specifically agreed otherwise beforehand. If the guest does not leave the room by 10:00 in the morning, the hotel may charge them for the next day.
8. In a case when the guest requests to extend their stay, the hotel can offer them a different room in a different price category. In such case, there is no statutory entitlement to accommodation in the same room or in any of the hotel rooms if it's not possible due to capacity or technical reasons.
9. The guest is entitled to use the room equipment, common premises, kitchen and other services of the hotel. By doing so, the guest agrees to follow the rules specific for the premises or service.

10. Night quiet time is from 22:00 to 6:00 and all residents are obliged to respect it.
11. Smoking is strictly prohibited in the entire building.
12. It's not allowed to stay with animals, with the exception of guide/assistance dogs.
13. It's not possible to store or charge electric bikes, electric scooters, etc. in the building. Classic bikes can be stored in the bike room or parked in front of the building.
14. Using own electrical appliances in the hotel is prohibited. Excluded from this rule are personal care appliances (such as an electric razor or a hairdryer), notebooks, cell phones and their accessories.
15. For safety reasons, children under the age of fifteen are not allowed to stay in the room or in other areas of the hotel and hotel complex without the supervision of an adult. Their legal representative bears full responsibility for any damage caused by children.
16. The guest can be charged for any damage caused, including the loss of the room keys. The amount will be in accordance with the price list, which is available on the SKM UP website.
17. In the event of a gross violation of these rules, the hotel management has the right to withdraw from the accommodation agreement before the end of the agreed period. The hotel personnel also have the right to impose fines according to the valid price list, which is available on the SKM UP website.
18. Upon check-in, the guest undertakes to reasonably comply with the Accommodation House Rules, Computer Network User Rules and usage of application equipment of UP, other internal standards of either UP or SKM UP and the instructions of the accommodation provider.
19. If the guest encounters any issues during their stay or has any justified requests, they can ask the hotel personnel for assistance. The hotel personnel will do their utmost to help the guest and resolve any issues.

We welcome any comments, ideas or suggestions you may have. You can submit them via email at [hotel@upol.cz](mailto:hotel@upol.cz).

Palacký University Olomouc Accommodation and Dining Services wish you a pleasant stay.

Ing. Bc. Libor Kolář m. p.  
Head of Accommodation and Dining Services