

HOTEL ACCOMMODATION RULES

Operator Maximus Resort, a. s., Hrázní 327/4a, 635 00 Brno, reg. No.: 26965437, VAT reg. No.: CZ26965437

Office: hotel SEN, Malostranská 344, 251 66 Senohraby, reg. No.: 26965437, VAT reg. No.: CZ26965437

The hotel provides services in accordance with its classification based on the hotel level.

The hotel is only entitled to accommodate a guest who has duly registered and has a valid accommodation reservation. Upon arrival, the guest is obliged to present a valid identity document. Foreign guests need to present a travel document within the meaning of the Act on the Residence of Foreigners in the Czech Republic and to complete and sign the registration form "Guest Registration", provide a guarantee by prepayment in cash or pre-authorisation of a credit card in the appropriate amount for accommodation and services provided. Also children aged less than 18 years must register at the hotel reception.

By checking in properly, the guest is entitled to temporary accommodation for the agreed period of time.

The hotel will then give the guest a hotel chip card to the room. Should the guest lose the chip card, the guest is obliged to report the loss immediately at the reception. If the guest fails to do so, the hotel shall not be liable for any damage related to the loss of the chip card. The guest will be charged a fee of 200 CZK for the lost card or destruction of the hotel chip card.

Based on a confirmed order and the pre-paid amount for accommodation including VAT, the hotel is obliged to accommodate the guest from 15.00 to 11.00 of the next day of departure in case of a guaranteed reservation. During this period of time the room is reserved for the guest unless otherwise specified in the order. Any earlier check-in before 15:00 must be agreed in advance at the time of booking and is subject to approval by the hotel and a fee may apply for this extra service.

Cancellation of a confirmed standard reservation In case of cancellation of a guaranteed reservation less than three days prior to the scheduled arrival by the guest, the hotel will charge a fee of 100% of the total price of the accommodation and all services ordered. In case of a non-guaranteed reservation, the guest's stay is only booked until 18:00 on the day of scheduled arrival.

Cancellation of confirmed reservation with a gift voucher. Cancellation without any cancellation fee is possible no earlier than 72 days before the arrival of the guest. If the guest cancels the reservation less than 72 days prior to arrival, the hotel will charge 100% of the total price of the accommodation and all the hotel services ordered that are included in the gift voucher. The gift voucher will then expire.

The hotel is not obliged to accommodate guests without a prior and guaranteed reservation or payment for accommodation.

If the guest does not present a valid identity document (ID card, passport), the hotel can refuse the guest with regard to the Act on local fees for Czech citizens and Act 314/2015 Coll. for foreign clients.

Only persons who are free from infectious diseases and show no signs of alcohol or drugs are allowed to stay at the hotel.

The hotel reserves the right to offer different accommodation in exception cases provided it does not deviate from confirmed order to a major extent.

SEN CONGRESS & SPA hotel

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If the guest asks for an extension of his/her stay on top of agreed period and the hotel has free capacity, then the accommodation period can be extended. The hotel can however offer the guest a different room than that where the guest was originally accommodated.

The guest is obliged to pay for the accommodation and other services booked in accordance with the valid price lists of the hotel upon check-in at the reception on the basis of the submitted bill or invoice, when deposits paid by the guest will be settled as well. For stays longer than seven days, the guest is obliged to pay for additional services (consumption, minibar, wellness, etc.) for the entire stay no later than the seventh day of the stay unless otherwise agreed between the hotel and the guest.

The guest guarantees the accommodation and services during the stay with his/her credit card in the form of pre-authorisation, or with a deposit, which is deposited at the hotel reception in the amount of the price of the stay as a guarantee for services and other expenses. In case of exceeding the guarantee amount of the Hotel Account balance, the hotel will require the guest to increase it.

Accommodation ends on the date agreed with the Guest, i.e. on the day on which the Guest checks out. To check out correctly, the guest must clear the room before 11:00, hand in the chip card at the reception and pay the bill. Should the guest fail to do so and if not agreed otherwise, the hotel can charge a late check-out fee and/or another night to the guest. The hotel can also charge the Guest for the whole previous night if the Guest checks in before 6:00 AM.

When checking out, the Guest is obliged to report at the hotel reception all items consumed from the minibar. If the guest conceals the consumption, the additional payment will be sent to the guest by invoice.

Guests are obliged to assure themselves immediately after entering designated accommodation premises about the completeness and condition of the premises based on the list of equipment and report any possible missing or damaged items of equipment at the reception. The guest is also obliged to report any damage to any equipment found any time during his/her stay at the hotel reception.

The guest can use the hotel equipment in accordance with the user instructions only for the intended purpose.

The guest must not make any major adaptations in the designated areas without the consent of the hotel, i.e. the guest must not move equipment and modify the wiring and/or any other installations.

Guests are not allowed to use their own electric appliances. This rule does not apply to electric appliances intended for personal hygiene (razor, massage devices, hair dryer, etc.) and appliances with low input intended for personal needs (laptops, camera and mobile phone chargers, etc.).

The Guest bears full responsibility for any damage caused to the hotel equipment and must immediately pay for any such damage unless he/she can prove that he/she did not cause the damage. This claim by the hotel also applies to damage that is discovered after the guest has left.

The hotel offers joint areas for accepting guests. In the accommodation section guests may only receive visitors from 8:00 to 22:00 with the consent of the receptionist. Only guests and hotel staff have access to the accommodation area outside these hours.

The guest is allowed to bring pets and other animals only after informing the reception and provided the guest can prove good health of such animals. Fees apply for pets and animals based on the valid prices list. Every dog must be on the line and bear a muzzle in all public hotel areas. Neither dogs nor other animals are allowed to rest on the bed or any other hotel equipment that is intended for guests. The owner and guest who made it possible for the animal to stay in the room is fully responsible for such animals. Bringing dogs to the hotel restaurant and wellness is prohibited.



The guest must not bring any hazardous objects and substances to the hotel areas (sharp objects, weapons, explosives, flammables, caustics, poisons, etc.) including drugs and psychotropic substances and any other heavily smelling objects and substances.

Smoking of cigarettes, including heated tobacco products and electronic cigarettes, is prohibited inside the hotel. A fee will be charged to the guest for extra cleaning for any breach of the ban on smoking.

The guest is obliged to keep night silence from 22:00 to 6:00 and must not restrict other guests. Social events can be organised in the hotel with the consent of the hotel operator also after 22:00 in designated areas.

The hotel can be accessed, entered and exited only on official driveways and entry ways. Vehicles can be parked only in designated areas. The hotel is not responsible for theft and/or damage to motor vehicles left on the hotel parking. The hotel recommends the guests to make sure they properly locked and secured their vehicles. The hotel also recommends not to leave personal belonging and precious objects in the vehicle. The hotel is not responsible for any damage caused by the guest to third parties on the hotel parking areas. The hotel reserves the right to claim and charge any damage which the guest caused to the hotel property by his/her car.

For safety reasons, it is not allowed to leave children up to ten years of age in the room and other hotel areas without adult supervision. Any damage caused by children is the full responsibility of their legal representative.

If the guest suffers an indisposition or injury, then hotel will provide medical help. The guest pays all transportation and check-up fees. The only exception are scenarios when the hotel is responsible for the indisposition or injury of the guest.

The guest is obliged to close water taps when leaving the room, switch off lights, close windows and doors to the balcony and lock the room every time when the leaves the room.

While staying on the hotel premises, every guest is obliged to behave in such a way as not to cause fire. The fire alarm guideline says what to do in the event of fire and is posted, including the escape plan, in every room by the entrance door that is also the fire escape route.

Fire in the hotel premises is announced automatically by optical smoke detectors installed in the hotel rooms and public areas of the hotel. Fire touch buttons are located in the corridors of each storey for announcing a fire.

In the event of fire, guests are required to report the fire alarm and may use a portable fire extinguisher located in the corridor on storey to put out the fire.

The hotel is responsible for any damage to items brought or deposited in connection with accommodation in accordance with the provision of the Civil Code. An "item brought to the hotel" means an item brought to areas intended for accommodation or for depositing of items and/or any belongings handed in to the hotel employee responsible. The hotel is not responsible for any damage caused to the guest by negligence, e.g. failure to lock the room, etc. The guest must claim his/her right to compensation without undue delay but no later than within 15 days since realising the damage.

There is a safe in every hotel room and guests are required to use it for storing their valuables or they can use the hotel safe at the reception. The hotel assumes responsibility for money and valuables only if they have been deposited by a hotel employee in the hotel safe at the reception.

Access to the occupied room occupied by a guest is allowed to the cleaner assigned to the room, the head of housekeeping, the receptionist on shift on that day, the hotel management and the maintenance staff when a technical fault is reported in the room.



In public areas of the hotel and on the terrace guests are requested to behave well. It is not permitted to be naked, walk without shoes, in hotel slippers and in masks/theme costumes. Should a guest breach this rule, the hotel reserves the right not to serve the guest.

The hotel will only keep track of forgotten items and store them for one month. Forgotten items will be sent to the guest by the hotel only if requested and at the guest's expense.

The hotel management will welcome any improvement suggestions and thanks for any critical comments. A Feedback Form is available in the hotel rooms.

If the guest grossly breaches the Hotel Accommodation Rules or good manners despite a prior warning, the hotel can withdraw from the accommodation services agreement before the end of agreed stay. If the guest grossly breaches the Hotel Accommodation Rules or good manners despite a warning, the hotel can withdraw from the accommodation services agreement before the end of agreed stay. The hotel is entitled to full compensation of accommodation price. The guest must subsequently leave the hotel room.

The guest providing the hotel with personal data from his/her documents at the time of the accommodation service agrees to the collection, storage and processing of the personal data provided to the controller, Maximus Resort, a.s., reg. No. 26965437, for the purpose set out below. This consent is given voluntarily for all data provided for a period of 10 years from the date of consent. By signing (or by ticking the appropriate box in the case of an online form) the form, guests confirm that they have been informed of their rights related to the management and processing of personal data, in particular that they have the right to withdraw their consent at any time, free of charge, in accordance with sections 11 and 21 of Act No. 101/2000 Coll., that they have the right to access personal data and the right to correct such personal data, block incorrect personal data, destroy them, etc., and that they have the right to contact the Office for Personal Data Protection in the event of a suspected violation of their rights. As provided in section 5 of Act No. 101/2000 Coll. on the Protection of Personal Data, all data provided are collected and processed exclusively for the marketing purposes of the controller, namely for sending marketing information. The controller represents that it will treat the data provided in accordance with applicable legislation and that it will collect personal data to the extent necessary for fulfilling the stated purpose and process it only in accordance with the purpose for which the data was collected. The staff of the controller or other natural persons who process personal data on the basis of a contract with the controller and other persons are obliged to maintain confidentiality of personal data, even after termination of employment or work. Guests providing the hotel with personal data from their documents at the commencement of the accommodation service agree to the processing and storage of their personal data in Maximus Resort, a.s. in accordance with Act No. 101/2000 Coll., as amended, and also agree to the processing of the personal data provided by them for marketing purposes. The operator commits to treating this data in accordance with applicable legislation and use it only for the purpose of sending marketing information and always in such a way as to avoid any harm to the person to whom the data relates.

These Hotel Accommodation Rules are available to guests in their rooms and at the reception of the hotel and come into effect on 1 April 2025.

In Senohraby, 1 April 2025

Jan Veselka

Director of hotel Sen