

ACCOMMODATION RULES

Třeboň Apartments

Sádecká 290, Třeboň, 379 01

(hereinafter also referred to as the "accommodation provider")

operated by:

Hotelpro s. r.o.

Company ID: 256 49 019

VAT ID: CZ 256 49 019

with its registered office at Budečská 17, Prague 2, 120 00

1. Terms and conditions for concluding an accommodation contract

- 1.1 Accommodation of guests in Třeboňské apartmány is provided on the basis of an accommodation contract concluded in accordance with the provisions of Section 2326 et seq. of Act No. 89/2012 Coll., the Civil Code, on the basis of which the accommodation provider provides the guest with temporary accommodation for an agreed period or for a period resulting from the purpose of accommodation in a facility designated for this purpose, and the guest (hereinafter also referred to as the "guest") undertakes to pay the accommodation provider for accommodation and related services within the period specified in these accommodation rules (hereinafter also referred to as the "contract").
- 1.2 The accommodation contract is always concluded in writing. To comply with the form requirement, at least a written confirmation of the order or reservation by email is sufficient.
- 1.3 The rights and obligations of the contracting parties not expressly regulated by the accommodation contract are regulated by these accommodation rules and the accommodation provider's price list. If the accommodation contract stipulates something other than these accommodation rules and/or the accommodation provider's price list, the accommodation contract shall apply.
- 1.4 If the guest fails to comply with the obligations arising from the accommodation contract and the attached accommodation rules and/or the accommodation provider's price list, or otherwise violates good manners in the apartments (hereinafter referred to as "misconduct"), the accommodation provider is entitled to terminate the accommodation contract before the expiry of the agreed period, even without a notice period, if the guest has been notified of their misconduct by the accommodation provider in accordance with the provisions of Section 2331 of the Civil Code.

2. Conclusion of the contract, reservation

- 2.1 The guest is obliged to make a reservation with the accommodation provider in writing, or to make a reservation by telephone and then confirm it in writing with the accommodation provider. A written reservation or confirmation of a telephone reservation as described in the previous sentence means an order made using the reservation form on the website www.trebonskeapartmany.cz, or by email to the accommodation provider at info@trebonskeapartmany.cz, unless otherwise agreed.

2.2 As soon as the accommodation provider receives a written order from the guest or written confirmation of the reservation from the apartment website, the accommodation provider will send the guest written confirmation of the reservation, stating the payment and cancellation conditions. The guest is obliged to pay the deposit and payment within the deadline and according to the conditions stated in the written confirmation of the reservation.

2.3 The accommodation contract is concluded upon delivery of a written order or written confirmation of the reservation to the accommodation provider or by completing the guest registration card – house book.

3. Cancellation of reservation, withdrawal from the contract before arrival, failure to arrive for accommodation

3.1 If the guest fails to pay the deposit and payment in accordance with Article I, paragraph 2.2 properly and/or on time, the accommodation reservation shall be cancelled upon the expiry of the deadline.

3.2 The guest is entitled to withdraw from the accommodation contract before the date of arrival, even without giving a reason, in accordance with the cancellation conditions of the given reservation. The guest is obliged to deliver a written notice of withdrawal from the contract to the accommodation provider. In such a case, the accommodation provider is entitled to charge the guest a cancellation fee, the amount of which will be determined with regard to the type of price category booked and in accordance with the terms and conditions of the reservation.

3.3 If the guest does not arrive to use the accommodation by 7:00 p.m. on the agreed date of arrival, the accommodation provider is entitled to withdraw from the accommodation contract and at the same time is entitled to charge the guest a cancellation fee according to the given price category and in accordance with the terms and conditions of the reservation. This does not apply if the customer notifies the accommodation provider of a later arrival in advance, but no later than 1 day before the planned arrival, by telephone or in writing. The conditions set out in Article 2, paragraph 2.1 of these accommodation rules shall apply mutatis mutandis to the form of notification.

4. Arrival at the accommodation facility and completion of registration details

4.1 Guests will receive an electronic request for online check-in 48 hours prior to arrival. Here, they are required to fill in the required personal data in accordance with Act No. 326/1999 Coll., as amended – in the case of foreigners and Czech citizens, the data is filled in due to the obligation to pay a local accommodation fee – a recreational fee in accordance with Act No. 565/1990 Coll., as amended. They must state their expected time of arrival in the comments section. Guests must confirm the accuracy of their personal details and length of stay with an electronic signature.

4.2 If the guest does not complete the online registration, they are required to present their identity card, passport or other proof of identity (e.g. residence permit) at the reception desk, which will be used by the accommodation provider's authorised employee to verify the guest's identity. The guest shall confirm the accuracy of their personal data and length of stay by signing the accommodation provider's guest book – registration card.

4.3 Unless otherwise agreed, guests are accommodated between 3 p.m. and 7 p.m.

4.4 Local accommodation fees are included in the price of accommodation. The accommodation provider will issue the guest with a tax document confirming payment for the entire stay. The

accommodation provider is entitled to require the guest to pay a deposit of CZK 500 as a guarantee of payment for extra services or damage caused during the stay.

- 4.5 An authorised employee of the accommodation provider (hereinafter referred to as the "administrator") will familiarise the guest with the accommodation rules no later than on the day of the guest's arrival.
- 4.6 The number of persons in the room corresponds to the number of persons registered for accommodation. The guest undertakes to report their exact number upon registration.
- 4.7 The length of stay is agreed upon no later than upon the guest's arrival and is recorded in the accommodation book or on the registration card. The length of stay may only be extended with the consent of the accommodation provider and must be documented in the accommodation book or on the registration card.
- 4.8 The guest hereby grants the accommodation provider consent to process and store their personal data to the extent of the data provided, for the purpose of providing accommodation and registering guests within the meaning of Section of Act No. 565/1990 Coll., on local fees, and Act No. 326/1999 Coll., on the residence of foreigners in the Czech Republic and on amendments to certain acts. More detailed obligations of the guest and the accommodation provider regarding the keeping of the registration book or house book are set out in the above-mentioned legal regulations.

5. General rules of accommodation

- 5.1 The guest has the right to use the space reserved for their accommodation, as well as the common areas of the accommodation provider, and to use the services associated with the accommodation.
- 5.2 Upon arrival at the accommodation, the guest will receive a key to the room and to the entrance to the accommodation (hereinafter collectively referred to as "keys"). In the event of arrival after 7:00 p.m., the key will be placed in a locked box at the entrance to the building, and the guest will receive the lock code by text message or email. Guests are obliged to prevent the loss, destruction or damage of these keys, as well as to prevent access to the keys by third parties who are not direct participants in the relevant accommodation contract agreed between the guest and the accommodation provider. Any penalties for loss, destruction, damage or disclosure of keys as described in the previous sentence are set out in the accommodation contract.
- 5.3 The guest is obliged to:
 - familiarise themselves with the accommodation rules and comply with them;
 - pay the price for accommodation according to the valid price list;
 - use the accommodation premises properly, maintain order and cleanliness in all accommodation premises;
 - ensure that the accommodation areas are kept clean;
 - protect the equipment in the accommodation areas from damage;
 - immediately report any damage or harm caused by the guest or persons staying with them in the hotel/guesthouse premises;
 - between 10 p.m. and 7 a.m., behave in such a way as not to disturb other persons with excessive noise;
 - when leaving the room, close the water taps, turn off the lights, switch off electrical appliances that are not in use during the guest's absence, and close the windows;

- place bicycles in the bicycle storage room and lock it securely
- sort plastic waste and place it in the container in the entrance hall of the building
- contact the administrator in case of any technical problems

5.4 Without the consent of the accommodation provider, guests are not permitted to:

- make significant changes to the accommodation premises (move furniture, relocate equipment, etc.);
- remove any equipment or furnishings from the accommodation premises;
- use their own appliances in the accommodation premises, with the exception of small appliances used by the guest for personal hygiene and office work;
- to leave the accommodation premises to another person;
- receive visitors in the accommodation premises; visitors must be duly recorded in the visitor's book or reported to the receptionist and are only possible between 8:00 a.m. and 8:00 p.m. with the consent of the accommodation provider; guests may only receive visitors in the common areas of the hotel;
- give the address of the building with the accommodation premises as their place of business;
- bring animals onto the premises.

5.5. Furthermore, guests are not permitted to:

- carry weapons, ammunition and explosives or otherwise store them in a condition that allows their immediate use;
- possess, manufacture or store narcotic or psychotropic substances or poisons, unless they are medicines prescribed to the guest by a doctor;
- smoke; this does not apply to areas designated for smoking and clearly marked with the appropriate symbol;
- use open flames except in areas designated for this purpose and clearly marked with the appropriate symbol;
- Leaning bicycles against the walls of the building or placing them in the building or garden outside the designated and marked areas.

6. Responsibility of the accommodation provider for the guest's belongings

- 6.1 Claims for compensation for damage caused to the guest's belongings can only be reported during the stay and no later than before departure from the accommodation. Damage will not be compensated if the damage was caused by the guest themselves or a person accompanying them.
- 6.2 If a guest leaves their belongings in the room after the end of their stay and the accommodation has not been paid for, the accommodation provider will remove the guest's belongings from the room and store them in a safe place to prevent damage. After the debt for accommodation has been paid, the accommodation provider will return the stored belongings to the guest.

7. Safety, guest liability for damage caused

- 7.1 The guest is obliged to familiarise themselves with the safety rules and evacuation plan in case of fire. This plan can be found in each apartment.

- 7.2 Guests shall behave in such a way as to avoid causing unjustified harm to the freedom, life, health or property of others.
- 7.3 If the guest causes damage to the accommodation provider's property through their actions, they are obliged to pay for the damage in accordance with the provisions of § 2909 et seq. of the Civil Code. The damage incurred will be paid from the deposit paid in accordance with Article 4.4 of the accommodation rules. If no deposit has been paid, the damage will be charged on the day of departure according to the price list of damages. The guest is obliged to compensate the accommodation provider for the damage caused before their departure.
- 7.4 The accommodation provider's liability for damage to stored items is governed by Section 2945 et seq. of Act No. 89/2012 Coll., the Civil Code.

8. Departure from the accommodation facility

- 8.1 The guest is obliged to leave the room where they are accommodated by 10:00 a.m. at the latest.
- 8.2 The guest shall lock the room and hand over the key to the administrator, unless otherwise agreed.

9. Information on the handling of personal data

- 9.1 Třeboňské apartmány (hereinafter referred to as the accommodation provider) processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, the General Data Protection Regulation
- 9.2 In order to comply with legal obligations, the accommodation provider is obliged to:
- keep a house register – registration card in accordance with Act No. 326/1999 Coll., on the residence of foreigners in the Czech Republic, as amended
 - in accordance with Act No. 565/1999 Coll., on local fees, as amended
 - pursuant to Act No. 253/2008, as amended, on certain measures against the legalisation of proceeds from crime and financial terrorism

Furthermore, for the purposes of making a reservation, fulfilling the accommodation contract and for accounting purposes, the following personal data is processed:

- First name and surname
- Address
- E-mail
- Telephone
- Date of birth
- ID card or passport number
- Visa number
- Nationality

based on the reservation received and subsequently by filling in the details in the accommodation provider's guest book.

We also process personal information, specifically email addresses, based on consent to the processing of personal data.

- 9.3 For security reasons, the accommodation provider monitors certain areas with a camera system. No recordings are made or stored from the camera system. Guests are informed by a visible sign at the entrance to the hotel that the hotel is monitored by a camera system.
- 9.4 The accommodation provider will process personal data manually and automatically directly through its authorised employees and also through processors authorised by the accommodation provider on the basis of personal data processing agreements.
- 9.5 A list of categories of recipients to whom the guest's personal data may be disclosed can be found on the website <https://www.trebonskeapartmany.cz> - Personal Data Processing Policy.
- 9.6 The accommodation provider will process personal data for the period necessary according to the individual categories of data. Specifically:
- Information that is only necessary for arranging accommodation and payment for it is stored in the reservation system for six months and then automatically deleted from both the reservation system and email inboxes, or blacked out (paper reservations) so that it cannot be read in any way.
 - Information necessary for keeping the house register is stored for a period of 6 years from the end of the foreigner's accommodation in accordance with Act No. 326/1999 Coll.
 - Information that we are required to keep under the Accounting Act No. 563/1991 is stored only physically in a locked archive for a period of 10 years.
 - Email addresses obtained on the basis of consent to the processing of personal data. These email addresses are stored for an indefinite period. If a guest requests the termination of consent to the processing of personal data, their email address is removed from the list so that it is no longer traceable. An internal record is kept of the removal.
- 9.7 The guest has the right to access their personal data processed by the accommodation provider, to correct or delete it, or to restrict its processing, and the right to object to its processing.
- 9.8 The guest also has the right to obtain from the accommodation provider personal data concerning the guest and which the data subject has provided to the accommodation provider. Upon the guest's request, the accommodation provider shall provide the data subject with the data without undue delay in a structured, commonly used and machine-readable format or, at the guest's request, provide it to another clearly designated controller. This right does not apply to personal data that is not processed automatically.
If the guest believes that their personal data is being processed unlawfully, they may lodge a complaint with the supervisory authority, which for the Czech Republic is the Office for Personal Data Protection (www.uoou.cz).

Contact details:

Třeboňské apartmány, Sádecká 290, 379 01 Třeboň

Administrator: email: provoz@trebonskeapartmany.cz , tel.: +420720889238 (7:00 a.m. to 10:00 p.m.)

These Accommodation Rules came into force and effect on 1 March 2026.

On behalf of Třeboň Apartments

JUDr. Klára Vaníčková
Responsible person