

# ACCOMMODATION RULES

Place of business: PENZION LILIE, Na Řetízku 1170, 570 01 Litomyšl  
Phone: +420 777 13 24 01  
Guesthouse keeper: Nikola Koutná  
IČ: 65670680

Open all year round, non-stop without a reception.

Dear Guests,

First we would like to thank you for coming and staying in our PENZION LILIE. Please, get acquainted with the accommodation rules first.

1. Upon arrival, all guests are kindly asked to present their valid personal identification documents (passport, identity card, driving licence...) to the guesthouse keeper or staff. After check-in, the guest will receive keys for the apartment and Guesthouse main door.
2. The guests shall stay in the apartment (room) only for the time for which it has been booked. If, at the end of the accommodation period, the guest wishes to extend his stay the guesthouse keeper is allowed to offer another apartment (room) if the former one has been already booked in the meantime.
3. If not agreed otherwise, guests shall leave the apartment (room) on the last day of their stay at 10:00 a.m. at the latest. Otherwise the guesthouse keeper may charge for one more day or an extra fee 250, - CZK (or 10, - EUR) for later check-out at the agreed time.

If a guest shall not leave the apartment (room), refuses to leave or is not present in Guesthouse at the end of the accommodation period, and his apartment has been reserved in the meantime, the guesthouse keeper is allowed to free and vacate the apartment in the presence of a committee of 3 people, to make a list of all items belonging to the guest, store the things in a safe place and hire the apartment to another guest.

4. The apartments and room are ready for accommodation from 3:30 p.m., if not agreed otherwise. An extra fee is 250, - CZK (or 10, - EUR) for early check-in at the agreed time. If guest does not enter upon for accommodation until 6:00 p.m. or at agreed time, reservation abates and the guesthouse keeper may engage the apartment (room) compensation.
5. The Guesthouse takes no responsibility for any jewellery, money or other valuables except ones which were taken over for safekeeping by the guesthouse keeper or if these were damaged owing to improper behaviour of the guesthouse keeper. The claim for damages must be applied without delay on the same day when the damage was found.
6. The Guesthouse takes responsibility for things and luggage of its guests only if these were handed over to the guesthouse keeper for safekeeping.
7. If not previously agreed by the guesthouse keeper, the guests are not allowed to move furniture and make any changes or interventions to the electrical network or other utilities in the apartment (room).

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8. Guests are obliged to maintain cleanliness, tidiness and use indoor footwear. Upon beginning of accommodation, guests take over the apartment (room) with its equipment and furniture and shall check it in accordance with an inventory list placed on the entrance door in each apartment (room). If the list does not comply with the equipment or furniture in the apartment (room) the guest has to inform the guesthouse keeper immediately. Any later notifications on missing equipment or furniture will not be accepted. The guests are responsible for damage or loss of the equipment or furniture to the full extent. In such a case the guest shall be charged accordingly depending on the extent and nature of such damage but not less than by 5,000, CZK or 200 EUR.
9. No personal electric appliances are allowed to be used in the Guesthouse; personal computers and health and hygiene appliances such as shavers, hair dryers, and massage appliances and so on are of course excluded.
10. Without the guesthouse keeper's prior permission, the guests are not allowed to take any persons to their apartment (room) other than those being accommodated there. When agreed with the guesthouse keeper, the guests can meet their visitors in the lobby on the ground floor.
11. In the case of an emergency, illness or injury of a guest the Guesthouse shall provide for medical service or, if necessary, for transport to a hospital. Any further or excessive medical care, services and/or medicaments or cures shall be paid for by the guest. People carrying germs, having an infectious or parasitic disease or being under increased health surveillance cannot be accommodated or even enter the Guesthouse.
12. Prior to their leaving an apartment/room, guests are obliged to turn off the water, switch off all electrical appliances and lights, close the windows and lock the doors.
13. Any garbage shall be put into the waste bins.
14. For the safety of your children, please, do not leave them unsupervised in an apartment/room or other areas of the Guesthouse, especially if they are less than 10 years old.
15. Dogs and other animals may be accommodated if the guest submits a certificate of vaccination of the animal in question for inspection. Valid prices for animals are quoted in the price list.
16. If not agreed otherwise, the guest is obliged to pay for his accommodation and services according to the valid price list upon his arrival.
17. Breakfast, lunch and dinner are not offered, but we can recommend a restaurant according to requirements.
18. Smoking is prohibited in all apartments, in the room and other parts of the Guesthouse. Please, keep to this rule. If you wish to, you can smoke outdoors in a specified place.
19. The apartments and the room are equipped in accordance with the standards of hotel type accommodation. If you need an extra pillow, hand towel or bath towel, please, do not hesitate to ask the guesthouse keeper or staff.

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20. Radiators are fitted with thermostatic valves. Guests are free to adjust the temperature in their room in accordance with their wish for maximum comfort.
21. With respect to the other persons accommodated in the Guesthouse and their rest and relaxation, guests are kindly asked to maintain a period of night calm from 10:00 p.m. to 7:00 a.m. Thank you for your understanding.
22. Guests are obliged to read through and keep these accommodation rules. If a guest breaks the rules in a serious way or repeatedly the guesthouse keeper is entitled to cancel and finish the accommodation of that person even prior to the end of the agreed period. In such a case the guest shall pay for the number of nights and all the services provided up to the last day of his stay.

Thanks for keeping the accommodation rules and we hope that you have a very pleasant stay at our guesthouse.

Litomyšl January 01<sup>st</sup>, 2017

Nikola Koutná, the guesthouse keeper