

Accommodation Rules and Information for Guests of Pension "POD SMRKEM"

- 1) Upon arrival, check-in is possible from 3.00 pm.
- 2) Accommodation will be provided only to persons who present personal documents for registration into the lodging book. DPmB employees will concurrently submit a voucher confirmed by the social department. Group leaders will provide a group list containing the name, surname, personal identification number, address, and identification card number of the group members.
- 3) You may collect your personal documents later at the bar. There, you will also pay the spa fee amounting to CZK 12 per person per day (the fee does not apply to children up to 18 years of age, seniors from 70 years of age, and handicapped persons).
- 4) The guest room keys include a minimum of 3 keys – a key from the room, a key from the main door (partially cut) and a key from the bike rooms, as well as additional keys from the shoe cabinet or the refrigerator.
- 5) Meals are served daily on the following basis:

breakfast	08.00 – 09.30 am
lunch	12.00 – 01.00 pm
dinner	06.00 – 07.00 pm
- 6) At the table, there is a menu and a card with the choice of meals. A larger variety of meals is prepared from a specific day. Kindly mark the selected type of meal on the day before at the latest, preferably in the morning.
- 7) In the centre of the dining room, you will find current information that might interest you.
- 8) The bar is open during the serving times of meals, otherwise in its opening hours.
- 9) We kindly ask you not to retune television programmes. They are fine-tuned and set to maximum.
- 10) There are video recorders in both buildings. Keys and videocassettes are available at the office. You may also borrow the piano key.
- 11) At your disposal, there is a tennis court, a sauna, a whirlpool, a fitness room, and massages. You may book specific dates and times at the office. At the office, you may borrow billiards equipment.
- 12) At the office, you may borrow ping-pong, soft-tennis, badminton rackets, cards, table games, or videocassettes – all free of charge.
- 13) Other outdoor equipment and facilities include a roofed pergola with a fireplace and a smoke house, an outdoor fireplace, as well as swings and see-saws, a sand box, a small outdoor pool or ninepins for children.
- 14) To make your stay more variegated, we can arrange horseback riding, trips to caves, an indoor swimming pool, the water power plant Dlouhé stráně, etc.
- 15) Kindly take a shower before using the outdoor pool. Do not bring glass and do not leave your children unattended at the pool or at the playground.

- 16) Dogs and other pets may be taken to the accommodation part of the pension only with the consent of the proprietor and after settling a fee of CZK 100 per day per animal. Animals must not disturb other accommodated guests and are not allowed to enter into the catering part of the pension.
- 17) Without the proprietor's approval, it is not permitted to move the room furniture and equipment, to use own heaters and other electric appliances, with the exception of shavers and curling irons.
- 18) For your own safety, lock the entrance door. The keys to both buildings are the same.
- 19) Cleaning is done according to the need (in the morning). If you do not wish to be disturbed, place the wastebasket in front of your room door.
- 20) It is prohibited to smoke in buildings "A" and "B", with the exception of the bar, entrance hall, and hallway on the ground floor in building "A" and the ground floor in building "B".
- 21) A level of silence should be observed in the accommodation part of the pension from 10.00 pm until 6.00 am.
- 22) Vehicles may park only in designated parking place and free of charge.
- 23) If you have any remarks, suggestions or complaints – a box with the pension logo is located on the ground floor of building "A" installed for these purposes.
- 24) In case of any defect or if you are not satisfied with anything (e.g. cleaning), inform us and we will try to remedy or settle the problem as soon as possible.
- 25) On the date of departure, we kindly ask you to vacate the room by 10.00 am at the latest. Should you fail to observe this check-out time, an extra day may be charged to your bill.
- 26) Upon check-out, the guest will hand over the keys to the staff at the office. The guest any keys lost will be reimbursed by the guest at a flat amount of CZK 1,000.
- 27) In the event of cancellation of a booking (written), the guest will pay the following (cancellation terms and conditions):
 - up to 30 days before arrival - 30% of the price of the whole stay
 - 29 – 15 days (incl.) before arrival - 60% of the price of the whole stay
 - 14 – 7 days (incl.) before arrival - 90% of the price of the whole stay
 - 6 and less days before arrival - 100% of the price of the whole staywhen terminating the stay prematurely due to reasons on the part of the guest, there is no right to a proportional refund of the amount for unused services.
- 28) Failure to observe or violation of the above specified instructions may lead to cancellation of the stay by the accommodator, without any entitlement to money refund.

We thank you for observing these instructions and we believe you will enjoy your stay in our pension. We wish you a pleasant stay.

IN CASE OF ANY DOUBTS, KINDLY CONTACT THE RECEPTION OFFICE – THANK YOU.