

ACCOMMODATION RULES

Hotel BOOKQUET*****

Operator: Bohemia Properties a.s., with its registered office at Teplická 492, Strážkov, 190 00 Prague 9, A company registered in the Commercial Register maintained by the Municipal Court in Prague, Section B, Insert 10488.

ID No. (IČO): 625 25 204

VAT ID No. (DIČ): CZ62525204

Effective from: September 1, 2026

Article 1

Introductory Provisions

- 1.1. These Accommodation Rules (hereinafter referred to as the "Accommodation Rules") govern the conditions for the provision of accommodation services at Hotel BOOKQUET, located at Karoliny Světlé 323/27, Prague 1 (hereinafter referred to as the "Hotel"), operated by Bohemia Properties a.s. (hereinafter referred to as the "Operator").
- 1.2. These Accommodation Rules are binding for all guests, visitors, and other persons entering the Hotel premises (hereinafter referred to as the "Guest") and form an integral part of the accommodation agreement concluded between the Guest and the Operator.
- 1.3. Accommodation services are provided primarily in accordance with Act No. 89/2012 Coll., the Civil Code, as amended, and other related legal regulations of the Czech Republic.
- 1.4. By concluding the accommodation agreement, confirming the reservation, registering upon arrival, or utilizing the Hotel's services—whichever occurs first—the Guest confirms that they have read and agree to the terms of these Accommodation Rules.
- 1.5. The Operator reserves the right to appropriately amend or supplement these Accommodation Rules should operational, safety, or legislative reasons so require.

Article 2

Conclusion of the Accommodation Agreement

- 2.1. The accommodation of Guests is based on an accommodation agreement concluded between the Guest and the Operator.
- 2.2. The accommodation agreement may be concluded in particular through:
 - a) individual reservations
 - b) reservation systems
 - c) travel agencies and tour operators
 - d) group or corporate contracts
 - e) conference and congress contracts.
- 2.3. A confirmed reservation constitutes a binding legal relationship between the Guest and the Operator.
- 2.4. The Operator is entitled to request advance payment for the stay, a deposit, payment card authorization, or another form of guarantee.
- 2.5. Unless agreed otherwise, all services are payable no later than at the end of the stay.

Article 3

Guest Registration

- 3.1. Upon arrival, the Guest is obliged to present a valid identity document.
- 3.2. Foreign nationals are obliged to comply with all obligations stipulated by the legal regulations of the Czech Republic governing the residence of foreign nationals in the Czech Republic.

- 3.3. The Guest is obliged to provide truthful and complete information necessary for the registration of their stay.
- 3.4. The Operator reserves the right to refuse accommodation to a person:
 - a) who refuses to prove their identity,
 - b) who refuses to fulfill registration obligations,
 - c) who is under the influence of alcohol or other addictive substances,
 - d) whose behavior threatens safety, public order, or the good reputation of the Hotel.
- 3.5. The accommodation of persons under 18 years of age without the accompaniment of a legal guardian is governed by applicable legal regulations and the internal rules of the Hotel.

Article 4

Personal Data Protection

- 4.1. The Operator processes guests' personal data in accordance with applicable legal regulations on personal data protection.
- 4.2. The scope, purpose, and conditions of personal data processing are specified in the "Privacy Policy" document, which is published on the Hotel's website and is available at the reception.
- 4.3. Personal data is processed primarily for the purpose of providing accommodation services, fulfilling legal obligations, protecting the legitimate interests of the Operator, and ensuring the safety of persons and property.
- 4.4. To protect persons and property, the common areas of the Hotel may be monitored by a CCTV camera system.

Article 5

Arrival, Departure, and Use of the Room

- 5.1. Unless agreed otherwise, the room is available to the Guest from 3:00 PM on the day of arrival.
- 5.2. The Guest is obliged to vacate the room no later than 12:00 PM (noon) on the day of departure, unless agreed otherwise. If the Guest fails to vacate the room at the agreed time and has not arranged a late check-out, the Operator is entitled to charge a fee corresponding to further use of the room according to the current price list.
- 5.3. The possibility of early check-in or late check-out is determined by the Hotel based on the current operational situation.
- 5.4. The Operator reserves the right to assign the Guest a different room of the agreed accommodation category if operational, safety, or technical reasons require it. The Operator is entitled to relocate the Guest to another room of the same or higher category during their stay if operational, safety, technical, or business reasons dictate.
- 5.5. The room may only be used by persons properly registered for the stay.
- 5.6. The Guest is not entitled to allow another person to use the room or any part of it without the prior consent of the Hotel.
- 5.7. The Guest is obliged to use the room and its equipment properly and to prevent any damage.
- 5.8. Upon leaving the room, the Guest is obliged to check and securely close all windows, ventilation openings, and balcony doors, lock the room entrance door, and secure it against unauthorized entry. In the event of a breach of this obligation, the Guest is fully liable for any damage, loss, or harm caused to the property of the Hotel, the Operator, or third parties (e.g., due to burglary, theft, vandalism, or weather conditions). The liability of the Hotel or the Operator for any potential damage to the Guest's brought-in belongings is completely excluded in such cases due to the exclusive contributory negligence of the Guest.
- 5.9. The Guest must protect their access card against loss, damage, or misuse. Any loss or theft must be immediately reported to the Hotel. In case of loss or damage to the access card, the Hotel is entitled to demand flat-rate compensation for the costs associated with its replacement according to the current price list.

- 5.10. Items left behind by the Guest after the end of their stay will be treated by the Hotel as lost property in accordance with the relevant provisions of the Civil Code. The Hotel will ensure their safekeeping for a reasonable period, generally 3 months from finding them, with the exception of perishable items or items posing hygiene risks. After this period expires in vain, the Hotel is entitled to dispose of the items in accordance with legal regulations. The costs associated with safekeeping and returning the items are borne by the Guest.
- 5.11. The Guest is obliged to notify the Hotel of any discovered defects or damage to the room equipment without undue delay.
- 5.12. The Hotel recommends that Guests turn off lights, unused electrical appliances, and water taps when leaving the room, also with regard to the sustainability of the Hotel's operations.

Article 6

Payment Terms

- 6.1. The Hotel is entitled to require a payment card guarantee, payment card authorization, an advance payment, or another form of securing payment for provided services.
- 6.2. Guests are obliged to pay for all services provided during their stay in accordance with the Hotel's current price list.
- 6.3. Upon arrival, the Hotel is entitled to pre-authorize the Guest's payment card or request a reasonable deposit to secure payment for provided services or potential damages. Any unused portion will be released immediately after the end of the stay.

Article 7

Guest Visitors

- 7.1. The Hotel reserves the right to require the registration of all persons entering the accommodation area of the Hotel
- 7.2. Guest visitors are obliged to respect the Hotel's safety, operational, and fire protection rules.
- 7.3. The Guest is responsible for the actions of individuals they bring into the Hotel or allow into their room.
- 7.4. The Hotel is entitled to refuse entry to or expel persons who:
 - a. violate legal regulations,
 - b. violate these Accommodation Rules,
 - c. endanger the safety of persons or property,
 - d. disrupt Hotel operations through their behavior.
- 7.5. The Hotel is entitled to require visitors to announce their arrival at the reception, especially for security or operational reasons. Guest visits are permitted between 8:00 AM and 10:00 PM, taking into account nighttime quiet hours according to Article 19 of these Accommodation Rules.

Article 8

Safety and Fire Protection

- 8.1. The Guest is obliged to observe fire, safety, and hygiene regulations applicable in the Hotel.
- 8.2. The Guest is obliged to familiarize themselves with evacuation instructions and follow the instructions of Hotel staff in the event of an emergency.
- 8.3. In the Hotel premises, it is strictly forbidden to:
 - a) handle open flames,
 - b) use pyrotechnics,
 - c) bring in or store explosives, ammunition, weapons, or other dangerous objects,
 - d) possess or use narcotic and psychotropic substances in violation of legal regulations,
 - e) interfere with fire safety equipment.

- 8.4. In case of a Guest's health complications, the reception will arrange for a doctor, police, or emergency medical services. This provision does not affect the fact that the Hotel is not responsible for the Guest's state of health.

Article 9

Use of Electrical Appliances and Wi-Fi

- 9.1. Guests may use standard personal electrical appliances intended for personal use. Without the Hotel's prior express consent, it is prohibited to use personal cookers, heaters, grills, gas appliances, or other devices with an increased fire risk in the rooms.
- 9.2. The Hotel is entitled to prohibit the use of devices that may pose a safety, technical, or fire risk.
- 9.3. The Guest is strictly prohibited from leaving any electronic devices plugged into the mains and charging (including mobile phones, laptops, power banks, e-scooters, etc.) while not personally present in the room. All electrical appliances and equipment brought in by the Guest and connected to the accommodation provider's electrical network must be in flawless technical condition (without visible damage), must legally comply with valid technical standards, carry the CE conformity mark, and be labeled with prescribed manufacturer identification and technical data (especially nominal voltage, power input, and current). In the event of a breach of this obligation, the Guest is fully liable for all resulting damage or bodily harm.
- 9.4. The Hotel provides Guests with access to a wireless internet network (Wi-Fi).
- 9.5. The Guest is obliged to use the internet connection in accordance with the legal regulations of the Czech Republic and must not engage in activities through the Hotel network that could damage the Hotel, its systems, or third parties.
- 9.6. The Hotel is not liable for interruptions, limitations, or unavailability of the internet connection caused by technical or external circumstances.
- 9.7. Due to the security risk associated with lithium batteries, bringing e-scooters and similar devices with lithium batteries into the Hotel rooms is prohibited.

Article 10

Photography, Filming, and Commercial Activities

- 10.1. Photography and audiovisual recording for personal use are permitted on the Hotel premises, provided that the rights of other persons are not infringed.
- 10.2. Any photography, filming, live broadcasting, advertising, commercial production, or media activity requires the prior written consent of the Hotel.
- 10.3. Using Hotel premises for business, promotional, political, or similar activities without the Hotel's prior consent is prohibited.
- 10.4. The use of drones inside or in the immediate vicinity of the Hotel is possible only with the Hotel's prior written consent and in accordance with relevant legal regulations.

Article 11

Minors

- 11.1. Parents, legal guardians, or other supervising persons are responsible for minors.
- 11.2. Minors must not be left unattended in areas where their health, life, or property could be endangered.
- 11.3. The Hotel is not liable for harm resulting from insufficient supervision of a minor.

Article 12

Pets

- 12.1. Accommodation of pets is possible only with the Hotel's prior consent for a fee according to the current price list.
- 12.2. The Guest is liable for any damages or increased costs caused by the pet.

- 12.3. Pets must not be left unattended in the room or in the common areas of the Hotel.
- 12.4. Pets must not restrict other guests or Hotel staff through their behavior.
- 12.5. The entry and stay of pets in the Hotel are permitted only provided the Guest proves their good health (e.g., with a valid vaccination card). Dogs are allowed in all common areas of the Hotel solely on a leash and wearing a protective muzzle; other small animals must be kept in a closed carrier, and their free movement outside the room is strictly prohibited.

Article 13

Restaurants and Bars

- 13.1. The Hotel operates restaurants, bars, and other catering facilities intended for Hotel guests and the public.
- 13.2. Current information regarding accepted payment methods is published in the respective establishments.
- 13.3. The consumption of one's own food and beverages may be restricted or prohibited in some catering facilities.

Article 14

Liability for Brought-in Items

- 14.1. The Hotel is liable for the Guest's brought-in items to the extent stipulated by the legal regulations of the Czech Republic.
- 14.2. The Guest is obliged to take reasonable measures to protect their brought-in items against damage, loss, or theft, in particular not to leave them unattended and to use the room safe or safekeeping at the reception, if available.
- 14.3. For brought-in items of higher value (especially cash, jewelry, electronics, or other valuables), guests are recommended to store them in the room safe or in safekeeping at the reception. The Hotel's liability for brought-in items is governed by the relevant provisions of Section 2946 et seq. of the Civil Code.
- 14.4. The Guest is obliged to report the loss, damage, or theft of an item without undue delay after discovering this fact.
- 14.5. The Guest has the option to deposit valuables in safekeeping at the Hotel reception. The Hotel will issue a receipt to the Guest upon taking items into safekeeping. The Hotel is entitled to refuse to accept items of extraordinary value for safekeeping.

Article 15

Liability for Damage

- 15.1. The Guest is liable for damage caused to the property of the Hotel, the property of other guests, or third parties.
- 15.2. The Hotel is entitled to demand full compensation for incurred damage, including the costs of restoring damaged premises or equipment to their original state, as well as related purposefully expended costs (e.g., cleaning, repairs, room or equipment downtime). The Hotel is concurrently entitled to take reasonable operational measures to protect its rights, including restricting or terminating the provision of services in justified cases.
- 15.3. The Guest is also fully liable for damage caused by persons staying with them or whom they brought into the Hotel, as if they had caused the damage themselves.
- 15.4. In the event of room contamination beyond normal use (e.g., due to smoking, presence of animals, biological contamination, etc.), the Hotel is entitled to charge the Guest the costs of extraordinary deep cleaning according to the current price list.

Article 16

Smoking and Health Protection

- 16.1. Hotel BOOKQUET is a non-smoking hotel.

- 16.2. Smoking and the use of electronic cigarettes and similar devices are permitted only in designated areas.
- 16.3. The Guest is obliged to comply with legal regulations protecting health against the harmful effects of tobacco products.
- 16.4. In the event of a breach of the smoking ban, the Operator is entitled to charge the Guest a contractual penalty of 200 EUR for each individual violation. This contractual penalty does not affect the Operator's right to full compensation for damages (especially costs for special cleaning, deodorization of the room, or lost profit due to the inability to rent the room to other guests). The Operator is entitled to collect this amount from the payment card provided by the Guest upon booking or check-in.

Article 17

Nighttime Quiet Hours

- 17.1. Nighttime quiet hours are set from 10:00 PM to 6:00 AM.
- 17.2. Guests are obliged to respect the right of other guests to undisturbed rest.
- 17.3. Organizing parties or similar social events in Hotel rooms or Hotel premises that disturb nighttime quiet hours is prohibited without the Hotel's prior consent.

Article 18

Group, Congress, and MICE Stays

- 18.1. In the case of group reservations, conferences, congresses, corporate events, or other organized events, the conditions agreed upon in the contract between the organizer and the Hotel take precedence over the provisions of these Accommodation Rules.
- 18.2. The organizer is responsible for the participants' compliance with the agreed conditions.

Article 19

Premature Termination of Stay

- 19.1. The Hotel is entitled to terminate a Guest's stay before the agreed departure date, especially if the Guest:
 - a. severely violates these Accommodation Rules,
 - b. endangers the safety of persons or property,
 - c. disrupts public order, d. acts contrary to good morals.
 - d. acts contrary to good morals.
- 19.2. In such a case, the Guest is obliged to leave the Hotel immediately.
- 19.3. The termination of a stay under this Article does not affect the Operator's right to payment for services already provided and to compensation for incurred damage. The Operator is entitled to payment for the unutilized part of the stay only to the extent corresponding to the agreed cancellation policy or demonstrably incurred damages.

Article 20

Entry into the Room

- 20.1. The Hotel is entitled to enter the room without the Guest's consent to the necessary extent and for the following reasons:
 - a. to ensure the safety of persons, health, or property,
 - b. in the event of an emergency, equipment failure, or suspicion of damage,
 - c. to carry out necessary maintenance, repairs, or technical interventions,
 - d. for cleaning or inspecting the condition of the room, if operationally justified, e. upon reasonable suspicion of a violation of the Accommodation Rules or legal regulations.

20.2. Entry into the room will be carried out only to the necessary extent and with respect for the Guest's right to privacy. If circumstances permit, it will be carried out after prior notification to the Guest and usually in their presence.

Article 21

Force Majeure and Complaints

- 21.1. The Hotel is not liable for restrictions or the inability to provide services caused by extraordinary, unforeseeable, and insurmountable circumstances beyond the Hotel's control, in particular natural disasters, epidemics, power outages, interventions by public authorities, or other similar events.
- 21.2. The Guest is obliged to claim any defects in provided services without undue delay after discovering them, no later than during their stay, at the Hotel reception. If the Guest fails to claim defects without undue delay, their claim may be limited or denied for this reason, provided immediate notification would have allowed for their rectification. The Hotel commits to assessing and resolving the submitted complaint without undue delay.
- 21.3. Details regarding the complaint procedure, deadlines for processing, and the Guest's rights arising from defective performance are governed by the Hotel's Complaints Procedure, available at the Hotel reception and on the website www.hotelbookquet.cz.

Article 22

Out-of-Court Settlement of Consumer Disputes

- 22.1. The Guest has the right to an out-of-court settlement of a consumer dispute.
- 22.2. The competent authority for the out-of-court settlement of consumer disputes is the Czech Trade Inspection Authority (Česká obchodní inspekce), Central Inspectorate - ADR Department, Štěpánská 15, 120 00 Prague 2, adr@coi.cz, www.adr.coi.cz. Alternatively, the Guest may use the platform established by the European Commission at <http://ec.europa.eu/consumers/odr/>

Article 23

Final Provisions

- 23.1. These Accommodation Rules are valid and effective from September 1, 2026.
- 23.2. These Accommodation Rules supersede all previous versions of the Accommodation Rules of Hotel BOOKQUET.
- 23.3. The current version of the Accommodation Rules is available at the Hotel reception and on the Hotel's website at <https://www.hotelbookquet.cz>

For Hotel BOOKQUET

Martina Čermáková,
Hotel Director