



WELLNESS HOTEL STEP****
Malletova 1141, 190 00 Praha 9
tel: +420 296 786 350, fax: +420 296 786 348
www.wellness-hotel-step.cz
reservations@hotelstep.cz

ACCOMMODATION REGULATIONS

1. It is possible to accommodate at the hotel such a guest who can prove at the reception desk her/his identity with a passport, identity card or another identity certificate and fills in the registration card. After submitting such documents the guest receives the card of her/his room and the guest's hotel card.
2. The guest may be offered with other than the stipulated accommodation in some special cases if this does not differ substantially from the order confirmed by the hotel.
3. The guest must be put up at the hotel by 6 p.m. at the latest if based on an ordered and confirmed accommodation (till 6 p.m. the room is reserved) except the case, when the reservation has already been paid (the guest can be put up later during the day of arrival).
4. The guest uses her/his room for the time stipulated with the hotel. The guest can be put up at the hotel on the day of arrival before 2 p.m. (early ch/in) only in case of bed capacity and for the fee determined by price list. When the time of accommodation has not been stipulated in advance, the guest shall book out on the date of her/his departure by 12 a.m. at the latest. The hotel room must be vacated by that time (except the case of late ch/out till 2 p.m. or 5 p.m. for the fees determined by price list). If the term has not been kept, the price for the stay per the next day can be charged. The guest who puts up by 6 a.m. at the hotel shall pay for the previous night stay.
5. If the guest will ask for extension of the stay, he/she can be offered with other room than the original.
6. The guest is obliged to pay prices conformable to the valid price list for accommodation in advance or at the day of arrival. The bill is payable on its rendering. The accommodation price list is available at the reception desk. Services provided during stay (minibar, taxi etc.) are due no later than at departure.
7. The guest has the right to use room furniture with facilities, common rooms and hotel services in compliance with their purpose and on conditions provided. The guest is responsible under the valid rules for the damages to the hotel property caused by her/him.
8. Neither any furniture can be moved nor any modification can be made in the hotel rooms without the hotel management consent.
9. There is not allowed to use own electric appliances in the hotel rooms except of that intended for the guest's personal hygiene (safety razors, massage appliances, hair driers and the similar).
10. Pets can be put up at the hotel only on the charge as per the valid price list.
11. For hotel guest's callers intended lounge is in the ground floor. Callers can be received in the hotel rooms only with consent of the hotel management.
12. When leaving the room the guest is obliged to turn off the lights, make certain that all water cocks are shut off, close windows and doors.
13. The guest is obliged to act in such a way not to cause fire occurrence in the hotel room and another spaces. The hotel is non-smoking with the exception of designated areas. The guest shall immediately inform the receptionist in the event of contingent fire occurrence.

14. The guest shall behave in such a way not to disturb the night peace from 10 p.m. to 6 a.m.
15. The hotel provides for necessary medical assistance or transportation to a hospital as the case may be, when the guest fall sick or get hurt.
16. The hotel is liable for the things brought in the hotel by the guest and for the damage to things left on the places intended for this or commonly used thereto. The hotel is liable for money and valuable things only when they have been saved against the safe key by the hotel.
17. To leave the children up to an age of 10 years alone without any check of adults in the hotel rooms and common spaces is not advisable due to safety reasons.
18. In accordance with provisions of Act No. 634/1992 Coll., on the protection of consumer, we are informing about the possibility, in the case of dispute, to submit an application for alternative dispute resolution by the entity of ADR, which is:
Česká obchodní inspekce
Ústřední inspektorát - oddělení ADR
Štěpánská 15
120 00 Praha 2
Email: adr@coi.cz
Web: adr.coi.cz
19. The guest is obliged to keep provisions of these accommodation regulations. If those would be broken in a coarse way, the hotel management has the right to withdraw from the agreement on rendering an accommodation service before the agreed time lapses.

The accommodation regulations are valid since 31. 3. 2016

Lukáš Suchán
Director of WELLNESS HOTEL STEP
and HOTEL BRIDGE