ACCOMMODATION RULES OF MY HOTEL APOLLON

1. The hotel is authorized to accommodate only duly registered guests and guarantees services corresponding to the hotel’s category.
2. **The hotel is entirely non-smoking**, including all adjoining areas. Designated smoking areas are clearly marked and located next to the hotel entrance. In the event of a violation of the no-smoking policy (including electronic cigarettes), the hotel reserves the right to charge the guest a cleaning fee of €100.
3. Upon arrival, the guest must present a valid ID card or passport to the hotel staff for registration. Based on this, the hotel will issue a guest card indicating the hotel name, guest’s name, room number, length of stay, and a contactless key card. Guests must present a valid guest card upon request to verify their entitlement to stay at the hotel. If the guest fails to present a valid ID, the hotel is entitled to refuse accommodation in accordance with Czech local fee legislation and Act No. 314/2015 Coll. for foreign clients. If the guest refuses to provide identification, the hotel is not obligated to provide accommodation. Payment for accommodation and services must be made upon arrival by cash or card.
4. **A refundable deposit of €40** is collected at check-in, serving as a guarantee for compliance with house rules and coverage of potential extra services. If no violations or unpaid services occur, the deposit will be returned at check-out. The guest is required to collect the deposit upon departure or no later than 30 days after check-out. In such cases, the guest must notify the reception in writing.
5. Guests with reservations made and paid through third-party providers (e.g., travel agencies, tour operators, extranets) must present a valid voucher or booking confirmation upon arrival.
6. The hotel reserves the right to pre-authorize the guest’s credit card before arrival if provided to guarantee compliance with the accommodation rules. Prices are charged in CZK. The hotel’s exchange rate may differ from that of the guest’s bank. Payments by card will always be processed in CZK. Exchange rate discrepancies cannot be claimed.
7. If a guest has a confirmed reservation for a specific room type, they will be charged accordingly even if accommodated in a different room type with unoccupied beds.
8. The hotel accommodates only guests aged 18 and above. Minors are allowed only when accompanied by an adult (legal guardian).
9. In justified cases and after discussion, the hotel may offer alternative accommodation that does not substantially differ from the confirmed booking.
10. Rack rates are available at the hotel reception.
11. For guaranteed and guest-confirmed reservations, rooms are held until 6:00 a.m. For non-guaranteed bookings, the hotel may release the room for sale after 5:00 p.m.
12. **Cancellation Policy**:
	* For flexible reservations: Free cancellation is available more than 48 hours prior to arrival. If canceled less than 48 hours before arrival, a charge equivalent to one night’s stay applies.
	* For non-refundable bookings: The full reservation amount is charged at the time of booking and is non-refundable, even in case of cancellation or no-show.
13. Guests may not receive visitors in their rooms. All visits must occur in common areas. Visitors must register at the front desk with valid ID, permanent address, contact phone number, and pay the local accommodation tax unless they are Prague residents.
14. Check-in time is from 2:00 p.m. Check-out is by 12:00 p.m. If the guest fails to vacate the room by this time, the hotel may charge for an additional night. If the room is reserved for another guest and not vacated, hotel staff may, with a three-member committee, inventory and safely store the guest’s belongings.
15. Early check-in or late check-out may be arranged for a fee depending on the time.
16. Free Wi-Fi is available for hotel guests.
17. Children under 10 must not be left unsupervised in rooms or any other hotel areas.
18. For safety and guest protection, CCTV is installed in the lobby, entrance, and corridors. Footage is handled per applicable privacy regulations.
19. Possession or use of weapons and illegal substances is strictly prohibited.
20. Pets are not permitted.
21. The hotel does not offer currency exchange. However, EUR payments are accepted at the current announced exchange rate. A receipt is issued for all goods and services.
22. **Quiet hours are from 10:00 p.m. to 7:00 a.m.**
23. In the event of illness or injury, the hotel will arrange medical help or transport to a hospital. All related costs are borne by the guest.
24. Complaints must be submitted in writing immediately in accordance with the hotel’s complaints procedure.
25. The hotel is not liable for jewelry, money, or valuables.
26. The hotel keeps all forgotten items for a period of three months. In such cases, the guest must notify the reception in writing. Parking for hotel guests is available for a fee at a municipal parking lot. This is not a guarded parking area, and the hotel is not responsible for any damage to or theft of the vehicle or items left inside. Paid parking is available in a public city parking lot. This is not a monitored area, and the hotel is not responsible for any damage or theft.
27. Guests must turn off lights, close water taps, and shut doors when leaving the room. Key cards must be returned at check-out.
28. For safety reasons, the hotel reserves the right to refuse or immediately terminate accommodation and deny service to individuals whose behavior, appearance, or actions do not conform to the hotel’s standards, or who:
a) significantly disturb other guests or cause offense,
b) use or distribute narcotics,
c) are under the influence of alcohol or drugs,
d) engage in unauthorized sales or business activities,
e) harass others sexually or otherwise,
f) misuse shared hotel areas.
29. Open flames, including candles, are strictly prohibited throughout the hotel.
30. Guests are liable for damages caused to hotel property according to applicable regulations. Compensation is required unless the guest proves they are not responsible. This applies even if the damage is discovered post-departure.
31. For any justified requests or complaints during their stay, guests should contact staff, who will make every effort to fulfill their needs.
32. Guests must follow this accommodation policy and all hotel operating rules, especially those concerning safety and hygiene.
33. Violation of the accommodation policy may result in contract termination without compensation. The hotel is entitled to take necessary action, including involvement of hotel security or the Czech Police.
34. In case of serious violations, hotel management reserves the right to:
	* Withhold the entire deposit without refund
	* Charge a fine of €100 or more for each breach
	* Immediately terminate the stay without refund
	* Report guests to a blacklist shared among European hotels
	* Contact Czech Police
35. Any legal matters not covered by this accommodation policy shall be governed by the applicable laws of the Czech Republic and internal hotel regulations.
36. By staying at the hotel, guests confirm they have read and agreed to this accommodation policy and accept all obligations therein.
37. Guest suggestions for improving hotel operations are welcome.

**We wish you a pleasant stay.**

*Effective from: 1 January 2025*
*Bohdan Hrynažuk / Hotel Director*

Consumer Protection Notice
In compliance with Sections 1811 and 1820 of the Czech Civil Code (Act No. 89/2012 Coll.), My Hotel Apollon provides the following information prior to entering into an accommodation agreement:

* Identity and contact info of the operator: Fenit, s.r.o., ID No.: 04935284, registered office: Zelený pruh 1560/99, 140 00 Prague 4, VAT ID: CZ04935284, registered with the Municipal Court in Prague, Section C, File 25810; email: reception@hotelapollon.cz; phone: +420 773 371 084
* Main business activity: Provision of accommodation services
* Description of service: Accommodation and related services under a written contract
* Price: Total price including taxes and fees is communicated before contract signing
* Payment method: Payment can be made in cash or via bank transfer, details provided in writing
* Remote communication cost: According to provider's standard rate
* Consumer complaint handling:
For out-of-court dispute resolution, contact:
Czech Trade Inspection Authority – ADR Department
Štěpánská 15, 120 00 Prague 2
Email: adr@coi.cz | Web: [adr.coi.cz](https://adr.coi.cz)
Website of CTIA: [www.coi.cz](https://www.coi.cz)
* Right of withdrawal: Guests are not entitled to withdraw from the accommodation contract if services are provided at a specific time (§1837 j) of the Civil Code)
* Governing law: Czech Republic
* Contract language: English