

## **Pension ALFA Rules**

1. The accommodation services at Pension ALFA, Klokotská, 107, Tábor (hereinafter referred to as the 'Pension') shall be provided to guests in accordance with Section 2326 et seq. of Act No. 89/2012 Coll., the Civil Code, under which guests are provided with temporary accommodation for an agreed period of time and undertake to pay a fee to the accommodation provider for the provided accommodation services and any services associated with it.
2. The Pension can only accommodate guests who can prove their identity with a valid ID card or passport. Guests from countries outside the European Union can only prove their identity by producing a valid passport. A driving licence does not constitute sufficient proof of identification.
3. Guests under the age of 18 can only stay with at least one adult.
4. The room rate is payable upon arrival (not upon departure) in cash or by payment card. If a guest has paid part of the room rate in advance (an advance payment as agreed with the Pension), they shall pay the remaining portion of the price upon arrival. The room rate is always agreed with the guest in advance and the Pension has no right to change it after the booking has been made. If a guest is accommodated without a prior booking, the price is governed by the current price list of the Pension.
5. The recreational and spa fee and the accommodation capacity fee are not included in the room rate. Guests are required to pay them upon arrival at the Pension's request.
6. The Pension accepts payments in Czech crowns and euros, at the Pension's exchange rate at the time of the payment. If a guest wishes to pay in another currency, it is up to the Pension to decide whether or not they will accept that currency and, if so, the conversion will be made at the Pension's exchange rate at the time of the payment.
7. In special cases, the Pension may provide alternative accommodation in another facility, provided that the standard of the alternative accommodation does not differ in any way from the booked accommodation. The Pension guarantees the booked price of the rooms will remain unchanged.
8. The Pension reserves the right to request a deposit upon arrival to cover any damage caused by the guest during the accommodation. This deposit will be settled upon the guest's departure.
9. The window for guests' arrivals is at any time between 2 p.m. and 7 p.m. If a guest needs to check in at a different time, they must inform the Pension at least 24 hours in advance.

10. The bar on the ground floor is used as the reception and the reception opening hours coincide with the bar opening hours.
11. Guests are required to vacate their rooms by 10 a.m. If a guest fails to vacate the room by the check-out time, the Pension will charge the guest for one more night. If a guest needs to vacate the room later for any reason, they can request a delayed check-out time well in advance. Each guest request shall be considered on a case-by-case basis and the Pension will decide whether or not to accommodate the guest's request and under what conditions.
12. No furniture in the rooms or common areas may be moved without the consent of the Pension management, nor may any other changes be made in the rooms without the consent of the Pension management. A fine of CZK 2,000 shall be charged for any violation of this rule. Guests are also liable for any damage resulting from a breach of this requirement.
13. Between 10 p.m. and 6 a.m., guests are required to behave in such a way as not to disturb the night's peace. Furthermore, guests are required to conduct themselves in such a way that their behaviour and actions do not disturb other guests of the pension and the normal running of the Pension.
14. It is forbidden to handle open fires in the Pension. A fine of CZK 2,000 shall be charged for any violation of this rule. Guests are also liable for any damage resulting from a breach of this requirement.
15. Guests are required to conduct themselves in such a way as not to cause a fire. In the event of a fire, guests must immediately report the fact to the emergency line and also to the Pension. Functional fire extinguishers are located on each floor in a visible place in the common areas.
16. The Pension does not assume any responsibility for items brought into the Pension by guests, except for items the Pension takes over from a guest for safeguarding.
17. The number of people per room corresponds to the number of people registered for accommodation. Guests may not transfer rooms to other people without the Pension's consent. Guests may only and unconditionally receive any visitors with the consent of the Pension management. A fine of CZK 2,000 shall be charged for any violation of this rule. Guests are also liable for any damage resulting from a breach of this requirement.
18. Smoking is prohibited in all Pension areas; this also applies to electronic, heated tobacco or other tobacco and similar smoking alternatives. A fine of CZK 5,000 shall be charged for violations of this requirement. Guests are also liable for any damage resulting from a breach of this requirement.

19. Guests have the right to use the Pension Wi-Fi. Guests may not use the Pension Wi-Fi for illegal activities and must not attack or otherwise alter the security measures of the Pension network.
20. Guests are required to hand in the key at the end of their stay at a pre-agreed place.
21. If guests wish to keep their bicycles in the Pension storage, they are required to lock and secure the bicycles.
22. Guests are required to immediately report any damage caused to Pension property. A fine of CZK 2,000 shall be charged for any violation of this rule.
23. Guests are liable for damage caused to any Pension property in accordance with the applicable law.
24. Guests are required to review and observe the House Rules, use the Pension premises in a proper manner, keep the premises clean and tidy, and protect the Pension equipment and facilities from any damage. In the event of a gross violation of the House Rules, the Pension may withdraw from the accommodation contract before the expiry of the agreed period. Guests are required to provide full compensation for any damage caused.
25. The telephone number of the person in charge of the Pension and communication is:  
+420381256165  
+420603591862  
+420603871233