



HOTEL RULES

HOTEL & CASTLE SVIJANY

Article 1 — Conditions for Concluding the Accommodation Contract

1. The hotel provides services corresponding to its category and the standard of the hotel.
2. The guest's accommodation is always defined during a binding reservation, and the guest is charged the corresponding price for the selected type of accommodation.
3. The hotel is authorised to accommodate only guests who have a valid reservation and who duly register upon arrival. Guests are required to present a valid ID document upon check-in: a national identity card or passport.
4. If the guest fails to present a valid ID document (identity card or passport), the hotel is entitled to refuse accommodation, in accordance with legal obligations relating to local fees for Czech citizens and Act No. 314/2015 Coll. for foreign guests.
5. Based on a confirmed reservation, the hotel is obliged to accommodate the guest from 14:00 to 21:00. During this time, the room is reserved for the guest, unless stated otherwise in the reservation. Early check-in before 14:00 must be agreed in advance during the reservation process and is subject to confirmation and possible pricing of this extra service by the hotel.
6. The hotel is not required to accommodate guests without a prior confirmed reservation or guests arriving after 21:00.
7. If it is not possible to extend the guest's stay in the same room originally assigned, the hotel may offer a different room.

Article 2 — Safety and Guest Responsibility for Damages

1. Carrying or storing weapons is strictly prohibited in all hotel premises.
2. For safety reasons, children under ten years of age may not remain in hotel rooms or any other hotel or castle park areas without adult supervision. The legal guardian is fully responsible for any damage caused by children.
3. Guests are liable for damage caused to hotel property.
4. The guest shall compensate the damage unless they prove that they did not cause it. This claim also applies to damage detected after the guest's departure.



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Article 3 — Liability of the Accommodation Provider for Guests' Belongings

1. The accommodation provider is liable for damage to items brought into the accommodation facility by the guest, in accordance with Sections 2946–2949 of the Civil Code. Compensation is limited to up to one hundred times the daily room rate (Section 2948 (1)).
2. The obligation to compensate damage does not apply to vehicles, items left in vehicles, or live animals, unless accepted into safekeeping (Section 2947).
3. The guest must claim compensation without undue delay, no later than 15 days from the date they became aware of the damage (Section 2949 (1)).

Article 4 — General Accommodation Rules

1. The primary areas for receiving visitors are the hotel reception and the outdoor castle grounds. Visits in guest rooms are permitted only during the day and must be agreed with reception.
2. Smoking is prohibited throughout the hotel. A contractual penalty of CZK 5,000 applies for smoking in the room, corresponding to the costs of deep cleaning and lost revenue from an unoccupied room.
3. Guests may not move hotel furniture or equipment, including electrical appliances located in guest rooms or common areas. For safety reasons, only personal hygiene appliances (hair dryers, shavers, massage devices, etc.), laptops, tablets, and similar small electronics may be used.
4. Guests may use free Wi-Fi throughout the hotel (password available at reception).
5. Dogs and other pets may stay in the room provided the owner can prove the animal's good health; hotel staff may request presentation of the animal's vaccination record. The fee for pets is charged according to the current price list.
6. The hotel does not offer currency exchange services. It is not possible to pay in foreign currency at reception. The hotel accepts payment cards and cash payments on site.
7. Guests are prohibited from entering the castle exhibition areas on the first floor without purchasing a valid ticket.
8. Hotel corridors and the car park are monitored by a CCTV system. Parking for hotel guests is free of charge.
9. Guests must observe quiet hours from 22:00 to 06:00.
10. If a guest under the influence of alcohol or drugs does not guarantee compliance with the hotel rules, reception staff may refuse to accommodate the guest or may expel an already accommodated guest.



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11. In exceptional cases, the hotel may offer the guest a different room category or entirely different accommodation. However, such accommodation must not significantly differ from the originally confirmed room and must be as close as possible to Hotel & Castle Svijany.
12. Breakfast is served in the Castle Tavern located within the castle grounds.
Weekdays: 7:00–9:00, Weekends & public holidays: 8:00–10:00. Upon request (minimum one day in advance), times may be adjusted subject to restaurant availability. During private events (e.g., weddings), breakfast may be served in the Brewery Restaurant.
13. Information about hotel service prices is available on the hotel website or at reception.
14. Hotel management welcomes any suggestions for improvement and also appreciates constructive feedback.
15. Guests are obliged to familiarise themselves with the hotel rules and comply with them. If a guest violates these rules, the hotel is entitled to terminate their stay prior to the agreed departure date.
16. If a guest has justified wishes or complaints during their stay, they may contact the relevant hotel staff, who will make every effort to fulfil the request.

Article 5 — Departure from the Hotel

1. The guest may use the room for the period agreed. Unless otherwise arranged and approved by the hotel in advance, the guest must check out no later than 10:00 on the last day of their stay and must vacate the room by this time. Otherwise, the hotel may charge the guest for an additional day.
2. When leaving the room, guests must turn off water taps and close windows and doors. Upon departure, guests must return room cards and any borrowed games, appliances, etc.
3. Guests pay for accommodation and services at the end of their stay according to the valid price list. For longer stays, guests must settle their bill at least once per week. Before leaving, every guest must properly check out and pay their bill unless agreed otherwise.
4. In case of loss of a key/card, the guest must immediately report the loss to reception. Failure to do so releases the hotel from liability for any damage related to the lost key. A fee of CZK 500 is charged for a lost key/card, payable before departure. This fee covers the cost of replacing the lock and administration.



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Article 6 — Cancellation Policy

Cancellation fees for stay cancellation:

1. 50% of the price of ordered services if cancelled less than 7 days before arrival
2. 100% of the price of ordered services if cancelled less than 2 days before arrival

These fees represent lump-sum compensation for damages pursuant to Section 2330 of the Civil Code.

Article 7 — Final Provisions

1. Guests may submit wishes, compliments, complaints, and comments in writing to the book of wishes and complaints, which will be presented upon request.

Visitors may also contact the facility operator orally, in writing, or by phone:

Pivovar Svijany, a.s.

Svijany 25

463 46 Svijany

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2. This visitor regulation is valid from 1 January 2019.

Ing. Libor Stejskal

Manager, Castle Svijany



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