



**Accommodation Rules**  
(pursuant to the accommodation contract)

1. Accommodation at Hotel Macocha is provided based on an accommodation contract pursuant to Section 2326 et seq. of Act No. 89/2012 Coll., the Civil Code. The hotel provides temporary accommodation for an agreed period, and the guest agrees to pay for the stay and related services as specified in the accommodation contract or these rules.
2. The accommodation contract is concluded in writing. This includes written or email confirmation of a reservation or completion of a registration form.
3. Any rights and obligations not explicitly specified in the accommodation contract are governed by these Accommodation Rules and the hotel's price list. In case of a conflict, the contract takes precedence.
4. The hotel guarantees the provision of quality services appropriate to its category.
5. Upon arrival, the guest must present valid identification (ID card or passport). After completing the registration form, the guest is checked in.
6. The room key is handed over after check-in. The guest must protect it from loss or damage and return it to reception upon leaving the hotel. In case of loss, the hotel may charge for replacement of the door lock.
7. The number of guests in the room must match the number registered. Guests may not transfer the room to other persons without prior approval. By registering, the guest consents to the processing and retention of their personal data for the purposes of accommodation and guest records in accordance with the law.
8. The hotel may use the guest's contact information (address, phone, email) for marketing communication regarding events or offers. If the guest does not wish to receive such messages, they will not be sent.
9. When requesting services, the guest must state their name and room number.
10. In exceptional situations (e.g. a room malfunction or late arrival), the hotel may offer alternative accommodation of equal or higher quality.
11. Guests should inform reception of any health conditions (disability, hearing or vision impairments) to help ensure safety, emergency assistance, or evacuation if needed.
12. Persons with infectious diseases are not permitted to use hotel facilities.
13. If the guest wishes to extend their stay but the current room is reserved, the hotel is not obliged to offer an extension, but may provide another available room.
14. Early check-in before 2:00 PM may be charged as an additional night. Guests will be informed in advance.
15. Valuables should be stored in the reception safe. The hotel is not liable for items left unsecured in the room.



16. Guests are kindly asked not to rearrange furniture or modify the room. Damage caused may be charged.
17. Only personal care or low-power appliances (e.g. electric razors, laptops) may be used. Use of high-power devices (e.g. kettles, heaters, irons) is prohibited unless provided by the hotel.
18. Children under 12 must not be left unattended. Parents or guardians are liable for any damages caused.
19. Pets are not allowed. Violations may result in a surcharge for special cleaning and disinfection.
20. The guest is liable for any damages caused to hotel property, in accordance with Czech law.
21. Guests may use Wi-Fi, but not for unlawful activities or tampering with network security. The hotel is not liable for damage to guest devices.
22. Quiet hours apply from 10:00 PM to 7:00 AM. Please be considerate of others.
23. Guests must close windows, taps, and doors when leaving the room. The hotel is not liable for items lost due to negligence.
24. Room keys must be returned upon departure.
25. Visitors are allowed only with reception approval and must be signed in.
26. Breakfast is served from 7:00 AM to 10:00 AM in the hotel restaurant.
27. Check-in starts at 2:00 PM; check-out must be completed by 10:30 AM. Late check-out must be arranged in advance and may incur a fee.
28. Accommodation and services must be paid according to the agreed or listed prices. Price lists are available at reception.
29. The hotel requires advance payment or card pre-authorization. Additional charges must be settled immediately, or upon check-out at the latest.
30. For stays longer than 7 days, invoices will be issued every 7 days and are payable upon presentation unless agreed otherwise.
31. Early termination of the stay does not exempt the guest from payment. Cancellation fees may apply according to hotel policy and include all services ordered.
32. Common areas may be monitored by CCTV for safety. Recordings are kept for a maximum of 7 days.
33. Parking is available for a fee as listed in the price list. The hotel is not liable for any damage to vehicles.



34. Guests must observe these rules, maintain cleanliness, use the premises properly, and report damage immediately. Quiet hours must be respected.
35. If a guest seriously violates these rules or acts inappropriately despite warnings, the hotel may terminate the accommodation. Damages must be compensated in full.
36. Without the hotel's permission, guests must not:
- alter room interiors or remove furniture,
  - take food from the breakfast area,
  - smoke or use open flames in the hotel,
  - bring or store weapons, explosives, drugs, or toxic substances (except prescribed medication).
37. In accordance with § 14 of Act No. 634/1992 Coll., the hotel informs consumers of the right to out-of-court dispute resolution via the Czech Trade Inspection Authority ([www.coi.cz](http://www.coi.cz)).
38. Feedback and suggestions are welcome and may be submitted to hotel management.

Effective as of 1 July 2025

Thank you for choosing our hotel. We wish you a pleasant stay!

Blansko, 1 July 2025