



Rules and regulations of Hotel Alexander Stříbro

1. Hotel Alexander provides accommodated visitors (hereafter referred to as guests) with rooms for an agreed period, and the guests shall pay for this accommodation and related services within the period set by these rules and regulations.
2. The rights and obligations of the contracting parties are regulated by these rules and regulations, the price list of the hotel service provider, and the terms and conditions of Alexander Hotel.
3. Reservations with us can be made by e-mail, online on our website or by phone. Guests will receive confirmation of their reservation sent by e-mail from the service provider. The reservation is confirmed the moment the confirmation is sent out.
4. The hotel is only authorized to provide accommodation for guests who properly register. Upon arrival, guests are required to register at the hotel reception, providing a valid identity document, passport if a foreigner, in accordance with the law on the stay of foreigners in the Czech Republic. Guests are furthermore obliged to pay for the hotel's services in advance, either at the reception or online with a payment card or payment made in advance.
5. For corporate clients, the terms of payment are determined by a special corporate contract between the hotel and their company.
6. Once properly registered, guests are entitled to accommodation in the hotel for the agreed period.
7. Once properly registered, guests receive a PIN CODE for their room and for all main entrances to the hotel.
8. The hotel reception is open based on the opening hours of the reception, which can be adapted to the occupancy of the hotel or according to the pre-agreed closure of the hotel or public holidays.

Check in: after 14:00 / Check out: 10:00 / Quiet hours: 23:00 - 6:00

Breakfast: Monday-Friday: 6:30 - 10:00

Breakfast: Saturday-Sunday: 7:30 - 10:00

Checking in after 22:00 must be noted (when booking online) or announced if making a reservation by telephone. This reservation must be paid in advance according to the terms and conditions.

9. Checking in earlier or departing later than the given times must be arranged at the reception in advance. If guests fail to show up, the hotel has the right to cancel their accommodation but charge the full price for it according to the confirmed reservation, unless otherwise agreed.

10. Canceling a confirmed reservation is possible by e-mail or by phone. A cancellation fee is charged according to the above cancellation conditions.

11. If a guest does not present a valid identity document (identity card, passport), the hotel is entitled to refuse to accommodate the guest with regard to the law on local fees for Czech citizens and Act 314/2015 Coll., for foreign clients.
12. Only persons not infected with infectious diseases and not showing any signs of being under the influence of alcohol or drugs may be accommodated in the hotel.
13. In special cases, the hotel reserves the right to offer guests accommodation other than the one arranged if it does not differ significantly from the confirmed reservation.
14. Guests may extend their stay upon request if the hotel has vacancy. In such a case, however, the hotel may offer guests a room different from the one they are currently staying in.
15. Guests are required to pay for their accommodation and other reserved services in accordance with the hotel's current price list. All on the basis of a submitted account - invoice.
16. The accommodation ends on the date agreed with the guest, namely the day on which the guest checks out. In order to properly check out, guests must vacate their room by 10:00. Unless guests do so, and unless otherwise agreed, the hotel is entitled to charge them a late departure fee of 50% of the overnight price.
17. Guests are required to check the completeness of the furnishings and the condition of the room immediately after entering their rooms. Report any damage to the furnishings immediately to the hotel reception. In the event any of the furnishings are damaged by guests, they are required to report it to our reception.
18. Guests are entitled to use the furnishings in the room only for the purpose for which they are intended.
19. Guests may not make any substantial changes in the areas reserved for use without the consent of the hotel management, i.e. they may not move the furnishings or tamper with electrical connections or other installations.
20. Guests are not allowed to use their own electrical appliances in the rooms. This regulation does not apply to electrical appliances intended for personal hygiene (electric razor, massager, hair dryer, etc.) and to low-power equipment for personal use (laptops, chargers for cameras and mobile phones).
21. Guests are responsible for any damage they cause to hotel furnishings, unless they can prove that it was not their fault, and they are required to pay for this damage immediately. This claim of the hotel also applies to damage discovered after the guest leaves. This damage will be covered by sending the guest an invoice.
22. Visitors are not allowed in the rooms. On the hotel premises, only in the lobby bar or at the reception.
23. Guests may not bring any dangerous objects or substances (sharp objects, weapons, explosives, flammables, caustics, poisons, etc.), narcotic or psychotropic substances, on the hotel premises, nor any objects or substances with a strong smell.
- 24. Smoking is prohibited in all indoor areas of the hotel. If this prohibition is violated, the guest will be charged a fine of CZK 3,000. Smoke detectors have been built into all indoor areas of the hotel. A guest who violates the smoking ban and sets off the alarm will bear the cost of summoning the fire department.**

25. Guests are required to maintain peace and quiet at night and not disturb other guests. With the operator's consent, social events can be organized on the hotel premises, even after 23:00, in the designated areas.
26. For safety reasons, leaving accommodated children under the age of 10 alone in the room or in other areas of the hotel without the supervision of adults is not permitted. Parents or guardians bear full responsibility for any damage caused by children in their care.
27. The hotel will summon medical assistance for any guest who becomes ill or injured.
28. When leaving the room, guests are required to make sure the water taps are shut, the lights are turned off, the windows and doors are closed, and the air conditioning is off.
- 39. During their stay in the hotel, all guests are required to conduct themselves in such a way as not to cause a fire. What guests should do in the event of a fire is regulated in the fire and safety regulations, which are published at the reception and on the inside of the doors in all rooms.**
- 30. A fire on the hotel premises is sounded by detectors that are installed in all the rooms and public areas of the hotel. Should the alarm sound, the guest is required to leave the hotel premises immediately.**
31. There is a safe in every room of the hotel and the guests are obliged to use it to keep their valuables safe.
32. Entry to an occupied room is permitted for the maid (to ensure daily cleaning), reception staff and hotel management (if necessary or for technical faults in the room) and the maintenance staff when a technical fault in the room is reported.
33. In the public areas of the hotel, we ask guests to uphold the principles of decent behavior. In the opposite case, the hotel reserves the right to refuse the guest service.
35. Guests are obliged to comply with the provisions of these rules and regulations throughout their stay. If, despite a warning, a guest grossly violates these rules and regulations and decent behavior, the hotel is entitled to cancel that guest's accommodation before the end of the agreed period. The hotel has the right to full payment of the price of accommodation. The guest must then leave the hotel immediately.
36. These rules and regulations are available to guests on our website and at the hotel reception. These rules and regulations go into effect on 1 January 2024.
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