

General Terms and Conditions

Hotel Praga 1885

1. Operator of the Accommodation Facility

The operator of Hotel Praga 1885 is:

Apart Hotel Prague s.r.o.
Varšavská 715/36
120 00 Prague – Vinohrady
Company ID No.: 21777357
VAT ID No.: CZ21777357

(hereinafter referred to as the “Operator” or the “Hotel”)

The client – as a natural or legal person (hereinafter referred to as the “Client”).

These Terms and Conditions apply generally to all hotel Guests, Agencies and other entities with whom no written service agreement has been concluded.

2. Prices and Payment Terms

All prices listed on the Hotel’s website are final, stated in Czech crowns (CZK) and include VAT.

Prices stated in other currencies are for information purposes only. Payments by payment card are settled in CZK according to the current exchange rate of the bank of the payment card holder.

The city tax is not included in the accommodation price and is paid by the Guest upon arrival at the hotel reception. The tax is 50 CZK per person per night, unless otherwise provided by law.

The Hotel accepts the following payment methods:

- online payment card payment;
- payment card at reception;
- bank transfer;
- cash.

3. Reservation of Accommodation and Services

1. Reservation of accommodation and other services at the Hotel, and confirmation of such reservation by the Hotel, may be made only in writing, by e-mail or through the reservation system.

2. A reservation is considered valid and binding if the Hotel confirms the reservation to the Guest in writing, or if the Guest receives an automatic e-mail confirmation generated by the relevant online reservation system.

3. The reservation is completed by payment for the accommodation in cash, by payment card or by bank transfer, or by payment of the agreed deposit in the amount of the ordered accommodation and services. Individual conditions may be agreed.

The reservation must contain, in particular:

- the Guest’s first name and surname;
- the Guest’s contact details (telephone and/or e-mail);
- the dates of stay;
- the number of accommodated persons.

4. If the Hotel or the Guest fails to comply with the conditions stated in Section 3, the Hotel may refuse to provide the accommodation and services.

5. The information stated in the reservation confirmation is binding on both parties.

4. Conditions for the Provision of Services

Accommodation services are provided at the following address: **Hotel Praga 1885, Plzeňská 560/29, 150 00 Prague 5 – Smíchov.**

Check-in is possible from 15:00 on the day of arrival. Check-out must be completed by 11:00 on the day of departure, unless otherwise agreed.

Upon arrival, the Guest is obliged to present a valid identity document. In the case of online payment, the Guest may be asked to present the payment card used for the reservation.

5. Reservation Guarantee

All reservations must be guaranteed by a valid payment card.

The Hotel reserves the right to pre-authorize an amount corresponding to the price of the first night of the stay in order to verify the validity of the payment card.

Any applicable cancellation fees may be charged to the Guest's guaranteed payment card.

6. Cancellation Conditions

Flexible Reservation

A reservation may be cancelled or changed free of charge no later than 48 hours before the planned arrival, by 15:00 local time. In the event of a later cancellation, change of reservation or the Guest's non-arrival (no-show), an amount equal to 100% of the reservation price will be charged. Payment for flexible reservations is made upon arrival at the hotel reception, unless stated otherwise.

Non-refundable Reservation

A non-refundable reservation cannot be cancelled or changed free of charge. The total reservation price will be charged at the time of reservation confirmation. In the event of cancellation, change of stay dates or the Guest's non-arrival, the Guest is not entitled to a refund of the amount paid.

If a reservation made through an external provider (e.g. Booking.com) is cancelled, the reservation must also be cancelled through that provider in the manner required by the provider and under the conditions of the reservation. Cancellation fees may apply.

Rights and Obligations of the Guest

1. The Guest has the right to use the reserved premises and their equipment, as well as the equipment of the common areas.

2. The Guest is responsible for all damage caused in the room during the stay and agrees to pay any costs for repairs, replacements or special cleaning. The amount of compensation will be determined by the Hotel.

3. The Guest is obliged to report all defects and any shortcomings immediately during the stay at the Hotel so that a remedy can be arranged.

4. No later than on the day of arrival and before the accommodation is provided, the Guest is obliged to pay the costs associated with the use of the Hotel's services, including additional services, unless otherwise agreed. In the event of non-payment, the Hotel is entitled to charge the corresponding amount to the Guest's payment card at any time, including after the Guest's departure.

5. Hotel check-in is from 15:00 on the day of arrival. Earlier check-in is possible only by agreement with the Hotel and for a fee. Check-out is until 11:00 on the day of departure. Late check-out is possible by agreement with the Hotel and for a fee.
6. The entire Hotel is non-smoking. Violation of this rule and smoking in the room or in the Hotel premises entitles the Hotel to charge the Guest a penalty of EUR 200 for cleaning the room or Hotel premises. Smoking is permitted only on balconies and in front of the Hotel in the designated area. In the event of non-payment, the Hotel is entitled to charge the corresponding amount to the Guest's payment card.
7. Quiet hours are from 22:00 to 6:00. Conduct that disturbs other guests during quiet hours is strictly prohibited, including loud music, shouting in rooms or corridors, and other disruptive behavior. In the event of a serious breach of this rule, the Guest is obliged to pay the Hotel a contractual penalty of up to EUR 300 as required by the Hotel or, where necessary, the police may be called.
8. Dogs may be accommodated subject to confirmation by the Hotel and for a fee of 250 CZK per day. Other animals may not be accommodated in the Hotel without the Hotel's express written consent. Any soiling or damage to room equipment caused by an animal must be paid by the Guest, based on the Hotel's calculation, no later than by the end of the Guest's stay at the Hotel.

Rights and Obligations of the Hotel

1. The Hotel is obliged to provide accommodation to the Guest on the basis of the services agreed in advance, corresponding to the standard of the Hotel.
2. If the Hotel is unable, for objective reasons or due to force majeure, to accommodate the Guest on the basis of a previously made and confirmed reservation, the Hotel is obliged to arrange adequate accommodation for the Guest in another accommodation facility of the same or higher category.
3. The Hotel is entitled to retain items belonging to the Guest until all claims of the Hotel against the Guest have been fully settled.

7. Out-of-Court Resolution of Consumer Disputes

1. The Czech Trade Inspection Authority is competent for the out-of-court resolution of consumer disputes arising from an accommodation contract or from a contract for the provision of accommodation services between the Guest as a consumer and the operator of Hotel Praga 1885:

Czech Trade Inspection Authority
Štěpánská 567/15
120 00 Prague 2
Company ID No.: 000 20 869
E-mail: adr@coi.cz
Website: <https://adr.coi.cz/cs>

2. The Guest has the right to contact the Czech Trade Inspection Authority with a request for the out-of-court resolution of a consumer dispute if the dispute cannot be resolved directly with the Hotel operator.
3. In the case of cross-border consumer disputes, consumers may also use the information and assistance provided by the European Consumer Centre Czech Republic.

European Consumer Centre Czech Republic
Gorazdova 1969/24
120 00 Prague 2
Website: <https://evropskyspotrebitel.cz>

4. The operator of Hotel Praga 1885 is authorized to provide accommodation services on the basis of the relevant trade license. Trade supervision is carried out by the competent trade licensing authority within the

scope of its competence. The Czech Trade Inspection Authority supervises, within the defined scope, compliance with Act No. 634/1992 Coll., on Consumer Protection.

8. Contact Details

Hotel Praga 1885

Plzeňská 560/29

150 00 Prague 5 – Smíchov

E-mail: reception@hotelpraga1885.eu

Tel.: +420 737 013 997