

BLACK BRIDGE HOTEL APARTMENT ACCOMMODATION REGULATIONS

General Provisions

- These accommodation regulations set out the rules issued by the operator of the Black Bridge Hotel Apartment. By entering, everybody expresses his/her consent to be bound by the rights and duties contained in these operating regulations.
- The operator reserves the right to require compliance with the accommodation regulations and, in the case of non-compliance or a repeat breach, is entitled to have a visitor removed from the Black Bridge hotel and golf course.
- The hotel can accommodate a guest that proves his/her identity with a valid ID card or passport.
- Every accommodated guest has to be entered in the guest records, an employee at reception maintains the records and issues keys and cards for apartments.
- Reception is in operation in accordance with reception's opening times.
- A served breakfast is available in the restaurant at the defined times in accordance with information at reception against the submission of a voucher that a guest receives at reception during check-in. The restaurant is open in accordance with the opening hours published at www.grcm.cz. There is a prohibition against taking alcohol into the accommodation space.
- A guest is obligated to pay for accommodation and to pay the stay charge in accordance with the valid price list on the day he/she arrives.
- The hotel requires a card guarantee or a returnable deposit totalling CZK 1,000. The hotel is entitled to claim compensation for damage over ordinary wear and tear and consumption from the minibar against the guarantee or the deposit. Otherwise, the returnable deposit will be returned to a guest upon departure in full. The hotel is not entitled to make additional use of information about a payment card in any way.
- Based on the accommodation ordered, the hotel is obligated to accommodate a guest no earlier than at 13:00.
- A guest uses a hotel room for the period he agreed and paid for at reception.
- A guest checks out and vacates a room no later than at 10:00 on the day of departure, when he/she reports to reception and pays for consumption from the minibar. In return for a surcharge, it is possible to arrange a later check-out with reception.
- In the event a key or hotel card is lost and not returned, a fee of CZK 500 is charged.
- Visits by non-accommodated guests to hotel rooms can be accepted only with the hotel's consent. If this does not happen, a payment will be charged for a visit in accordance with the valid price list.
- Rooms are cleaned after a guest departs. In the case of longer stays, cleaning is performed every three days or on request.
- If a guest requests an extension of a reservation during his/her stay, it is necessary to pay for such additional accommodation in advance.
- Without the accommodation provider's consent, a guest cannot make significant changes to the accommodation space (move and remove furniture, alter the heating controller).

- In hotel rooms it is permitted to use only one's own electrical appliances that are for personal hygiene. Electronic devices can be charged. Using a naked flame, one's own kettle, grills or own heaters is prohibited in the space.
- Guests should be quiet in the whole hotel from 22:00 to 06:00.
- There is a strict prohibition against carrying arms, munitions and hazardous substances in all the hotel's space. There is a prohibition against using intoxicating and psychotropic substances and poisons.
- It is not appropriate to leave children younger than 10 without the supervision of an adult in hotel rooms and other common space.
- If a guest has reasonable wishes or complaints during his/her stay, he/she can ask hotel staff, who will make every effort to effect a remedy.
- A guest can use the car park on the site and the parking areas in front of a bungalow or a bungalow's garage for free. Blocking the parking areas of other bungalows without the consent of reception employees is not permitted.
- The operator is not liable for the loss of valuables or higher amounts.
- There is a strict prohibition against smoking and pets in the apartments for safety reasons. Space in the garage is reserved for smoking.
- In the event of a fire on the site, it is necessary to proceed in accordance with fire regulations for the site.
- In the event of a serious injury or illness, please notify the closest resort employee, who is obligated to provide first aid or arrange medical assistance.
- Site employees are responsible for the safe operation of the accommodation facility, so please comply with their instructions.
- The site's space is monitored by security cameras.
- A guest is obligated to comply with the prescribed provisions, in the event of a gross breach of the regulations, the hotel's management is entitled to ask a guest to pay compensation or to terminate his/her stay.

These operating regulations come into effect on the day they are signed.

Ing. Pavel Švehla, GRBB manager

Prague, on 1 March 2021

