



Accommodation Rules for Hotel Palác Elektra ***

General Terms and Conditions for the Provision of Accommodation and Related Services at Hotel Palác Elektra

These accommodation rules are binding for all guests using the accommodation services at Hotel Palác Elektra ***, operated by Prosper Elektra a.s., Company ID: 05277965, registered office: Umělecká 305/1, Moravská Ostrava 702 00, Ostrava (hereinafter referred to as the “accommodation provider”), and form an integral part of the accommodation contract or similar agreement concluded between the guest and the accommodation provider.

The guest will be accommodated after proper registration. For this purpose, the guest shall present an identity card (ID card, passport, etc.) at the reception. The receptionist may require the guest’s signature on a registration card or accommodation protocol and a refundable deposit of up to CZK 2,000 per night for the apartment.

In case of loss of the key, the guest is obliged to report the loss immediately. Otherwise, the provider is not responsible for any damage incurred. A fee of CZK 1,000 will be charged for a lost key.

Guests are obliged to pay for accommodation and services according to the valid price list at the reception from 6:00 to 19:30, unless otherwise agreed. If leaving outside these hours, payment must be made in advance.

The personal data provided by the guest are protected in accordance with applicable legislation (GDPR Regulation (EU) 2016/679). Information on data processing is available at <https://www.palac-elektra.cz/aktualne/> or at the hotel reception in printed form.

Check-in is from 13:00. Earlier check-in may be arranged with the provider. Check-out is by 10:00 on the day of departure, otherwise another night may be charged.

The guest may not allow third parties to use the apartment. If more persons are accommodated than declared, a contractual fine of CZK 1,000 per night is charged, and the provider may cancel the stay.

Moving furniture or interfering with electrical or other installations is prohibited. Only personal hygiene appliances may be used in the rooms.

Room cleaning is carried out on weekdays between 8:00 and 12:00. If the room is not accessible, cleaning will be done the next business day.

Guests must switch off lights, close windows, turn off water taps, and lock the door when leaving the room.

Quiet hours are from 22:00 to 06:00.

Pets may be accommodated only with the provider's consent and for a fee, according to the valid price list.

Children under 10 years and pets may not be left unattended in rooms or common areas.

Smoking, including e-cigarettes, is strictly prohibited in rooms and indoor areas. Violations are fined CZK 1,000. Smoking is permitted only on balconies with ashtrays provided.

Throwing cigarette butts from balconies onto the roof is prohibited. Violations are fined CZK 1,000, and damage will be charged in full.

The provider is not responsible for money or valuables unless deposited at the reception.

Guests are obliged to follow these rules. In case of serious violations, the provider has the right to terminate the accommodation contract before the agreed time.

Approved by Prosper Elektra a.s. – Ing. Martina Kulštejnová, Ostrava, 1.5.2024