



# LÁZNĚ FELICITAS

## HOTEL REGULATIONS

- 1.** Every accommodated person (hereinafter referred to as "guest") is required to register upon arrival at the hotel reception and credibly prove their identity at least to the extent of following credentials: name, address, date of birth, identity card number - identity card or passport . A guest, who is required to be equipped with visa to enter the Czech Republic, must provide a valid documentation. If the guest refuses to submit personal documents, the hotel is not obliged to provide accommodation.
- 2.** Accommodated guest is obliged to pay the price for accommodation and services in accordance with the valid price list upon arrival. Invoice payment is possible if the order is sent and the advance payment of required amount is paid ahead. Guests arriving via contractual travel agency are required to present a voucher or a valid proof of payment for the stay, received from the travel agency. The guest pays for accommodation and services provided on the day of arrival by cash or credit card. Upon arrival, the hotel is entitled to request credit (bank) card from the guest for pre-authorization. Pre-authorization serves as a guarantee of payment for possible additional (special) services. When all additional (special) services are paid for, the pre-authorization will be canceled on the day of departure.
- 3.** Prices of accommodation and various services are available at the reception and on the website [www.spahotelfelicitas.cz](http://www.spahotelfelicitas.cz).
- 4.** In justified cases, after consultation with the guest, the hotel may offer accommodation other than originally agreed. The hotel, in this case, always takes into account the fact that the new offer should not be significantly different from the confirmed order and should comply with the corresponding category.
- 5.** Unless otherwise stated, the room is held from 2.00 to 6.00 pm on the day of the scheduled arrival. Possible late arrivals must be announced in advance.
- 6.** The room is available from 14.00 on the day of arrival. The room is required to be handed over by 11.00 am on the day of departure. In case of interest, Sunday departure may be extended until 2.00 pm.
- 7.** If the guest is evidently under the influence of alcohol or other addictive substances or is suspected of a serious contagious disease, the hotel is entitled to refuse to provide accommodation.
- 8.** Guests can receive visitors in their room between 8.00 am and 10.00 pm, but only if notified at the reception desk.
- 9.** When ill or injured, the guest receives medical assistance, eventually transfer to hospital. Related costs are paid for by the guest.
- 10.** Earlier arrival or later departure can be ordered for 1000 CZK for individual guests or for 50% of the accommodation price for corporate guests, unless otherwise agreed with the hotel.
- 11.** Hotel guests are not permitted to move any equipment and to interfere with the electric grid and equipment placed in the room.
- 12.** For safety reasons it is not allowed to use own electrical appliances, for example kettle. The only exceptions are razors, curling irons, chargers for mobile phones and laptops.
- 13.** It is forbidden to make fire and manipulate with an open fire in all areas of the hotel and all guests are obliged to comply with all safety and fire regulations.



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- 14.** Guests are entitled to use the free wireless internet access through wi-fi free areas in restaurants and conference rooms. Hotel guests are also entitled to use wi-fi in hotel rooms, when a fee is prepayed.
- 15.** Children under 12 years of age must not be left unattended in hotel rooms or any other area of the hotel. Parents are responsible for their children's safety in all areas of the hotel.
- 16.** Guest are entitled to enter and exit the hotel consecutively.
- 17.** The hotel is a smoke-free zone, including all adjacent areas with the exception of the summer terrace. Guests are obliged to respect this fact, in case of violation, the hotel is entitled to charge a fine of up to 2000 CZK for cleaning and purification.
- 18.** Hotel guests have the option of free access to the swimming pool with whirlpool at set times, information about other services is available at the hotel reception or in hotel folders placed in each room.
- 19.** It is strictly forbidden to carry or keep weapons in the building.
- 20.** With the approval of the hotel, dogs and other small animals can be accomodated together with the guest, provided that the animal is healthy, does not disturb other guests during the stay and the owner disposes of their pet's excrements. Price for pets is charged according to valid price list. The guest pays all damages caused by the pet. Pets are not allowed in other areas of the hotel (restaurant, wellness etc.)
- 21.** Hotel guests are obliged to keep curfews from 10.00 pm to 6.00 am.
- 22.** Any complaints and defects are solved in accordance to the Complaints Procedure. A complaint must be filed immediately in writing.
- 23.** The hotel is not responsible for valuables, jewelery, money and other, unless stored in a safe. The hotel is not liable for any loss of valuables stored outside the room or the hotel safes. The Police will be called to all cases of loss.
- 24.** The guest is liable for all caused damages in full, including excessive pollution of the room.
- 25.** Parking for hotel guests is provided for a fee in the hotel garage. Parking in front of the hotel for a fee is not guarded. The hotel is therefore not liable for any damage or theft of either the vehicle or items stored in the vehicle.
- 26.** Drinks in the minibar are not included in the price. The guest is obliged to report any cosumption from the minibar at the hotel reception.
- 27.** The guest confirms that he is familiar with hotel regulations when accomodated. Guests are obliged to comply with these regulations and agrees to fulfillment of obligations arising. In case of violation, the hotel has the right to withdraw from the agreed accommodation before the expiry of the agreed period without the consequent obligation to pay any damages to the guest.
- 28.** Legal relations, as well as other matters not regulated explicitly by hotel rules, are governed by the applicable laws of the Czech Republic and other internal regulations of the hotel.
- 29.** The hotel management welcomes all suggestions to improve hotel operations. A satisfaction questionnaire has been placed in each room, we are very grateful for its completion and submission at the reception desk.

In Poděbrady, 01/01/2015

Gabriela Váňová  
Hotel Director

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