

Accommodation Rules and Conditions – Pension Kapitanka

To ensure a pleasant, comfortable and safe stay for all guests, we kindly ask you to respect the following rules.

Accommodation – arrival, departure and online check-in

- Upon arrival, guests are required to present a valid identity document (ID card / passport), unless online check-in has been completed.
- If the guest provides an email address during the reservation, an automatic invitation to online check-in will be sent. We recommend completing it before arrival.
- Check-in is available from **14:00 to 18:00** (late arrival must be reported in advance).
- Check-out is by **10:00**, when the guest hands over the keys and allows a basic room inspection.
- If a guest requests to extend their stay, another room may be offered depending on current availability.

Behaviour in the guesthouse

- Guests are expected to behave considerately towards other guests and staff.
- Quiet hours must be respected from **22:00 to 7:00**.
- Smoking is strictly prohibited in all indoor areas of the guesthouse.
- Consumption of personal food and beverages is not permitted in the restaurant or on the summer terrace.

Liability for damages

- Guests are responsible for any damage caused to the property or equipment of the guesthouse.
- Moving furniture or interfering with electrical or technical installations is not permitted.
- In case of loss of keys, a fee of **CZK 1,000** will be charged.

Sports equipment and footwear

- Bicycles, skis, snowboards and other sports equipment are not allowed to be stored in guest rooms.
- Designated storage areas are available according to the season.
- Please leave outdoor footwear in the designated area and do not bring it into the rooms.

Electrical appliances

- The use of personal electrical appliances is not permitted, except for devices intended for personal hygiene (e.g. electric shaver, hair dryer).

Staying with dogs

- Dogs are allowed **only by prior agreement**.
- Dogs must not be left unattended in the room.
- Owners are responsible for cleaning up any mess caused by their dog inside the guesthouse and in its immediate surroundings.
- The owner is fully responsible for any damage caused by the dog.
- Please respect other guests – not everyone feels comfortable around dogs; therefore, dogs must always be kept on a leash and under control in common areas.

Safety

- Guests are required to prevent situations that could lead to fire or property damage.
- When leaving the room, please turn off lights, close water taps, close windows and lock the door.

Reservation, deposits, payment and cancellation policy

- The accommodation provider may require a deposit of up to **50% of the total stay price**.
- If a deposit is required, it must be paid within **5 days** of reservation confirmation, unless agreed otherwise.
- If the deposit is not paid within the specified period and no alternative arrangement is agreed, the reservation may be cancelled.
- The remaining balance is payable upon arrival and check-in.
- Payment is possible in cash or by bank transfer.
- If the stay is cancelled less than **21 days** before arrival, the deposit may be used as a cancellation fee.
- If the cancelled stay is rebooked by another guest, no cancellation fee will be charged.
- After arrival and check-in, the stay cannot be shortened or terminated early without entitlement to a refund for unused days.
- Changes in weather, personal plans or circumstances are not grounds for a refund.

Insurance and force majeure

- Serious events such as sudden illness, hospitalization or natural disasters may be covered by travel insurance.
- We recommend arranging appropriate insurance that may also cover cancellation costs, especially for higher-value stays or reservations made well in advance.

Responsibility for personal belongings

- The accommodation provider is responsible only for items officially taken into custody.
- Cash, jewellery and valuables are accepted for safekeeping **only against written confirmation**.
- Guests are advised not to leave valuables unattended in their rooms.

Thank you for respecting these rules and we wish you a pleasant stay at Pension Kapitanka.