



NEČTINY CHATEAU HOTEL RULES

These hotel rules and regulations are binding for all visitors to and guests of NEČTINY CHATEAU. Hotel guests are obligated to acquaint themselves with these rules and by staying at Nečtiny Chateau they agree to the rules listed below.

The Nečtiny training and accommodation facility is operated by the University of West Bohemia.

1. The Nečtiny facility can only provide accommodation to guests who have been duly registered and checked-in.
2. Hotel guests are obligated to produce their **identity card** at reception. Immediately upon arrival at reception, guests need to show their ID card, passport or other form of identification. Guests' personal data will be processed by authorized employees in compliance with the appropriate laws and regulations.
3. On the day of their **arrival**, guests may **check in between 14:00 and 17:00**.
4. On the day of their **departure**, guests must **check out between 7:00 and 10:00**. Failure to check out in time may result in the guest being charged for another day of stay.
5. Guests are obligated to keep an eye on their belongings and not leave them unattended.
6. When leaving their room, guests are kindly asked to turn off the water taps and the lights, close the windows and lock the door.
7. **Breakfast is served from 8:00 to 9:30.**
Lunch is served from 12:00 to 13:30.
Dinner is served from 18:00 to 19:30.
Other meal times can be arranged when booking accommodation.
8. Dogs and other pets are not allowed in the accommodation facility. Any exceptions must be arranged in advance.
9. The accommodation facility does not provide foreign exchange services.
10. The password to the **zamek-nectiny** Wi-Fi is available upon request at reception or the bar.
11. Guests are not allowed to use their own electric space heaters and kettles, or prepare hot meals in their rooms.
12. It is forbidden to take food and beverages out from the cafeteria (except to the patio).
13. Chargers, phones and other electrical appliances may only be used in the room if there is someone present in the room. They must not be left unattended when plugged in.
14. Guests are not allowed to consume their own alcoholic beverages at the bar, in the lounge, the cafeteria and on the patio.
15. It is forbidden to rearrange the furniture in the rooms or make any alterations to electrical wiring or other installations.
16. Pursuant to applicable laws and regulations, guests are responsible for any damage caused to the accommodation facility's equipment and must report any damage to the reception without undue delay.

17. Guests staying at the Nečtiny facility must abide by the fire prevention guidelines. It is **strictly forbidden to smoke** in the entire building, including the hotel rooms.
18. Each group leader is responsible for the behavior and conduct of the members of his/her group at the chateau.
19. It is forbidden to take bicycles and other sports equipment into the rooms. There is a designated area available on the ground floor for storing such equipment.
20. Visits by people who are not guests at the facility are only allowed with the permission of the hotel manager or receptionist.
21. **If a guest loses his/her room key, he or she must inform the reception. The guest will be charged CZK 300.**
22. Guests are asked to remain **quiet between 22:00 and 6:00** in order not to disturb other guests.
23. Guests are obligated to acquaint themselves with the Park Rules and respect them.
24. Guests are obligated to acquaint themselves with the Park Rules and respect them. If the reception is not staffed, please inform the hotel manager without undue delay by phone on **735 715 902**.
25. There is also an AED defibrillator available at the reception.
26. **In the event of gross breach of the hotel rules, the guest's stay will be terminated prematurely without entitlement to a refund.**

Welcome to our chateau and we wish you a pleasant stay. ☺

Emergency medical services	155
Police	158
Fire dept.	150
General emergency number	112
Hotel manager	735 715 902


On behalf of the operator: **Bc. Štěpánka Špílerová, MBA**
director of The Nečtiny Training and Accomodation Facility