

ACCOMMODATION CODE

I. INTRODUCTORY PROVISIONS

The Pension is operated by company Paradise Casino Admiral, Id. No. 25336991, seated in 146, 683 01 Komořany, incorporated in the Commercial Register in custody of the Regional Court of Brno, Section B, Entry 2294 (hereinafter "Operator").

II. TERMS AND CONDITIONS OF ACCOMMODATION

1. The Pension provides services corresponding to its category.
2. The guest's specific accommodation is established through a binding reservation and the guest is charged the corresponding price based on the type of accommodation.
3. The Pension may accommodate those guests who hold a valid reservation and are duly registered. Guests are required to present a valid personal identification upon arrival. Only persons 18 years of age or older can be accommodated.
4. If the Pension is situated in such a way that it is necessary to enter the gaming area to enter the Pension as such, the guest is obliged to register to participate in gambling, so that the Operator ensures a control of the guest in the register of natural persons excluded from gambling according to § 17 of the Gambling Act.
5. Should the guest fail to provide valid personal identification (citizen ID card, passport), the Pension shall be entitled to refuse accommodation based on the Local Fees Act for Czech citizens and on Act on the Residence of Foreign Nationals for foreign Clients.
6. Based on a confirmed booking, the Pension shall be obliged to hold a confirmed reservation from 2 p.m. to 12 a.m. During this period, the room shall be reserved for the guest, if not specified otherwise in the booking.
7. The cost of accommodation should be paid upon arrival.
8. On the day of arrival, rooms are available to guests from 2:00 p.m. onward. The check-out time on the day of departure will be by 12:00 (noon), unless pre-arranged and authorized by the Pension.
9. The Guest uses the room for the agreed duration of the stay. Unless otherwise agreed and approved by the Pension in advance, the Guest shall check out no later than at 12 a.m. on the last day of their stay and is required to vacate the room by that time. If they fail to do so, the Pension is entitled to charge the Guest for the next day or at least part of it.
10. Early arrival or late departure can be requested, subject to availability, and a possible extra fee.
11. In case a guest wishes to extend his/her stay but the room is reserved for other guests, the Pension may offer another room.
12. The guests are obliged to pay for all paid services which he/she used in addition to the paid price for accommodation.

III. RIGHTS AND DUTIES OF THE GUEST

1. Guests may use a wi-fi connection free of charge.
2. Smoking is not allowed in all areas of the Pension.
3. It is forbidden to carry or keep weapons all over the premises.
4. Dogs and other animals are not allowed on the premises. The exception is possible only upon consultation with the manager or Pension representative.
5. In the event of the guest's illness or injury, the Pension will provide medical assistance or, as the case may be, transfer to hospital. The related costs will be paid by the guest.
6. For security reasons, the operation of a guests own appliances is prohibited. Exceptions to this rule are electric appliances for personal hygiene (i.e. electric shavers), mobile phone, and personal computer. The guest is liable for all damages caused by operating them.
7. Guests shall be liable for damages caused to the Pension property.
8. The guest is liable for all damages he/she causes on the property and is obliged to report them to the front desk immediately. In case any damage caused by the guest is discovered, the Pension reserves the right to demand compensation.
9. If an accommodated person under the influence of alcohol or narcotics does not provide a guarantee of compliance with the accommodation rules, he/she may be prevented from entering the Pension.

Repetition of this situation may result in the termination of such person's accommodation and termination of the contract by the Pension.

10. When leaving the room, Guests must close the water taps and close the door and the windows. Upon check-out, Guests must hand in their room cards or room keys at the reception desk.
11. In case of lost room card or key, the Guest shall report such loss immediately at the reception desk. Otherwise, the Pension is not liable for any damage resulting from the loss of the key. For the lost card or lost key, the Pension reserves the right to charge an appropriate fee in the amount ranging from 50, - CZK – to 1000, - CZK. The Guest is required to pay this fee before leaving the Pension.
12. In case of early termination of stay, either by accommodated or by the Operator for legal reasons or as a result of violation of these rules and regulations by the accommodated, the Operator is not obliged to return the paid price for accommodation.
13. Guests are obliged to be quiet at night between 10 pm and 6 am and not to disturb other guests during their stay.

IV. RIGHTS AND OBLIGATIONS OF THE PENSION

1. The Pension shall only be liable for damage to items stored if such items are personally taken to be stored by the Pension employee. The Pension has right to refuse taking objects to be stored if such objects are dangerous or disproportionate in value or extent. The Pension shall not be liable for a guest's improperly stored or forgotten items.
2. The right for compensation must be claimed at the Pension without unnecessary delay, but no later than on a day of the termination of the stay.

V. OUT-OF-COURT SETTLEMENT OF CONSUMER DISPUTES

The accommodated guest has the right to file an out-of-court settlement of such a dispute to a designated subject

of out-of-court settlement of consumer disputes:

The Czech Trade Inspection Authority
Central Inspectorate - ADR Unit
Štěpánská 15
120 00 Prague 2
Email: adr@coi.cz
Web: <https://adr.coi.cz>

The Czech Trade Inspection Authority is a supervisory body supervising consumer protection, proceeding pursuant to Act No. 64/1986 Coll., On the Czech Trade Inspection Authority, as amended, and other legal regulations. The website of the Czech Trade Inspection Authority is www.coi.cz. Pursuant to Section 1837 (j) of Act No. 89/2012 Coll., The Civil Code, as amended, accommodated as a consumer, the right to withdraw from the accommodation contract does not arise if the accommodation facility provides performance within the stipulated deadline.

VI. GENERAL DATA PROTECTION REGULATION

Paradise Casino Admiral, a.s. IN: 25336991, with its registered office at Komořany 146, 683 01 Komořany, processes the personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (General Data Protection Regulation) (hereinafter referred to as "GDPR") and other legislation. The Administrator processes the data obtained primarily from the data subject and also the data obtained from any third parties (e.g. travel agencies, online portals, etc.), which are authorized to share the data with the Administrator, with the Administrator processing the data obtained from such third parties only to the extent necessary for performance of the contracts or legal obligations as set out below. Personal data in the scope of name, surname, date of arrival, date of departure, telephone number, e-mail address, permanent address and date of birth may be processed for the purpose of concluding and fulfilling an accommodation contract or similar contract (hereinafter referred to as "Contract") and to exercise the Administrator's rights under the Agreement. Personal data in the scope of name, surname, date of arrival, date of departure, permanent address, purpose of stay, ID card or passport number may be processed for the purpose of fulfilling the duties of the Administrator imposed on him by Act No. 565/1990 Coll., on local fees, as amended. Personal data in the scope of name, surname, date of arrival, date of departure, permanent address, date of birth, travel document(passport) number, citizenship, visa number and purpose of stay may be processed for the purposes of fulfilling the Administrator's obligations under Act no. 326/1999 Coll., On the Residence of Aliens in the Czech Republic and on Amendments to Certain Acts, as amended. Personal data will be processed for legal archiving period.

The personal data will be processed by the Pension manually and automatically, directly through its authorized employees and through the processors authorized by the Pension, based on the contracts on personal data processing. The Guest has the right of access to their personal data processed by the Pension, their correction or deletion, or the restriction of processing, and the right to object to the processing. Furthermore, the Guest has the right to obtain the personal data concerning the Guest and the data provided by the Pension from the Pension. Upon written request of the Guest, the Pension will provide the data without undue delay. This right shall not apply to personal data that is not processed automatically. If a Guest believes that his/her personal data are being processed without authorization, he/she may file a complaint with the supervisory authority, which is the Office for Personal Data Protection. The Guest can also contact the Operator's Data Protection Officer at gdpr@edpsro.cz

VII. FINAL PROVISIONS

1. For safety reasons and for protection of the guests, a camera system has been installed in the corridors and in other public spaces. The recording is managed according to the relevant legal regulations for personal data protection. The recording archived for legal period of time.
2. Guests are obliged to familiarize themselves with the accommodation rules and to comply with the provisions of these rules. In the event of Guest's gross or repeated failure to comply with the above-mentioned provisions, the Pension has the right to terminate the Guest's stay before the originally agreed departure date.
3. Should the Guest have any legitimate wishes or complaints during the period of his/her accommodation, he/she can contact the appropriate Pension staff who will make every effort to comply with the Guest's wishes.
4. Guest complaints and suggestions regarding the improvement of the accommodation and hospitality services of the Pension are welcome.
5. Legal relationships not regulated by these rules and regulations, individual contract or other legal documents are governed by relevant provisions of the Czech Civil Code or other legal provisions regulating temporary accommodation in force in the Czech Republic.
6. We thank you for abiding by these rules and regulations and wish you a pleasant stay.

This code comes into force on January 1st, 2021 and applies to all accommodated persons.