

ACCOMMODATION RULES

OF WELLNESS HOTEL BABYLON

Dear guests, thank you for choosing our hotel. We kindly ask you to comply with the following rules, which help ensure a pleasant and safe stay for all guests.

1. Arrival and Departure

Check-in is available from 14:00 on the day of arrival (the admissions included in the stay can only be used from the time of check-in, at the earliest from 2:00 PM). The room must be vacated no later than 11:00 on the day of departure. For groups, the room must be vacated by 10:00. Unless confirmed otherwise, each room is reserved until 18:00.

Upon arrival, the guest must present a valid identity document (ID card or passport). If the guest refuses to present a valid identity document, the hotel is not obliged to accommodate the guest. The hotel is also not obliged to accommodate a guest who is under the influence of alcohol or other addictive substances.

The guest shall pay for the stay no later than on the day of arrival, unless otherwise agreed. Upon arrival, a credit card pre-authorization is required at the reception as a guarantee for payment of services. After all services have been settled, the pre-authorization is released on the day of departure.

2. Accommodation and Use of the Room

The room may only be used by a guest who is duly registered for the stay.

In justified cases, after consultation with the guest, the hotel may offer different accommodation than originally agreed. In such cases, the hotel always ensures that the new offer does not differ significantly from the confirmed booking. Visitors may only be received with prior consent from the reception, no later than 22:00, after being registered in the visitor book.

The guest is responsible for any damage caused to hotel property by themselves or by persons accompanying them.

3. Quiet Hours

Quiet hours must be observed throughout the hotel from 22:00 to 06:00.

Loud behavior, music, or disturbing other guests is not permitted.

4. Smoking and Alcohol

Smoking is prohibited in all areas of the hotel, including rooms. Designated smoking areas are marked. In case of violation of the smoking ban on hotel premises, the hotel is entitled to charge a fine of 5,000 CZK. In case of repeated violation, the hotel has the right to terminate the accommodation agreement.

Consumption of personal alcohol outside of the guest room is not permitted.

5. Parking

Parking for hotel guests is available for a fee in the covered car park. This is not a guarded car park; the operator is not liable for any damage or theft of the vehicle or items in the vehicle.

Parking in front of the hotel is only for loading and unloading luggage. The maximum parking time is 10 minutes (see Hotel Parking Rules).

6. Pets

Dogs and other small animals may be accommodated provided they are healthy, do not cause inconvenience during the stay, do not disturb other guests, and the owner cleans up after their pet. The owner must ensure that the animal is never left unattended in the room, does not disturb other guests in any way, and does not cause damage to property. The fee for accommodating animals is charged according to the current price list.

Any damage caused by an animal on hotel premises must be paid by its owner.

Animals are not permitted in the Entertainment Centre or in any of the gastronomic establishments within the complex.

7. Safety, Health and Liability

For security reasons and for the protection of guests, a camera system is installed in hotel corridors and public areas. The handling of recordings is carried out in accordance with applicable laws regarding personal data protection.

Do not leave children under 10 years of age unattended in rooms or in other areas of the CENTRUM BABYLON entertainment section.

It is prohibited to carry or store weapons anywhere in the premises.

Hotel guests are not permitted to move any equipment or interfere with the electrical system in any area of the hotel.

For safety reasons, guests may only use electrical appliances intended for personal hygiene (electric shavers, massage devices, etc.).

It is prohibited to handle open flames, candles or pyrotechnics anywhere on the hotel premises.

In the event of a fire or emergency, the guest must follow the instructions of the staff and the evacuation plans displayed throughout the hotel. In the event of illness or injury, the hotel will arrange medical assistance or transport to hospital. The costs involved are borne by the guest.

The hotel is not liable for the loss of valuables left outside the safe.

Wristband chips are non-transferable. It is prohibited to provide a guest's chip to a third party. Hotel guests are prohibited from allowing a third party free access to attractions in Centrum Babylon, a.s. and iQLANDIA o.p.s. In case of violation, the hotel may charge a fine of 5,000 CZK for each violation. In case of repeated violation, the hotel has the right to terminate the accommodation agreement.

8. Payments, Cancellation, Complaints

Payment for the stay and services is made online, in cash or by credit card according to the current price list.

Cancellation conditions are governed by the rules set at the time of booking.

Early arrival or late departure can be arranged for a fee of 25% of the accommodation price for individual guests and 50% of the accommodation price for corporate clients, unless otherwise agreed with the hotel.

Any complaints about services or defects must be addressed immediately and recorded in writing in the Complaint Protocol according to the Hotel Complaints Procedure.

9. Final Provisions

The guest is obliged to comply with these accommodation rules and with all instructions regulating hotel operations and guest behavior, especially with regard to safety, hygiene and fire regulations. The guest must behave in a manner that does not cause damage to hotel property or to other guests.

The rights and obligations between the hotel and the guest are governed not only by these accommodation rules but also by the accommodation contract and the General Terms and Conditions of Accommodation Services of CENTRUM BABYLON, a.s.

In the event of a serious breach of the accommodation rules, the guest's stay may be terminated without compensation. The hotel is also entitled to claim compensation for damages caused.

Legal relations and other matters not expressly regulated by these accommodation rules are governed by the applicable laws of the Czech Republic and other internal hotel regulations.

These accommodation rules are valid from 5. 6. 2026 and are available at the reception and on the hotel website.