



ACCOMMODATION RULES – WELLNESS HOTEL BABYLON

1. The hotel is authorized to accommodate only duly registered guests and it guarantees services corresponding to the hotel category. The hotel is a non-smoker facility, including all adjacent spaces. Places intended for smoking are marked.
2. For due registration, the guest submits a valid passport or another identity document to the relevant hotel employee at arrival to the hotel. Based on the identity document, the hotel issues a hotel card to the guest, stating the hotel name, the guest name, the room number and the stay duration, as well as the magnetic card / chip.
3. In case the guest refuse to submit his / her valid ID, the hotel shall have no obligation to provide accommodation. Guests shall pay for accommodation and any services provided on the day of arrival, either in cash or by debit / credit card. Upon arrival, accommodation and services shall be paid for at the reception desk via a credit / debit card pre-authorisation. Once all the services provided have been paid for – on the day of departure at the latest – this pre-authorisation shall be terminated. Payment on credit is possible provided that an order was placed and a deposit paid in advance. The hotel accepts payment using vouchers issued by a travel agency recognized by the hotel or vouchers accepted by the hotel.
4. If the guest has accommodation in a specific type of room confirmed, the corresponding price shall be charged to the guest even if he/she is accommodated in another type of room and all beds are not occupied.
5. In justified cases, upon discussion with the guest, the hotel may offer the guest other accommodation than that originally agreed. In such case, the hotel shall always care that the new offer does not substantially deviate from the confirmed order.
6. Over-the-counter prices of accommodation and individual services are available at the hotel reception and at www.HotelBabylon.cz.
7. Unless confirmed otherwise, every guest shall have the room reserved until 18.00 o'clock of the day of planned arrival.
8. If the guest is obviously under the influence of alcohol or other habit-creating substances, the hotel may refuse to accommodate him/her.
9. The guest may receive visits to his/her room in the time between 8.00 and 22.00 o'clock, but only after registration in the book of visitors.
10. In case of the guest's illness or injury, the hotel shall provide for medical assistance or for transport to the hospital. The related costs shall be paid by the guest.
11. On the day of arrival, the room shall be available to the guest from 14.00 o'clock. On the day of departure, group guests shall return the rooms by 10.00 o'clock, individual guests by 11.00 o'clock.
12. Earlier arrival or later departure may be ordered for a price amounting to 25% of the accommodation price for individual clients and 50% of the accommodation price for company clients, unless agreed otherwise with the hotel.
13. The hotel guests must not move any equipment and perform interventions in the electricity network and in the facilities situated in the room.
14. For safety reasons, the guest may use only electric appliances serving for his/her personal hygiene (electric shavers, massage devices, etc.). It is forbidden to handle open fire, candles, and pyrotechnics in the hotel.
15. Hotel guests can use the wireless Internet connection via Wi-Fi Free free of charge. Information can be found in the hotel's TV Guide.
16. Children under 10 years of age must not be left without supervision of adults in the room or in other hotel spaces, including the entertainment part of the Babylon Centre and iQLANDIA.
17. 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 personality protection.
18. The animation program serves only as entertainment program for children. It is not a babysitting service; the animators are not legally responsible for the children.
19. Hotel guests can enter attractions in Centrum Babylon, a.s. and iQLANDIA o.p.s. free of charge. Please acquaint yourselves with the details at the reception or in the hotel's TV Guide. The magnetic card / key fob is not transferrable. Guests are not allowed to lend their magnetic card / key fob to third persons or arrange for third persons free access to attractions at the Centrum Babylon entertainment park or at iQLANDIA. Failure to observe this ban may result in the hotel exercising its right to charge such a guest a fine of 5,000 CZK for each such breach. In the event of a repeated breach the hotel shall have the right to cancel the accommodation booked. It is prohibited to carry or store weapons in the entire building.
20. Dogs and other pets may be accommodated provided that they are healthy, do not represent a nuisance or disturbance to other guests and the owner cleans any excrements left behind by their pet. This means that the owner shall make sure their pet is never left in the room unsupervised, does not cause any inconvenience or nuisance to other guests and does not cause any damage to property. The price of accommodation of your pet is charged for in accordance with the applicable price list. Any damage caused by a pet at the hotel shall be compensated for by its owner. Pets are not allowed at the Entertainment Centre and any catering facilities within the entire complex.
21. In the time from 22.00 to 6.00 o'clock, the hotel guests must observe quiet hours.
22. Any complaints or service defects shall be dealt with under the Claims Procedure of the hotel. Complaints must be announced without delay, in writing in the Complaint Log.
23. The guest shall pay handling fee amounting to 300 CZK to the hotel for loss and issue of a new magnetic card / chip.
24. The guest may make use of the concierge services to get information on other services of the Babylon centre.
25. The hotel shall not be responsible for jewels, money and other valuables, unless they have been deposited in the hotel safe.
26. Parking for hotel guests is provided for a fee at an indoor car park. The car park is not guarded and, as such, the operator is not liable for any damage to or theft of a car or possessions inside it. Parking in front of the hotel is allowed only for the purposes of unloading and loading your luggage. The maximum duration of such parking is 10 minutes; if exceeded, a penalty fee of 1,000 CZK applies - see the hotel's Rules of Parking.
27. Guests must observe the provisions of these Rules of Accommodation. In particular, they are obliged to conduct themselves in such a way so that they do not cause damage to the property of the Hotel or other guests. In the event of a breach by a guest of such obligations the Hotel shall have the right to terminate the provision of accommodation arranged, and to do so even before the arranged accommodation period has come to an end. If that is the case, the guest shall pay to the Hotel a contractual penalty equal to the price of accommodation for the period of accommodation from the time the agreement of accommodation was terminated until the end of the accommodation period initially arranged. Besides that, the Hotel has the right to charge the guest for any damage caused.
28. The hotel is entitled to charge a penalty amounting to 5,000 CZK for any violation of the smoking ban in the hotel. In case of repeated violation of this ban, the hotel has the right to refuse to provide the agreed accommodation, as it also may in case of any other violation of these Accommodation Rules.
29. Guests are obliged to comply with the provisions of these Accommodation Rules and all instructions governing the hotel's operation and the behavior of guests, especially in connection with guest safety, hygiene and fire regulations. The rights and obligations between the hotel and the guest are governed, apart from this accommodation, also by the accommodation agreement and the business conditions of the accommodation services CENTRUM BABYLON, a.s.
30. All and any legal relations, as well as other matters not explicitly defined by these Accommodation Rules shall be governed by valid legal regulations of the Czech Republic as well as by other internal regulations of the hotel.
31. The hotel management welcomes all suggestions to improve the hotel's operation, which is why we ask you to fill out our online questionnaire AskNow.

We wish you a pleasant stay.