

## Accommodation Rules of „Mumlava Resort Harrachov“

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### I.

#### General Information

- (1) KOTAŠKA, s.r.o., Company ID: 019 66 952, with its registered office at Stavitzelská 1099/6, Dejvice, Prague 6, postal code 160 00, registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, File 293427 (hereinafter referred to as the “Operator”), provides accommodation services and related services to guests at the continuously operating accommodation facility “Mumlava Resort Harrachov,” located at Harrachov 107, Harrachov, postal code 512 46 (hereinafter referred to as the “Resort”). The Resort consists of 6 units designated for short-term accommodation.
- (2) To establish the rights and obligations of guests accommodated in the reserved premises of the Resort, where short-term accommodation is provided (hereinafter referred to as the “Room”), the Operator hereby adopts these accommodation rules (hereinafter referred to as the “Accommodation Rules”).
- (3) Guests are required to familiarize themselves with these Accommodation Rules at the beginning of their stay. By paying the agreed price for the Room, the guest acknowledges and agrees to these Accommodation Rules.
- (4) Guests of the Resort are bound by the Accommodation Rules and are required to comply with them throughout the duration of their stay in the Rooms and in the common areas of the Resort (e.g., playground, parking lot, etc.).
- (4) The number of guests accommodated in the Room must correspond to the number of persons registered for accommodation. Guests are required to declare the exact number of persons at the time of registration.
- (5) Guests are required to present proof of identity upon request by Resort staff.

### III.

#### Guest Arrival and Departure

- (1) Guests will be accommodated in their Room based on a confirmed reservation starting from 3:00 PM unless otherwise agreed with the Operator. During this time, the Operator reserves the Room for the guest.
- (2) In exceptional cases, the Operator may offer the guest a different Room than the one originally reserved. The offered accommodation, however, must not differ substantially from the originally reserved and confirmed accommodation.
- (3) On the day of departure, guests must vacate the Room by 10:00 AM. Late check-out is subject to an additional fee unless otherwise individually agreed.
- (4) If extending the stay in the Room initially assigned upon arrival is not possible due to availability, the Operator may offer an alternative Room. Depending on the Resort’s occupancy, extending the stay may not be possible, and the guest will need to vacate the Room according to the original reservation.
- (5) On the day of departure, the guest must close the windows, turn off the bathroom water taps, lock the Room, and return the key card to the box located at the entrance.
- (6) Items left behind by guests in the Resort, if found and stored, will be sent to the guest’s address by cash-on-delivery service.
- (7) The guest acknowledges that the Resort does not have permanent on-site staff.

### IV.

#### Payment for Accommodation and Services

- (1) The minimum age for guests staying independently in the Rooms is 18 years. Guests under the age of 18 may only be accommodated if accompanied by a parent or legal guardian.
- (1) Guests are required to pay the Operator for accommodation and related services according to the prices listed in the valid price list. Information on prices, surcharges, and potential penalties is available online on the Resort’s website.

- (2) The Operator requires payment for accommodation in advance of the guest's arrival.
- (3) In case of an extended stay, the guest is required to prepay for the additional accommodation as requested by the Resort staff.

**V.  
General Rules of Conduct**

- (1) Guests may not rearrange the furnishings of the Rooms or common areas, remove equipment from the Resort, or make any modifications without prior consent. Guests are also prohibited from making any alterations to the electrical system or other installations.
- (2) Quiet hours must be observed throughout the Resort from 10:00 PM to 6:00 AM.
- (3) The use of personal electrical appliances in the Rooms is prohibited, except for devices intended for personal hygiene (e.g., hairdryers, shavers) and electronics (e.g., laptops, phones). The use of personal irons, cookers, grills, or similar appliances is strictly prohibited. Guests are also forbidden from discarding cigarette butts in Rooms or nearby common areas.
- (4) After using electrical appliances that could cause a fire (e.g., hairdryers), guests must ensure that the appliances are unplugged and placed on a hard, fireproof surface to cool.
- (5) Guests may not store large sports equipment (e.g., bicycles) in the Rooms. Guests must inform the Operator in advance about the need to store sports equipment.
- (6) Guests are prohibited from bringing dangerous items or substances (e.g., weapons, flammable materials, explosives, sharp objects), narcotics, psychotropic substances, or items with strong odors into the Resort.
- (7) Smoking is strictly prohibited in all areas of the Resort. Violators are subject to a fine of CZK 5,000.
- (8) Charging electric vehicles is strictly prohibited under a penalty of CZK 5,000.
- (9) The use of open flames (e.g., lighting candles) is strictly forbidden in all areas of the Resort.
- (10) Guests must close windows and turn off bathroom water taps every time they leave the Room.
- (11) Guests must allow authorized Resort personnel access to the Room. For stays of 6 nights or more, towels and bed linens will be replaced after 3 nights.
- (12) Guests are prohibited from conducting business activities in the Rooms.
- (13) Accommodation with pets is allowed only with prior approval from Resort staff, and a fee will be charged as per the valid price list.
- (14) For safety and property protection, a camera system is installed in the hallways and other common areas of the Resort. Video recordings are handled in accordance with applicable personal data protection laws.
- (15) Special guest requests may be subject to additional fees, which will be communicated to the guest in advance.

**VI.  
Liability for Damages**

- (1) Guests are responsible for damages caused to the Resort's property by themselves, their visitors, or their pets. Guests are required to fully compensate for such damages. This liability also extends to damages discovered by the Operator after the guest's departure.
- (2) For safety reasons, children under the age of 10 must not be left unattended in Rooms or common areas of the Resort. Adults are fully responsible for damages caused by children.
- (3) The Operator is liable for damages to items brought into or stored at the Resort as per Sections 2946 et seq. of Act No. 89/2012 Coll., the Civil Code, as amended.
- (4) Guests are required to store valuables and money in the safe provided in the Room. If the access code to the safe is forgotten, guests must contact Resort staff, who will open the safe in the presence of a witness using a universal key. The Operator assumes full liability for valuables and money only if they are deposited for safekeeping.
- (5) The Operator assumes no responsibility for vehicles parked on the street outside the Resort or for items left in such vehicles. The Resort does not provide a guarded parking service and is not liable for any damage to a guest's vehicle.

**VII.  
Final Provisions**

- (1) Complaints about provided services and suggestions for improvements can be submitted to the Resort staff. Guests are required to report complaints immediately upon discovery.
- (2) Guests must familiarize themselves with the Resort's safety rules and the fire evacuation plan. The evacuation plan is available in every Room.
- (3) In the event of gross violations of these Accommodation Rules, the Operator has the right to terminate the guest's stay before the originally agreed departure date. In such cases, the guest is required to pay for the entire agreed period of accommodation and immediately vacate the Resort. If the guest refuses to leave, the Operator is entitled to contact the relevant authorities.
- (4) These Accommodation Rules are valid and effective as of January 1, 2025.