

Hotel U Milína – Accommodation Terms and Conditions

1. General Provisions

Dear Guests,

Thank you for choosing **Hotel U Milína** for your stay.

Our goal is to provide high-quality services, a welcoming atmosphere, and a safe, comfortable, and enjoyable experience for all our guests.

These Accommodation Terms and Conditions set out the mutual rights and obligations of the hotel and its guests. They are binding on all persons using the hotel's accommodation services and form an integral part of the accommodation agreement concluded between the hotel and the guest.

By confirming a reservation, checking in, or commencing their stay, the guest acknowledges that they have read these Accommodation Terms and Conditions and agree to comply with them.

2. Reservation and Accommodation Agreement

Reservations may be made through the hotel's official website, by telephone, by e-mail, or via authorised online booking platforms.

The accommodation agreement is concluded once the reservation has been confirmed by the hotel or completed through the hotel's online reservation system.

The hotel reserves the right to request a deposit or a credit card guarantee prior to arrival, where such a requirement is specified at the time of booking.

Any changes to or cancellation of a reservation are subject to the cancellation policy in force at the time the reservation was made.

3. Check-in and Check-out

Rooms are available from **2:00 p.m.** on the day of arrival.

Guests are required to vacate their room by **10:00 a.m.** on the day of departure, unless otherwise agreed with the hotel in advance, either in writing or verbally.

Late check-in is available only upon prior arrangement with the hotel reception.

Upon arrival, guests are required to present a valid identification document. The hotel is entitled to process personal data to the extent required by applicable legal regulations, in particular the Czech legislation governing the registration of guests and foreign nationals, as well as other relevant legal requirements.

Guests are responsible for ensuring that all information provided to the hotel is accurate and complete.

4. Stay at the Hotel

The hotel provides accommodation and related services in accordance with the confirmed reservation.

Guests are required to use their room, its furnishings, and all common areas of the hotel with due care and respect, ensuring that no damage is caused to the hotel's property and that other guests are not unnecessarily disturbed.

For hygiene and safety reasons, guests are not permitted to move furniture, interfere with the electrical installations, connect high-power electrical appliances, or make any alterations to the room or its equipment without the hotel's prior consent.

When leaving the room, guests are requested to close all windows, lock the entrance door, and switch off any electrical appliances that are not intended for continuous operation.

Tampering with, damaging, or misusing fire safety equipment is strictly prohibited throughout the hotel.

5. Quiet Hours and Consideration for Other Guests

To ensure a pleasant and peaceful stay for all guests, quiet hours are observed daily from **10:00 p.m. to 6:00 a.m.**

During this time, guests are kindly requested to respect the comfort of others by keeping noise to a minimum, particularly by avoiding loud conversations, music, or other disturbances in guest rooms and common areas.

The hotel reserves the right to terminate the stay of any guest who seriously disturbs public order or repeatedly disrupts the comfort of other guests. In such cases, the guest shall not be entitled to any refund for the unused portion of their stay.

6. Smoking Policy and Fire Safety

Smoking is **strictly prohibited** throughout all indoor areas of the hotel, including guest rooms, bathrooms, corridors, the restaurant, and all other common areas.

This prohibition also applies to **electronic cigarettes (e-cigarettes), heated tobacco products, and the use of any open flame.**

Smoking is permitted only in designated outdoor smoking areas clearly marked for this purpose.

Guests are liable for any damage or costs resulting from a breach of this policy, including the cost of additional cleaning, odour removal, damage to hotel property, or the unnecessary activation of the fire alarm system.

Tampering with fire safety equipment, smoke detectors, or any other safety devices is strictly prohibited unless required in the event of a genuine emergency.

In the event of a violation of the hotel's non-smoking policy, the hotel reserves the right to charge the guest a **fixed fee of CZK 5,000** to cover the costs of deep cleaning, ozone treatment, and the temporary loss of use of the room.

7. Pets

Pets are welcome at the hotel by prior arrangement with the reception and subject to the applicable fee in accordance with the hotel's current price list.

Guests are fully responsible for the behaviour of their pets throughout their stay and must ensure that they do not disturb other guests or cause damage to the hotel's property.

Pets must not be left unattended in guest rooms unless otherwise agreed with the hotel.

For hygiene reasons, pets are not permitted in areas where food is prepared or served. This restriction does not apply to assistance dogs accompanying guests with disabilities.

Guests are liable for any damage caused by their pets and agree to reimburse the hotel for all costs incurred in repairing such damage or restoring the affected areas.

8. Liability for Damage

Guests are liable for any damage caused to the hotel's property, furnishings, or equipment, whether intentionally or through negligence, including damage caused by persons for whom they are responsible.

Any damage must be reported to the hotel reception without undue delay.

The hotel is liable for guests' belongings only to the extent provided by the applicable provisions of the Czech Civil Code.

Guests are advised not to leave cash, jewellery, valuables, or other items of significant value unattended.

When leaving the room, guests are responsible for ensuring that the room is properly locked and that their personal belongings are secured.

9. Guest Safety

For security reasons, overnight stays by persons who are not properly registered as hotel guests are not permitted.

Guests are required to report any defects in the room equipment or any emergency situation to the hotel reception immediately.

In the event of a fire or any other emergency, guests must follow the instructions of hotel staff and comply with the hotel's fire evacuation procedures.

Children under the age of **15** must be supervised at all times by a responsible adult.

10. Personal Data Protection

The hotel processes guests' personal data solely to the extent necessary for providing accommodation services and fulfilling its legal obligations.

Personal data are processed in accordance with applicable legislation, in particular **Regulation (EU) 2016/679 of the European Parliament and of the Council (General Data Protection Regulation – GDPR)** and the relevant legal regulations of the Czech Republic.

Detailed information regarding the processing of personal data is available on the hotel's website or from the reception.

11. Final Provisions

The hotel reserves the right to refuse accommodation or terminate the stay of any guest who seriously breaches these Accommodation Terms and Conditions, damages hotel property, endangers the safety of other persons, or repeatedly disturbs the comfort of other guests.

In such cases, the guest shall not be entitled to a refund for any unused portion of their stay or to any other financial compensation.

These Accommodation Terms and Conditions become effective on the date of their publication and supersede all previous versions.

Operated by:

PARK Milín a.s.

Milín 354

262 31 Milín

Czech Republic

Company ID (IČ): 25133217

Effective from: 1 January 2026