

RULES OF ACCOMMODATION

valid at the accommodation facilities of
Brno University of Technology Halls of Residence and Dining Services

1. Guests accommodated at the accommodation facilities of Brno University of Technology Halls of Residence and Dining Services (hereafter merely accommodation facilities) are obliged to observe the provisions of these Rules of Accommodation. The management of an accommodation facility has the right to terminate its contractual relationship with guests who commit a gross violation of these Rules of Accommodation.
2. Only guests who are properly registered for accommodation may be accommodated at accommodation facilities. Guests will, for this purpose, show a valid means of identification (a national identity card or passport) at reception (gatehouse) at the accommodation facility and complete a registration card. Accommodation at accommodation facilities is subject to these Rules of Accommodation, the Civil Code, and fire and safety regulations. Smoking is prohibited at all places at accommodation facilities.
3. Reception/gatehouse at accommodation facilities may, in special cases, allocate a guest accommodation in a room whose standard furnishings do not differ from those of the confirmed accommodation. Such a change may, however, be made only with the agreement of the client.
4. If a binding order has not been made in writing, the accommodation facility will reserve an ordered room until 10.00 p.m. on the first day of accommodation. The guest may occupy an ordered room at 2.00 p.m. (or following agreement with the management of the accommodation facility).
5. Guests may use their room for the period agreed with the accommodation facility. The number of people in the room corresponds to the number of people registered for accommodation. The person provided with accommodation undertakes to give notification of their exact number when ordering or taking up accommodation.
6. Guests are obliged to check out and vacate their rooms by 10.00 a.m. at the latest on the day on which their accommodation ends. The accommodation facility is entitled to charge the price for accommodation for the next commenced day if the guest does not observe this deadline.
7. Guests taking up accommodation before 6.00 a.m. will pay the price of accommodation for the whole of the preceding night.
8. Guests will pay their bill for accommodation and services provided in accordance with the valid price list, generally at the commencement of their accommodation.

9. Should a guest request an extension to his or her accommodation, reception will provide accommodation for an extended period (if a room is available), though it is not obliged to provide accommodation in the same room that the guest has used up to that time.
10. The accommodation facility is responsible both for items taken into the accommodation facility by guests and for damages to stored items if the given items have been stored in a place designated for this purpose. The accommodation facility is responsible for money and valuables only up to the amount of 5,000 CZK. The accommodation facility is responsible for items of greater value only if the given items have been taken into safekeeping against a written receipt.
11. Guests may not move furnishings, perform repairs or interfere with electrics or other installations in any way in rooms or communal areas without the agreement of the management of the accommodation facility.
12. Guests are not permitted to use their own electrical appliances in their rooms. This does not apply to personal hygiene appliances (electric shavers, hair driers).
13. Guests are not permitted to take sports equipment into their rooms. There is another place reserved for their safekeeping.
14. Guests are obliged to observe the principles of peace and quiet from 10.00 p.m. to 6.00 a.m.
15. The accommodation facility provides guests with accommodation in a separate room only if they have reached the age of 18. It provides minors with accommodation only if accompanied by an adult (legal guardian). For safety reasons, minors may not be left in rooms or other communal areas without adult supervision. Their legal guardian will bear full responsibility for any damage caused by minors.
16. Dogs and cats may be accommodated if their owner can prove their good health and guarantee the safety of other guests. Guests (owners of dogs and cats) are also obliged to pay for any damage caused by their animals. A charge is made for dogs and cats in accordance with the valid price list. It is not permitted for other animals to be taken onto accommodation premises.
17. The price list for temporary accommodation is available at reception at the accommodation facility.
18. Only persons who have not come into contact with any infectious diseases may be provided with accommodation at accommodation facilities.
19. The accommodation facility is entitled to refuse accommodation to any guest evidently under the influence of alcohol or other addictive substances. The use of any narcotic or psychotropic substances of any kind is strictly prohibited at the accommodation facility. The provider of accommodation is entitled to inform the Czech Police and terminate a guest's accommodation with immediate effect in the case of any violation of this prohibition, this without compensation.

20. Guests have the right to use all furnishings in their rooms and communal areas and to use the services of the accommodation facility. Guests are responsible for damage caused to property in accordance with valid regulations.
21. Guests are obliged to turn off lights, make sure that taps are turned off in the bathroom, close windows and doors, and hand in their keys to reception at the accommodation facility every time they leave the accommodation facility.
22. Those driving to accommodation facilities by car must use access roads and park on designated areas. The washing of vehicles is prohibited on the site on which the accommodation facility is located.
23. The accommodation facility will assure the provision of medical assistance or transportation to hospital in the case of the serious illness or injury of a guest.
24. The management of the accommodation facility will accept complaints from guests and suggestions for improvements to services. Complaints and suggestions may also be made by clients in writing at reception.

A guest provided with accommodation also has the right to submit a proposal for the extrajudicial settlement of a dispute to the designated entity for the extrajudicial settlement of consumer disputes, which is:

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

The Czech Trade Inspection Authority is the supervisory body conducting inspection of the protection of consumers and proceeding in according with Act 64/1986 Sb. on the Czech Trade Inspection Authority, as amended, and other legal regulations. The Internet pages of the Czech Trade Inspection Authority can be found at www.coi.cz.

In accordance with the provisions of Section 1837, point j) of Act 89/2012 Sb., the Civil Code, a person provided with accommodation has no right as a consumer to withdraw from a contract on accommodation if the accommodation facility provides performance at the designated time.

Brno, 1 July 2019

Vysoké učení technické v Brně
Koleje a menzy
612 00 Brno, Kolejní 2

Dagmar Vlčeková
Director

Important telephone numbers:

Fire rescue service:	150
Ambulance:	155
Police:	158
Municipal police:	156
Integrated emergency system:	112

Hotel Palacký*, A02**

Reservations:	recepce@hotel-palacky.cz
Hotel Reception:	541 142 968 (non-stop) +420 739 329 899 (Monday–Friday, 7.30 a.m.–3.30 p.m.)

Gatehouses:

PPV – A03:	541 142 978
PPV – A04:	541 142 988
PPV – A05:	541 142 998
Purkyně Halls:	541 143 956, 3955
List Halls:	541 148 263