

HOUSE RULES

1.

General Provisions

1.1 The House Rules (hereinafter "the Document") created by Tatry mountain resorts CR, a.s., Reg. No: 068 71 917, Praha 8 – Karlín, Pobřežní 18/16, ZIP: 186 00, registered in the Commercial Register, Municipal Court in Prague, Section B, File No 23258 (hereinafter "TMR company" or "the Company"), describes and defines accommodation services provided (hereinafter "Services") in Hotel Kaskáda, Na Golfu 1772, Kuřim, ZIP: 664 34 (hereinafter "Hotel") and regulates the rights and responsibilities of the Company and hotel guests (hereinafter "Guest" or "Guests") – from check-in to check-out.

1.2 TMR General Terms and Conditions apply to the reservation process of the Services reservation of the Services (hereinafter "booking GTC").

1.3 Accommodation can only be carried out upon reservation. The Guests are kindly asked to check-in at the hotel lobby. We require a valid ID, passport or other identity document is submitted during the check-in.

1.4 This Document is an integral part of the Accommodation Agreement concluded per the provisions of § 2326 et seq. No. 89/2012 Sb. (hereinafter "Civil Code") between the Customer and the Company. The House Rules are published on <https://www.golfbrno.cz/> (hereinafter "Website") and in the hotel lobby. By checking in, the Customer confirms they have read and agree with the terms and conditions.

2. Price List

2.1 The Guest shall pay the price for booked accommodation and related services provided by the Company according to the confirmed reservation. If the Guest has checked-in without prior reservation (by entering into an accommodation contract directly at the hotel reception), or if the Guest has not covered the full price of accommodation and related services at the time of booking, or requests another room category (provided the capacity allows it) or if using other services that were not paid for in advance (e.g., wellness and spa treatments, minibar items, food, and beverages, etc.), the Guest is obliged to pay the price of these services according to the valid pricelist of individual services, which is available at the hotel reception. The customer is obliged to cover the price of these services (during booking) at check-out at the latest, in cash or by credit/debit card. The Guest's stay cannot be terminated (checked-out) before the payment of all obligations. The Guest is obliged to check the receipt (invoice) directly upon the payment at the hotel reception; a later billing claim cannot be taken into account.

2.2 In the case the booked services were not used and paid for by the customer for any reason on the Guest's side (early departure, later arrival), the Guest is not entitled to any financial or non-financial compensation, compensation or damage compensation.

2.3 The Company reserves the right to individually assess and determine the legitimacy of the Guest's request for any compensation - reserved and prepaid services for severe reasons for the Customer's side (e.g., injury, serious illness, death). The Guest is obliged to prove the existence and duration of the serious reasons (e.g., hospitalization certificate, medical report, death certificate). In such cases, the Guest has no legal entitlement to compensation.

3. House Rules

3.1 Check-in starts at 2 PM (unless agreed otherwise before the reservation unless a different time was provided in the confirmation (including the price) or the Company offers early check-in (before 2 PM). If the guest fails to check-in until midnight (without prior notice), the Company can offer the booked room to another customer. In this case, the Customer's prepaid stay shall not be reimbursed, and the Guest shall not receive any compensation.

3.2 The range and quality of the services provided are subject to the classification scheme (accommodations categories and classes).

3.3 Hotel reception is available daily: 7 AM (6 AM during the season) to 10 PM

3.4 The staff explains accommodation rules during check-in, including room amenities, services, safety information, parking, equipment, et cetera.

3.5 The Hotel reserves the right to not provide accommodation to individuals with transmissible diseases, parasitic infections, or other diseases that could pose health risks to the staff or other guests.

3.6 While entering the room, the Guests are kindly asked to check the general condition and equipment and report any defects or complaints to the reception staff.

3.7 The premises of the Hotel are non-smoking except for designated smoking areas (in front of the Hotel). Our team will gladly provide you with any additional information regarding our smoke-free rules.

3.8 In case of breach (smoking in the room or other non-smoking areas), a fee of 10.000 CZK will be issued. The fee shall be paid for at check-out, in cash or credit/debit card.

In case of damage caused by the breach (damage to property or health) – the Guest shall provide full compensation.

3.9 Changes and amendments to the facilities and equipment are strictly prohibited (hotel rooms, common areas, restaurant, lobby bar, wellness and spa, children's play area.

3.10 The Guests are not allowed to use electrical appliances in the hotel rooms, except for personal hygiene items (shaver, depilator, etc.) and phone/computer chargers.

3.11 For safety reasons, children under 10 years of age must be supervised by an adult at all times, – this applies to hotel rooms as well as other areas.

3.12 Between 22:00 to 06:00., please avoid disturbance (loud television, conversation in the corridors, terraces, et cetera). Any event (weddings, parties) must be authorized by hotel management.

3.13 Mail and notes for hotel guests are collected by the reception staff.

3.14 Guests shall meet their visitors in the lobby and other common areas. Any visitors in the room need to be authorized by reception staff and will be asked to sign the guestbook. All visits to the hotel room are prohibited during night time.

3.15 Pets:

a, Any pets over six months of age are welcome. The fee of 400 CZK/night covers the expenses of additional cleaning.

b, To maintain other Guests' comfort, only one animal per room (or two small animals) is permitted. Any exceptions must be confirmed and approved by hotel management.

c, Only animals with valid immunization report will be accepted; please provide the document at check-in.

d, The owner shall be responsible for any property or health damage caused by the animal and shall cover any expenses arising from this event. The Company shall specify the due date.

e, By placing the reservation, the Guest acknowledges and accepts these rules.

f, The Customer is aware that in case of noncompliance, the Hotel may not provide accommodation to any pet or terminate the stay without compensation.

3.16 Hotel staff may enter the hotel room to clean the place, refill the minibar and room accessories and, if necessary, to fix any defects or to provide urgent medical assistance, or in case of a suspected violation or severe threat to the hotel or other property, health or life of other guests or staff.

3.17 In case of illness, sudden change of health condition or injury of the Guest, the Guest shall contact the reception immediately (for minors, this should be taken care of by their legal guardian). First aid, medical care or transport to the hospital shall be paid for by the Guest.

3.18 The Hotel and related services are managed by the Company (offers, restrictions, additional services – catering, wellness, golf course, et cetera). All information regarding these matters, please see the Hotel website.

3.19 In case any of the Hotel amenities are temporarily unavailable for operational reasons, the Guest is not entitled to any damage compensation or any other financial or non-financial

compensation caused by operational reasons (e.g., Wellness and Spa Center, increased noise caused by wedding guests, closed swimming pools or saunas).

3.20 The Guest is kindly asked to leave the hotel room in the same condition it was upon his arrival. In case of property damage or any changes made to the room, the Guest shall carry out any actions necessary to restore the hotel room condition before check-out, other additional fees might arise.

3.21 Guests shall check-out until noon (on the last day of their stay). It is possible to postpone the check-out (late check-out). Late check-out is only available if the Hotel capacity allows it and an additional fee applies. In case the Guest fails to check-out until midnight, an additional charge may apply.

3.22 It is possible to prolong the stay only if the capacity of the Hotel allows it. In this case, the Guest shall cover the payments in advance at the reception (cash or credit/debit card). It is possible the Guests will have to move rooms and will be kindly asked to do so on the last day of the original stay.

3.23 Any complaints or comments can be reported at the reception. Price: check-out until 6 PM on the last day of the prolonged stay – 50% of the room price per one full day; check-out after 6 PM on the last day of the extended stay – 100%. If the Guest fails to leave until midnight, the Hotel has the right to store their belongings in a storage room (at the Guest's expense).

Liability for Damage: The Company and the Guest

4.1 The Company is liable for any damage caused to the Guest during their stay in the hotel – following the relevant provisions of the Civil Code and other generally binding legal regulations, valid and effective in the Czech Republic.

4.2 Guests shall use the safe provides in each hotel room to store their valuables, money, and personal documents. The hotel is responsible only for the money and valuables stored in the safe at the reception, based on written and mutually signed record. Otherwise, the Hotel is not liable for any loss.

4.3 The Customer is obliged to assert the Company's liability for damage claims within the period and in the manner stipulated by the relevant provisions of the Civil Code and other generally binding legal regulations valid and effective in the Czech Republic.

4.4 Items that are left behind by Guests are registered and stored for 3 months. After this period, the items will be stored at an authorized place. Mailing these items is possible, provided the Guest covers the shipping fee.

4.5 Guests are liable for any property damage and injury caused to staff or other guests. The customer is obliged to compensate for the damage (to the Company or guests or staff) per generally binding legal regulations.

4.6 The Company is entitled to require a guarantee by pre-authorization of the Guest's payment or credit card or other form of financial guarantee for any unpaid services –minibar,

compensation for damages caused by the Guests or persons for whom they are responsible for during the stay in the hotel or for payment of other claims of the Company related to the Guest's stay in the hotel.

5. Complaints Procedure

5.1 Information on requests and complaints (hereinafter „Complaints“), including all related procedures and processes, are defined in the Complaints Procedure document available at the reception or a hotel website.

6. Privacy Policy

6.1 TMR Group Privacy Policy is available at www.tmr.sk/o-nas/gdpr/.

7. Final Provisions

7.1 TMR has the right to amend these House Rules, and such change will be effective from the date of the amended House Rules publication on the hotel website. The House Rules are valid and effective, starting on the day of the Guest's arrival.

7.2 The Guest is obliged to read the provisions of these House Rules. In case of violation of these provisions by the Guest or if they fail to follow the instructions given by the hotel staff or damage or endangers the property, health, life or property of Company staff or other guests or interfere with the good reputation of the Hotel, its staff or guests, the Company has the right to withdraw from the accommodation contract and the customer shall leave the hotel without compensation.

7.3 These House Rules, as well as all legal relations arising from the accommodation contract, are governed by the laws of the Czech Republic. All legal relations not regulated by these accommodation rules are governed by generally binding legal regulations valid in the Czech Republic.

7.4 Any dispute arising from the accommodation contract, including a dispute concerning the interpretation of these House Rules, and if the parties fail to reach an amicable settlement of the dispute, shall fall within the jurisdiction of the Czech courts.

7.5 If any provision of these House Rules is or becomes invalid, ineffective or unenforceable, such invalidity, ineffectiveness or unenforceability shall not affect the validity and effectiveness of the other provisions of these House Rules.

7.6 These House Rules apply to the regulation of rights and obligations during the Guest's stay in the hotel. If the accommodation contract concluded between the Company and the Guest or special business conditions or rules relating to individual services provided in the hotel (e.g., Wellness and spa, children's play area) (hereinafter referred to as "special conditions") contain a different regulation than these House Rules, the provisions of the Special Conditions shall

prevail. In matters not regulated by special conditions, the provisions of these House Rules apply.

7.7 These House Rules come into effect on August 8th, 2019.

Kuřim, August 8th, 2019

Jan Kastner

Director