

Operating Rules - AZ-Hostel, Jindřišská 901/5, Prague 1, Postal Code 110 00

AZ-Hostel is operated by M-Servis Praha, s.r.o., registered office Prague 1, Jindřišská 901/5, Postal Code 110 00, ID No. 26759616, Tax ID No. CZ26759616, entered in the Commercial Register maintained by the Municipal Court in Prague under file no. 91866 C (the “Hostel”)

Any person wishing to be accommodated and to use other services of the Hostel (the “guest”) undertakes to comply with and to respect the following Operating Rules:

- 1) Before accommodation, every guest is asked to present his/her proof of identity (identity card, passport or other valid document) at the Hostel reception.
- 2) Unless agreed otherwise in writing, payments for hostel services will be always paid in advance in cash in accordance with the current price list.
- 3) Accommodation will not be provided to people suffering from contagious diseases, infested with parasites or insects or evoking disgust, persons under the influence of alcohol or narcotic substances.
- 4) guests will be accommodated from 2:00pm until 10:00pm, unless agreed otherwise.
- 5) The Hostel will book the room for the guest until 6:00pm, unless agreed otherwise.
- 6) The Hostel is continuously monitored by a camera system without voice recording. A video recording is only made in public spaces/common premises of the Hostel.
- 7) The Hostel offers its guests Free Wifi, a PC with free Internet, a furnished kitchenette, free coffee and tea for the period of stay and laundry services.
- 8) The guest may use the premises reserved for accommodation and other premises intended for guests. At the start of the accommodation, the guest will receive a hostel room key.
- 9) The guest is obliged to prevent the loss of the keys, to secure them against theft and to avoid lending the keys to persons not accommodated in the hostel. In case of a loss or misuse of the key, the guest is obliged to pay to the Hostel a contractual penalty in the amount of CZK 200. This does not prejudice the Hostel's right to seek damages.
- 10) If the guest causes any damage, the Hostel is entitled to seek compensation for such damage, The guest will pay all damage caused in the accommodation premises and in other premises of the Hostel, including lost profit, in the full amount of the current accommodation price for the entire period during which the room or other Hostel premises will be inoperable. The same obligation also applies in cases of damage caused by children or other persons accommodated with the guest or using the Hostel services.
- 11) The guest is obliged:
 - a. to pay the price for the accommodation and other used services in accordance with the current price list
 - b. to properly use the premises intended for guests, to keep rooms clean and in good order

- c. to get familiar with the Operating Rules of the Hostel
- d. to report without delay any need for repairs in the premises reserved for guests
- e. to report without delay any damage or harm caused by the guest
- f. to leave the accommodation premises not later than by 10:30am of the departure date, unless agreed otherwise, If the guest leaves the room later or leaves there his/her possessions, he/she will be charged the full accommodation price for another day.
- g. to preserve night quiet time from 10:00pm until 6:00am (11:00 pm until 6:00am on Fridays and Saturdays) and not to disturb others by excessive noise.

12) It is prohibited in the Hostel:

- a. to make major changes in the accommodation and other Hostel premises (moving furniture, etc.)
- b. to use own appliances in the Hostel
- c. to let the premises reserved for accommodation to another person
- d. to receive visits in the premises other than in the common premises of the Hostel
- e. to use the Hostel address as the address of the place of business
- f. to carry weapons and ammunitions or to keep them otherwise in a condition fit for their immediate use
- g. to keep, produce or be in possession of narcotic substances or poisons, with the exception for medicines prescribed to the guest by a physician
- h. to smoke inside the accommodation and other premises of the Hostel
- i. to use any own heaters
- j. parents of toddlers and small children are responsible for keeping clean the accommodation and other hostel premises, particularly to protect beds from being soiled by children who are still unable to keep personal hygiene

13) The Hostel is obliged:

- a. to hand over the accommodation premises to the guest
- b. to remove without delay any reported defects and to be responsible for the technical and sanitary condition of the accommodation and other Hostel premises
- c. to abide by the Operating Rules of the accommodation facility

14) The guest will respect safety, fire protection and sanitary regulations.

15) When leaving the Hostel during his/her stay there, the guest will leave the room key at the reception desk.

16) The TV remote control in the common lounge will be loaned to the guest against a deposit of CZK 200, which will be returned to the guest after return of the remote control.

17) Hostel rooms are cleaned during the stay (every 3rd day or upon request) and after the end of the guest's stay,

18) Use of electrical appliances is prohibited, with the exception of appliances used for personal hygiene such as an electric razor or hair dryer.

- 19) Taking of animals into the room is prohibited, unless registered at the guest's arrival.
- 20) Every guest is obliged to treat with care the Hostel facilities, and to pay appropriate compensation determined by the Hostel operator for any deliberate damage, soiling or loss of the Hostel equipment
- 21) in case of a serious injury or illness, the guest will notify the nearest Hostel employee, who will be obliged to provide first aid and, if required, to arrange for medical assistance.
- 22) Hostel employees are personally liable for the Hostel operation; please abide by their instructions.
- 23) The Hostel is not liable for loss of the guest's valuables or money which will not be stored in the Hostel's safety deposit box.

Principles of prevention of contagious and other diseases

- 1) Hostel facilities (rooms, WC, bathrooms and common premises) are daily disinfected. Cleaning rooms are located on each floor.
- 2) The following chemicals are used for disinfection and common cleaning: Larrin, Deskalen, Savo, Domestos, Jar, Cif, etc.
- 3) Extermination of insects is carried out by a specialised firm as needed.
- 4) Rat extermination is carried out by a specialised firm once a year or as needed.
- 5) All premises are cleaned immediately after being soiled, otherwise daily (vacuuming of carpets, wet dusting both by machine and manually) with daily use of disinfectants.
- 6) General cleaning is made once a year in the entire Hostel (cleaning of windows, doors and their frames, lighting, cleaning of mattresses and upholstered surfaces, washing of curtains and drapery).
- 7) Sanitary facilities are cleaned daily with the use of disinfectants, or more frequently in case of a large number of guests.
- 8) Waste baskets are emptied, cleaned and disinfected every day.
- 9) Waste is stored in large-volume rubbish bins on the handling space and is removed twice a week.
- 10) Waste is removed by a contractor.

Handling of laundry

- 1) Clean laundry – bed linen, towels and bath towels are provided before the guest's arrival, bed linen is replaced every 8th day of the guest's stay, towels and bath towels are replaced once per every two days of stay, upon request or daily if soiled.
- 2) Dirty laundry is gathered in the used laundry storage situated in the storage space of the Hotel on the 2nd floor.
- 3) Laundry services are provided by a third party contractor. The laundry company picks up dirty laundry and brings clean laundry four times a week and as needed.

4) Clean laundry is stored in a ventilated room on the 1st floor of the Hostel. The laundry is stored on shelves.

5) Employee working clothes are stored in a separate dressing room, are separated from civil clothes and continuously kept clean.

Other necessary information

1) Drinking water is supplied to the Hostel by connection from Prague water distribution system.

2) Hot water is produced by an instant flow hot water exchanger.

3) Bathrooms, sanitary facilities and WC are ventilated by fans and naturally by windows.

4) The first aid kit is located at the reception desk and its contents are regularly replaced (according to their expiration dates).

5) The interior air temperature in the rooms during the heating period is 22° C

6) Rooms are ventilated naturally by windows

Cancellation of fixed booking of individuals and groups is subject to the following contractual fines:

Cancellation of group bookings (at least 8 clients):

From 60 to 30 days before the arrival date - 20% of the booked accommodation price

From 20 to 30 days before the arrival date - 40% of the booked accommodation price

From 10 to 20 days before the arrival date - 50% of the booked accommodation price

From 5 to 30 days before the arrival date - 75% of the booked accommodation price

Less than 5 days before the arrival date - 100% of the booked accommodation price

In case of cancellation of stay of a group participant or an individual (1-7 clients) less than 48 hours before the arrival date, AZ Hostel will become entitled to payment of 100% of the booked accommodation price. AZ Hostel will also become entitled to the contractual penalty in cases where the guests due to arrive under a specific fixed booking fail arrive without prior cancellation of the booking. The contractual penalty will be due upon the delivery of the written notice of cancellation of the stay or on the day following the date when the guests failed to arrive (not later than within 14 days)

Complaints:

The guest is entitled to raise a complaint if the accommodation was not provided in the agreed scope. The scope of rights and obligations is specified in the current complaint rules of the Hostel, which are available at the reception desk.

The Hostel is also entitled to withdraw from the contract with the guest during his/her stay in case of a gross breach of the guest's obligations set forth by the Operating Rules of the Hostel or gross breach of good morals by the guest in the accommodation premises.

The withdrawal from the contract must have the form of a written notice served on the other party. The withdrawal from the contract does not prejudice the Hostel's claims arising from such contract.

In case of withdrawal from the accommodation contract, the Hostel reserves the right to ask the guest to leave the accommodation premises and the Hostel.

Personal data protection (GDPR):

The guest acknowledges that the Hostel processes his/her personal data in accordance with Act No. 101/2000 Coll. on the protection of personal data, as amended, and with the Regulation of the European Parliament and the Council (EU) 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (the "GDPR"), as amended. The Hostel is the controller and processor of personal data, who treats the personal data obtained from guests as confidential. The guest's personal data include, without limitation, the name, surname, date of birth, birth index number, family status, number of the identity document/travel document, permanent/temporary residence address, e-mail address, telephone number, bank account number, length of stay and type of the provided service. The personal data of the subject of processing of personal data, i.e. of the guest, are obtained in almost all cases from the guest himself/herself, i.e. from the person to whom the personal data relates. The only exception is the booking via booking portals, where we obtain the guest's data from operators of the web-based booking portals. The contact data of such operators can be found on their websites through which the stay in our hostel has been booked.

By making the reservation (dispatch from the web-based booking portals, by e-mail, telephone or in person), the guest grants his/her consent with the processing and collection of his/her personal data to the extent required for booking of the hostel stay. This consent is granted for the period of stay and for the complaints period. In the above-mentioned cases, the legal title for the processing of personal data, i.e. the legal grounds for the processing pursuant to Article 6 and 9 of the GDPR is the execution or performance of the accommodation contract; the purpose of the processing is the booking and provision of the stay.

Another legal title for the processing of the personal data is the Hostel's legal obligation arising from Act No. 326/1999 Coll. on accommodation of foreigners in connection with transfer of data to the Foreigner Police, Act No. 565/1990 Coll. on local fees and Act No. 235/2004 Coll. on value added tax in connection with the issue of sales and VAT documents (receipt slips, invoices). The Hostel is not authorised to further transfer the guest's personal data to third parties, save for the Foreigner Police and financial administration authorities of the Czech Republic. The guest acknowledges that in such cases, the Hostel is obliged to keep his/her personal data for six years after the end of the stay (for the Foreigner Police) or 10 years after the end of the stay (tax purposes). During such period, we are not allowed to restrict the processing or to erase the personal data.

Further information concerning the processing of the guest's personal data and the related obligation of the Hostel as the data controller is provided on the Hostel's website, the link Principles of Personal Data Protection (GDPR).

Valid from 25 May 2018