



HOTEL CORONET a.s., Marie Cibulkové 491/ 8, 140 000 Praha 4

IČO: 27439631, DIČ: CZ 27439631

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## Terms and Conditions

Accommodation reservations are always made in writing form, via e-mail communication between the hotel reception and the person interested in accommodation or online booking form R+ ( via Prévio ) which is booking engine on the website of the Coronet Hotel or through online booking portals. Upon confirmation of the reservation, the interested party will receive conditions of the reservation, in particular or full payment and cancellation conditions of the reservation, if they are no longer part of the relevant form or via the online reservation portal. The hotel may make changes and modifications to the reservation only if the reservation of accommodation was made directly via e-mail [reservation@coronet.cz](mailto:reservation@coronet.cz) or via the online reservation form R+ from the hotel reservation system Prévio. The hotel cannot make changes and adjustments to reservations made through online booking portals. The guest must contact the online booking portal with each change, modification or cancellation of the reservation. The guest is obliged to comply with the conditions of the reservation, the obligations arising from the Hotel Accommodation Rules and must not intentionally damage the good name of the property. If the conditions of the reservation by the guest are not observed, the hotel has the right to withdraw from the closed reservation immediately without notice.

### Payment and cancellation conditions:

The hotel may require a prepayment prior to arrival by the guest upon receipt of the confirmed written reservation. Payment can be made by guest's credit card or by bank transfer to the hotel account. If the guest makes a reservation via online booking form R+ ( Prévio ), the prepayment conditions stated in the booking form apply. If the guest makes a reservation through the online booking portal, the prepayment terms stated in the online booking portal reservation apply. Surcharge or full payment for accommodation will be paid by the guest on the day of arrival at the hotel reception. The hotel is entitled to pre-authorize payments if stated in the booking conditions or in the online booking source.

### General cancellation conditions:

Cancellation up to 31 days before arrival without cancellation fee.

Cancellation 30 – 15 days before arrival, cancellation fee of one night stay will be applied.

Cancellation 14 or less days before arrival or no show, cancellation fee 100 % of the total price will be applied.

The guest is obliged to follow the cancellation conditions of the relevant online booking portal.

If the guest makes a prepayment by credit card, the hotel's cancellation policy is subject to the credit card holder's cancellation policy in the current version.

Refunds are governed by the payment and cancellation conditions based on the source of the reservation from the online booking form of Hotel Coronet R + (Prévio) or the conditions of the online booking portals, which may vary. If the reservation is of the non-refundable payment type, the payment cannot be refunded. If it is a flexible reservation, it is possible to return the payment under the conditions of a flexible reservation. In the case of a refund, the payment will always be refunded in the same way as it was primarily made. The payment can only be returned to the same payment card from which the payment was made; for a bank account, the payment can only be returned to the same bank account from which the payment was received.

The hotel reserves the right to adjust the payment and cancellation conditions, for group and individual events according to the volume and nature depending on the occupancy of the hotel, especially when booking highly requested dates and top terms.

### **Protection of personal data pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data and on the free movement of such data – GDPR**

We collect and process your personal data in accordance with the relevant legal regulations, which are in particular Act No. 110/2019 Coll., On the processing of personal data, Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46 / EC (GDPR) and Act No. 480/2004 Coll., on certain information society services, or regulations will change or replace in the future. The processing of personal data always takes place only to the extent given by the specific service or purpose of processing.

The hotel has the technical, personnel and other necessary measures to prevent, in particular: Unauthorized or accidental access to personal data, their change, destruction or loss, unauthorized transfers, their other unauthorized processing, as well as other misuse of personal data

In connection with the provision of accommodation services, the hotel is obliged to process personal data of guests. The receptionist and the hotel manager work with this information. These users have been instructed on the sensitivity of personal data. They handle guests' personal data exclusively as part of the services provided by the hotel.

Neither the hotel nor the staff pass on the personal data of guests to other entities. The hotel uses the Prévio hotel system for the processing of personal data, where the principles of processing and handling the personal data of guests are regulated in the processing contract between the hotel and the given processor.

The hotel uses a camera system to prevent the protection of its customers, its property and the property of guests. The hotel declares that the records are not processed in any way, it is not provided to third parties or entities.

The hotel has a legal obligation to keep certain personal data about its guests, in particular; name and surname, date of birth, address and duration of accommodation, number and type of document, or visa and purpose of stay.

This obligation is governed by the Act on the Residence of Foreigners in the Czech Republic (326/1999) and the Act on Local Fees (565/1990). According to these legal regulations, the hotel is obliged to keep personal data about customers for a period of 6 years. The guest has the right to ask the hotel for an overview of his personal data at any time. This information is stored: in the guest card, in the house

book, in the record book and in the archival records, which are kept in printed form in locked rooms, to which only the receptionist and the hotel manager have access.

In case of a request to delete personal data, the hotel deletes the guest card and shreds the house and registration book. However, the hotel must respect the above laws and the personal data may be deleted only after the relevant time has elapsed.

However, the hotel must comply with the above laws. The listed personal data can be deleted only after the expiration of the legal period. The hotel undertakes to process the data as follows. Only authorized persons of the hotel will have access to personal data, who will have the conditions and scope of data processing determined by the hotel, and each such person will access personal data under his / her identifier. The hotel undertakes, through its own internal regulations or special contractual arrangements, to ensure that its employees and other persons who will process personal data will do so only under conditions to the extent specified by the hotel and in accordance with the hotel's instructions. Personal data will be processed on the hotel premises, to which only authorized persons or its suppliers (subcontractors) will have access, bound by the same obligations. The Hotel will prevent the unauthorized reading, creation, copying, transfer, modification or deletion of records containing personal data. The hotel will take steps to identify and verify to whom the personal data has been transferred and by whom it has been processed, modified or deleted.



## Hotel Coronet rules and regulations

### Check-in

It is possible to check-in at 2 pm earliest, unless agreed on otherwise.

Upon arrival, all guests have to present a valid passport or ID card and also a visa or a residence permit, if these documents are required to enter the Czech Republic.

The guest receives a key card enabling him to enter the room and the building, after the accommodation is paid in full.

All eventual defects in the room should be reported to the reception on the day of arrival. In case an eventual defect is found on the day of departure, the hotel will claim a payment of the damage.

### During the stay

Smoking is strictly prohibited anywhere in the building. It is possible to smoke in front of the hotel or in the yard, where an ashtray is located.

The breakfast is served in a restaurant on the ground floor. The breakfast times are 7.00 till 10.00 am on work days and 7.30 till 10 am on the weekends. Taking food, drinks or any dishes out of the restaurant is only possible if allowed by the receptionist.

The guests can use a wireless Internet connection, free of charge. The password for the Hotel Coronet network is hc0r0n3t.

Housekeeping is available every day from 8.30 am till 3.30 pm. The guests are provided with a Please, do not disturb / Please, clean the room sign. With every cleaning, new towels are provided, but only in case the used towels are placed on the bathroom floor.

The hotel provides a 24/7 reception service. To contact the reception from the room, the guests shall dial number 18 on the room telephone.

Moving furniture around the room is forbidden. Intervening with electrical and other technical networks in any way is prohibited as well. It is also not permitted to use electrical appliances in the room, apart from those serving to personal hygiene or office work.

It is prohibited to have overnight visits in the room, unless they are properly checked-in to the hotel.

We kindly ask the guests not to disturb other clients of the hotel with excessive noise, especially during night hours from 10 pm till 7 am.

### Check-out

On the day of departure, the guests must check-out at 10.30 am latest. Upon check-out, the guest hands over all the hotel key cards to the receptionist.

If there is a capacity available, it is possible to arrange a late check-out. In that case a fixed surcharge will be applied for each extra hour.

If the guest does not move out of the room until 10.30 am and in case he is not present at the hotel, his luggage will be stored safely and will be released after a penalty fee is paid.

## INFORMATION ON CONSUMER PROTECTION

1. The accommodated guest shall have the right to file a motion for out-of-court settlement of dispute with the designated entity in charge of out-of-court consumer dispute settlements, which is:

The Czech Trade Inspection Authority (CTIA)

Central Inspectorate -ADR Department

Štěpánská 15120 00 Praha 2

E-mail: [adr@coi.cz](mailto:adr@coi.cz)

Web: <https://adr.coi.cz>

The Czech Trade Inspection Authority is a supervisory body monitoring consumer protection, acting in pursuance of Act No. 64/1986 Coll., The Czech Trade Inspection Authority Act as amended, and additional legal regulations. The Czech Trade Inspection Authority's website is [www.coi.cz](http://www.coi.cz).

2. In conformity with the provision § 1837 item j) of the Act No. 89/2012 Coll., Civil Code, no right of withdrawal from the accommodation contract shall arise for the accommodated person as being a

consumer as long as the accommodation facility provides the contractual performances within the designated deadlines.