

HOTEL FORTNA CHRUDIM

RULES AND GENERAL TERMS AND CONDITIONS

Check-in / out

- Check in: from 14:00 at the arrival date
- Check out: latest 11:00 at the departure date

Early Check-in

- Should you want to use your room before the check-in time, we recommend booking the room for the night before your arrival as well.
- This service is granted based on room availability and its price may vary.

Late Check-out

- Should you want to use your room after the check-out time, we recommend booking the room for the following night.
- Check-out between 11:00 and 17:00 - 50 % of the room rate
- Check-out later than 17:00 - 100% of the room rate
- This service is granted based on room availability and its price may vary.

Children:

- A child in the same bed as parents is free of charge – breakfast for child 0-5 years free of charge, breakfast for child 6-12 years might be bought in the restaurant.
- A child with its own bed is charged as an adult.

Complaints and comments:

- Satisfaction of you, our guests, is crucial for us. Any complaint or comment on our services should be given to the hotel staff, so it can be immediately settled, even during your stay.
- Problems or issues, which cannot be settled at the spot, should be reported by e-mail to the hotel management at hotel@fortna.cz.

Cancellation (STORNO) / Booking changes

- Free cancellation is possible until 18:00 on the day of guest arrival and is valid for standard reservations (does not apply for special rates and packages).
- If the reservation is not used without being cancelled in time, the hotel reserves the right to charge 100% of the fee for the first night.
- Cancellation fee is calculated from the booking price, not the partial advance payment (if applied)
- Changes to reservations made before 18:00 on the day of arrival will not be charged.
- Reservation at discounted prices (early booking, last minute, etc.) are non-refundable, their cancellation is not possible, and the hotel reserves the right to charge 100% of their value.

In the event of cancellation of group reservations (6 and more persons), the following CANCELLATION policy applies:

- If the reservation is not used without being cancelled in time, the hotel reserves the right to charge 100% of the fee for the first night.
- 1-4 days before the start of the stay - 50% of the total accommodation charge
- 5-14 days before the start of the stay - 20% of the total accommodation charge
- 15 and more days before the start of the stay - 0% of the total accommodation charge

If the number of persons decreases by more than 10%, cancellation policy as above might be applied.

If the hotel, in exceptional cases, cancels a stay more than 5 days prior to the start of the stay, the other party shall not be entitled to compensation for damage or possible additional costs related to alternative accommodation of these persons.

General information and rules:

- Though we pay attention to keep our online offers as precise as possible, we cannot be taken liable for any inconveniences of the third parties and we are entitled to change or cancel any reservation, information or offer on-line in any time
- Any compensation is granted for services ordered but not used during the stay (accommodation, breakfast, etc.)
- A stay can be ordered only in a written form (e-mail, online booking). An order is accepted only by a written confirmation (e-mail, post).
- If the guest did not directly order the accommodation service, but uses it, he or she is, according to § 1892 of the Civil Code, obliged to pay the price for accommodation and all related charges (in particular the hotel bar, minibar, fee for loss of the key / chip, etc.).
- **Smoking is forbidden** in rooms and other areas of the hotel except for the designated areas (terrace, outdoor garden).
- If the accommodated guest violates his duty to use the accommodation and to receive services connected with accommodation properly (in particular, **cancels the night rest from 22:00 to 6:00** hrs, behaves inappropriately, harms other hotel guests, violates the smoking ban in the hotel, damages the hotel equipment), the hotel staff is entitled to give immediate notice to the guest, the form of notice may also be oral. If the breach is not committed by the ordering guest himself but by the persons who use the accommodation space with him, it has the same consequences for the ordering guest as if the breach had been committed directly by him/herself. For every such breach, the hotel management has the right to request the contractual fine of EUR 100.
- Hotel Fortna is **not responsible** for any valuable items left in the room. A lockable safe is available in the room or at the hotel reception.