

ACCOMMODATION RULES

Hotel Duo****

Operator: Bohemia Properties a.s., with its registered office at Teplická 492/19, Střížkov, 190 00 Prague 9

A company registered in the Commercial Register maintained by the Municipal Court in Prague, Section B, Insert 10488

Company ID (IČO): 625 25 204

Tax ID (DIČ): CZ62525204

Effective from: 1 August 2026

Article 1

Introductory Provisions

1.1. These Accommodation Rules (hereinafter the "Accommodation Rules") govern the terms and conditions for the provision of accommodation services at Hotel Duo, Teplická 492/19, Prague 9 (hereinafter the "Hotel"), operated by Bohemia Properties a.s. (hereinafter the "Operator").

1.2. These Accommodation Rules are binding on all guests, visitors and other persons entering the Hotel premises and form an integral part of the accommodation agreement concluded between the guest and the Operator.

1.3. Accommodation services are provided in particular in accordance with Act No. 89/2012 Coll., the Civil Code, as amended, and other related legal regulations of the Czech Republic.

1.4. By concluding the accommodation agreement, confirming a reservation, registering upon arrival, or using the Hotel's services — whichever occurs first — the guest confirms that they have familiarised themselves with these Accommodation Rules and agree to their terms.

1.5. The Operator is entitled to reasonably amend or supplement these Accommodation Rules where required for operational, safety or legislative reasons.

Article 2

Conclusion of the Accommodation Agreement

2.1. Guests are accommodated on the basis of an accommodation agreement concluded between the guest and the Operator.

2.2. The accommodation agreement may be concluded in particular through:

- a) an individual reservation,
- b) reservation systems,
- c) travel agencies and agents,
- d) group or corporate agreements,
- e) conference and congress agreements.

2.3. A confirmed reservation is considered a binding legal relationship between the guest and the Operator.

2.4. The Operator is entitled to require advance payment of the stay price, a deposit, authorisation of a payment card, or another form of guarantee.

2.5. Unless otherwise agreed, all services are payable at the latest upon the end of the stay.

Article 3

Guest Registration

3.1. Upon arrival, the guest is required to present a valid identity document.

3.2. Foreign nationals are required to fulfil all obligations set out in the legal regulations of the Czech Republic governing the stay of foreigners on the territory of the Czech Republic.

3.3. The guest is required to provide true and complete information necessary for registration of the stay.

3.4. The Operator is entitled to refuse accommodation to a person who:

- a) refuses to prove their identity,
- b) refuses to fulfil the registration obligations,



- c) is under the influence of alcohol or other addictive substances,
 - d) whose behaviour endangers safety, public order or the good name of the Hotel.
- 3.5. The accommodation of persons under 18 years of age without the accompaniment of a legal guardian is governed by applicable legal regulations and the Hotel's internal rules.

Article 4

Personal Data Protection

- 4.1. The Operator processes guests' personal data in accordance with applicable legal regulations on personal data protection.
- 4.2. The scope, purpose and conditions of personal data processing are set out in the document "Privacy Policy", published on the Hotel's website and available at the reception desk.
- 4.3. Personal data is processed in particular for the purpose of providing accommodation services, fulfilling statutory obligations, protecting the Operator's legitimate interests, and ensuring the safety of persons and property.
- 4.4. For the purpose of protecting persons and property, the Hotel's common areas may be monitored by a camera system.

Article 5

Arrival, Departure and Use of the Room

- 5.1. Unless otherwise agreed, the room is available to the guest from 3:00 p.m. on the day of arrival.
- 5.2. The guest is required to vacate the room by 11:00 a.m. at the latest on the day of departure, unless otherwise agreed. If the guest fails to vacate the room at the agreed time and has not arranged a later departure, the Operator is entitled to charge the price corresponding to further use of the room in accordance with the current price list.
- 5.3. The possibility of an earlier arrival or later departure is decided by the Hotel based on the current operating situation.
- 5.4. The Operator reserves the right to allocate the guest a different room corresponding to the agreed accommodation category, where required for operational, safety or technical reasons. The Operator is entitled to relocate the guest to another room of the same or higher category during the stay, where required for operational, safety, technical or business reasons.
- 5.5. The room may only be used by persons duly registered for the stay.
- 5.6. The guest is not entitled to hand over the room or part thereof to another person without the Hotel's prior consent.
- 5.7. The guest is required to use the room and its equipment properly and to prevent damage from occurring.
- 5.8. Whenever leaving the room, the guest is required to check and securely close all windows, ventilation openings and balcony doors, lock the room's entrance door and put it into a state preventing entry by unauthorised persons. In the event of a breach of this obligation, the guest shall bear full liability for any damage, loss or harm caused to the property of the Hotel, the Operator or third parties (e.g. as a result of burglary, theft, vandalism or weather effects). In such a case, the Hotel's or Operator's liability for any damage to items brought in by the guest is entirely excluded due to the guest's exclusive contributory fault.
- 5.9. The guest is required to protect the access card against loss, damage or misuse. Its loss or theft must be reported to the Hotel without delay. In the event of loss or damage to the access card, the Hotel is entitled to charge a flat-rate replacement fee in accordance with the current price list.
- 5.10. Items left behind by the guest after the end of the stay will be treated by the Hotel as found items within the meaning of the relevant provisions of the Civil Code. The Hotel will keep them in storage for a reasonable period, generally 3 months from the date of finding, with the exception of perishable or hygienically defective items. After the fruitless expiry of this period, the Hotel is entitled to dispose of the items in accordance with applicable law. The costs associated with storage and return of the item shall be borne by the guest.
- 5.11. The guest is required to report to the Hotel, without undue delay, any defects or damage to the room's equipment that they discover.



5.12. The Hotel recommends that guests, when leaving the room, turn off the lights, switch off unused electrical appliances and close the water taps, also with regard to the sustainability of the Hotel's operation.

Article 6

Payment Terms and Cashless Operation

6.1. The Hotel is entitled to require a payment card guarantee, payment card authorisation, a deposit, or another form of security for payment of the services provided.

6.2. Guests are required to pay for all services provided during the stay in accordance with the Hotel's current price list.

6.3. Upon arrival, the Hotel is entitled to carry out a pre-authorisation of the guest's payment card or to require a reasonable deposit to secure payment for the services provided or any potential damage. Any unused portion will be released immediately after the end of the stay.

Article 7

Visitors of Guests

7.1. The Hotel reserves the right to require registration of all persons entering the accommodation area of the Hotel.

7.2. Guests' visitors are required to respect the Hotel's safety, operational and fire-safety rules.

7.3. The guest is responsible for the conduct of any persons they bring into the Hotel or allow into their room.

7.4. The Hotel is entitled to refuse entry to, or remove, persons who:

- a) violate legal regulations,
- b) violate these Accommodation Rules,
- c) endanger the safety of persons or property,
- d) disrupt the Hotel's operations through their conduct.

7.5. The Hotel is entitled to require guests' visitors to report to the reception desk, in particular for safety or operational reasons. Visits to guests are possible between 8:00 a.m. and 10:00 p.m., with regard to the night quiet hours under Article 19 of these Accommodation Rules.

Article 8

Safety and Fire Protection

8.1. The guest is required to comply with the fire, safety and hygiene regulations in force at the Hotel.

8.2. The guest is required to familiarise themselves with the evacuation instructions and to follow the instructions of Hotel staff in the event of an emergency.

8.3. Within the Hotel premises it is in particular prohibited to:

- a) handle open flame,
- b) use pyrotechnics,
- c) bring in or store explosives, ammunition, weapons or other dangerous items,
- d) possess or use narcotic and psychotropic substances in violation of legal regulations,
- e) interfere with fire-safety equipment.

8.4. In the event of a guest's health complications, the reception desk will arrange for a doctor, police or emergency medical services to be called. This provision does not affect the fact that the Hotel is not liable for the guest's state of health.

Article 9

Use of Electrical Appliances and Wi-Fi

9.1. Guests may use ordinary personal electrical appliances intended for personal use. Without the Hotel's prior express consent, guests are not permitted to use their own cookers, heaters, grills, gas appliances or other equipment with an elevated fire risk in the rooms.

9.2. The Hotel is entitled to prohibit the use of equipment that may pose a safety, technical or fire risk.



9.3. The guest is strictly prohibited from leaving any electronic devices (including mobile phones, laptops, power banks, e-scooters, etc.) plugged in and charging while not personally present in the room. All electrical appliances and devices brought in by the guest and connected to the Operator's electrical network must be in flawless technical condition (without visible damage), must comply with applicable technical standards, bear the CE conformity marking, and be labelled with the manufacturer's prescribed identification and technical data (in particular rated voltage, power input and current). In the event of a breach of this obligation, the guest bears full liability for any resulting damage or personal injury.

9.4. The Hotel provides guests with access to a wireless internet network (Wi-Fi).

9.5. The guest is required to use the internet connection in accordance with the legal regulations of the Czech Republic and must not use the Hotel's network to carry out any activity that could harm the Hotel, its systems or third parties.

9.6. The Hotel is not liable for any interruption, restriction or unavailability of the internet connection caused by technical or external circumstances.

9.7. Due to the safety risk associated with lithium batteries, it is prohibited to bring electric scooters and similar devices with lithium batteries into the Hotel rooms.

Article 10

Photography, Filming and Commercial Activity

10.1. Photography and audiovisual recording for personal use are permitted within the Hotel premises, provided that the rights of other persons are not affected.

10.2. Any photography, filming, live streaming, advertising activity, commercial production or media activity requires the Hotel's prior written consent.

10.3. Without the Hotel's prior consent, it is not permitted to use the Hotel premises for commercial, promotional, political or similar activity.

10.4. The use of drones inside or in the immediate vicinity of the Hotel is only possible with the Hotel's prior written consent and in accordance with the relevant legal regulations.

Article 11

Minors

11.1. Parents, legal guardians or other persons exercising supervision over minors are responsible for them.

11.2. Minors must not be left unsupervised in areas where their health, life or property could be endangered.

11.3. The Hotel is not liable for harm arising from inadequate supervision of a minor.

Article 12

Pets

12.1. The accommodation of pets is only possible with the Hotel's prior consent and subject to a fee in accordance with the current price list.

12.2. The guest is liable for any damage or additional costs caused by the animal.

12.3. Animals must not be left unsupervised in the room or in the Hotel's common areas.

12.4. Animals must not restrict other guests or Hotel staff through their behaviour.

12.5. The entry and stay of pets at the Hotel is only permitted provided that the guest can demonstrate the animal's satisfactory health condition (e.g. by a valid vaccination certificate). Dogs may move through all common areas of the Hotel only on a leash and wearing a muzzle; other small animals must be kept in a closed carrier, and their free movement outside the room is strictly prohibited.

Article 13

Wellness Centre and Fitness Centre

13.1. Guests may use the wellness centre and fitness centre exclusively in accordance with their separate operating rules.



- 13.2. By entering the wellness centre or fitness centre, the guest confirms that they have familiarised themselves with the relevant rules.
- 13.3. The guest uses the wellness and fitness facilities with regard to their state of health and own physical fitness.
- 13.4. The Hotel reserves the right to restrict or suspend the operation of these facilities for technical, hygienic, safety or operational reasons.

Article 14

Restaurants and Bars

- 14.1. The Hotel operates restaurants, bars and other food and beverage facilities intended for Hotel guests and the public.
- 14.2. Current information on accepted payment methods is published at the respective outlets.
- 14.3. The consumption of outside food and beverages may be restricted or prohibited at certain food and beverage outlets.

Article 15

Parking

- 15.1. The Hotel operates parking areas intended for Hotel guests and visitors.
- 15.2. Parking is governed by the separate parking operating rules.
- 15.3. Guests are required to comply with traffic signage, the instructions of Hotel staff, and safe operating rules.
- 15.4. The Hotel is not liable for items left in vehicles, unless its liability arises from legal regulations.
- 15.5. The provision of a parking space does not constitute the taking of the vehicle into custody, unless expressly agreed otherwise.

Article 16

Liability for Items Brought In

- 16.1. The Hotel is liable for items brought in by the guest to the extent stipulated by the legal regulations of the Czech Republic.
- 16.2. The guest is required to take reasonable measures to protect their belongings against damage, loss or theft, in particular by not leaving them unattended and by using the room safe or the reception's storage facility, where available.
- 16.3. For items of higher value brought in (in particular cash, jewellery, electronics or other valuables), guests are advised to store them in the room safe or in storage at the reception desk. The Hotel's liability for items brought in is governed by the relevant provisions of Section 2946 et seq. of the Civil Code.
- 16.4. The guest is required to report any loss, damage or theft of an item without undue delay after becoming aware of it.
- 16.5. The guest has the option of depositing valuables in storage at the Hotel reception. The Hotel will issue the guest a receipt for items taken into storage. The Hotel is entitled to refuse to accept items of extraordinary value into storage.

Article 17

Liability for Damage

- 17.1. The guest is liable for damage caused to the property of the Hotel, the property of other guests, or third parties.
- 17.2. The Hotel is entitled to claim full compensation for damage incurred, including the costs of restoring damaged premises or equipment to their original condition, as well as related purposefully incurred costs (e.g. cleaning, repairs, room or equipment downtime). The Hotel is likewise entitled to take reasonable operational measures to protect its rights, including restricting or terminating the provision of services in justified cases.



17.3. The guest is also liable for damage caused by persons staying with them or whom they brought into the Hotel, to the same full extent as if they had caused the damage themselves.

17.4. In the event of soiling of the room beyond the scope of normal use (e.g. as a result of smoking, the presence of animals, biological contamination, etc.), the Hotel is entitled to charge the guest for the costs of extraordinary deep cleaning in accordance with the current price list.

Article 18

Smoking and Health Protection

18.1. Hotel Duo is a non-smoking hotel.

18.2. Smoking, the use of electronic cigarettes and similar devices is only permitted in areas designated for this purpose.

18.3. The guest is required to comply with legal regulations on the protection of health from the harmful effects of tobacco products.

18.4. In the event of a breach of the smoking ban, the Operator is entitled to charge the guest a contractual penalty of EUR 200 for each individual breach. This contractual penalty does not affect the Operator's right to full compensation for damage (in particular the costs of special cleaning, deodorisation of the room, or lost profit due to the inability to rent the room to other guests). The Operator is entitled to collect this amount from the payment card provided by the guest at the time of reservation or check-in.

Article 19

Night Quiet Hours

19.1. Night quiet hours are set from 10:00 p.m. to 6:00 a.m.

19.2. Guests are required to respect the right of other guests to undisturbed rest.

19.3. Holding parties or other activities disrupting the night quiet hours is not permitted without the Hotel's consent.

Article 20

Group, Congress and MICE Stays

20.1. In the case of group reservations, conferences, congresses, corporate events or other organised events, the terms agreed in the agreement between the organiser and the Hotel take precedence over the provisions of these Accommodation Rules.

20.2. The organiser is responsible for ensuring that participants in the event comply with the agreed terms.

Article 21

Early Termination of Stay

21.1. The Hotel is entitled to terminate a guest's stay before the agreed departure date, in particular where the guest:

- a) seriously violates these Accommodation Rules,
- b) endangers the safety of persons or property,
- c) disturbs public order,
- d) acts contrary to good morals.

21.2. In such a case, the guest is required to leave the Hotel without delay.

21.3. Termination of the stay under this Article does not affect the Operator's right to payment for services already provided and to compensation for any damage incurred. Payment for the unused part of the stay shall be due to the Operator only to the extent corresponding to the agreed cancellation terms or to demonstrably incurred damage.

Article 22

Entry into the Room

22.1. The Hotel is entitled to enter the room without the guest's consent to the necessary extent and for the reasons set out below:

- a) for reasons of ensuring the safety of persons, protection of health or property,
- b) in the event of an emergency, equipment malfunction, or suspected damage,
- c) for the purpose of carrying out necessary maintenance, repairs or technical interventions,
- d) for the purpose of cleaning or checking the condition of the room, where operationally justified,
- e) in the event of reasonable suspicion of a breach of the Accommodation Rules or legal regulations.

Entry into the room will be carried out only to the necessary extent and with regard to the guest's right to privacy. Where circumstances permit, it will be carried out after prior notice to the guest and generally in their presence.

Article 23

Force Majeure and Complaints

23.1. The Hotel is not liable for any restriction or impossibility of providing services caused by extraordinary, unforeseeable and insurmountable circumstances that arose independently of the Hotel's will, in particular natural disasters, epidemics, energy outages, actions by public authorities, or other similar events.

23.2. The guest is required to assert any defects in the services provided without undue delay after discovering them, at the latest during the stay, at the Hotel reception desk. If the guest does not assert defects without undue delay, their claim may be limited or not recognised on this ground, provided that immediate assertion would have enabled the defect to be remedied. The Hotel undertakes to review and settle any complaint made without undue delay.

23.3. Details of the procedure for making a complaint, the deadlines for its handling, and the guest's rights arising from defective performance are set out in the Hotel's Complaints Procedure, available at the Hotel reception desk and on the website <https://www.hotelduo.cz/en>

Article 24

Out-of-Court Resolution of Consumer Disputes

24.1. The guest has the right to out-of-court resolution of a consumer dispute.

24.2. The competent body for out-of-court resolution of consumer disputes is the Czech Trade Inspection Authority, Central Inspectorate – ADR Department, Štěpánská 15, 120 00 Prague 2, adr@coi.cz, www.adr.coi.cz, or alternatively the guest may use the platform established by the European Commission at <http://ec.europa.eu/consumers/odr/>.

Article 25

Final Provisions

25.1. These Accommodation Rules are valid and effective from 1 August 2026.

25.2. These Accommodation Rules replace all previous versions of the Hotel Duo Accommodation Rules.

25.3. The current version of the Accommodation Rules is available at the Hotel reception desk and on the Hotel's website <https://www.hotelduo.cz/en>

For Hotel Duo


Andrea Pichalová
Hotel Director

PARKING LOT OPERATING RULES

Hotel Duo****

Operator: Bohemia Properties a.s., with registered office at Teplická 492/19, Střížkov, 190 00 Prague 9

A company registered in the Commercial Register maintained by the Municipal Court in Prague, Section B, Insert 10488

Company ID (IČO): 625 25 204

Tax ID (DIČ): CZ62525204

Effective from: 01.08.2026

Article 1

Introductory Provisions

- 1.1.** These Parking Lot Operating Rules (the "Operating Rules") govern the conditions of use of the parking lot operated at Hotel Duo, Teplická 492/19, Prague 9 (the "Parking Lot"), operated by Bohemia Properties a.s. (the "Operator").
- 1.2.** These Operating Rules are binding on all persons who enter the Parking Lot or use it in any way, whether they are guests of the Hotel or other visitors.
- 1.3.** By entering the Parking Lot, parking a vehicle in the Parking Lot, or using any service connected with the Parking Lot, the person confirms that they have read these Operating Rules and agree to their content.
- 1.4.** These Operating Rules form an integral part of the Hotel Duo Accommodation Rules, to which Article 15 of the Accommodation Rules refers.

Article 2

Nature of the Parking Lot

- 2.1.** The Parking Lot is a publicly accessible parking lot intended for both Hotel guests and other visitors.
- 2.2.** The Parking Lot is operated as unguarded and unattended – there is no physical security or permanent staff present at the Parking Lot.
- 2.3.** The Parking Lot premises are monitored by a camera system, solely for the purpose of protecting persons and property and preventing unlawful conduct. Camera system recordings do not replace security services nor do they establish any liability of the Operator for damage, loss, or theft of items or vehicles.

Article 3

Entry, Parking and Occupancy

- 3.1.** A parking space is allocated exclusively on the basis of the current occupancy of the Parking Lot at the time the vehicle arrives.
- 3.2.** An available parking space is not guaranteed or reserved, even for Hotel guests, unless otherwise agreed in advance with the Hotel or the Operator (e.g. for groups, buses, VIP guests, or events). The Operator does not guarantee the availability of a free parking space at any time.
- 3.3.** The driver must comply with the traffic signage, the instructions of Hotel staff (if present), and the rules for safe operation within the Parking Lot.



- 3.4.** The vehicle must be parked only in designated parking spaces so as not to obstruct traffic or other users of the Parking Lot.
- 3.5.** Buses may only be parked in the spaces designated for that purpose and subject to the current capacity of the Parking Lot. We recommend booking bus parking in advance with the Hotel or the Operator.
- 3.6.** If a vehicle obstructs traffic or an exit, or is parked outside the designated spaces, the Hotel or the Operator is entitled to request the driver to re-park the vehicle.
- 3.7.** Without prior agreement with the Hotel or the Operator, the Parking Lot may not be used for the long-term storage of a vehicle or for leaving a non-operational vehicle.

Article 4

Payment Terms

- 4.1.** Hotel guests pay the parking fee at the Hotel reception.
- 4.2.** Other visitors (who are not Hotel guests) pay the parking fee via the parking system (the payment terminal located at the Parking Lot entrance gate), online, or by another method determined by the Operator.
- 4.3.** The current parking price list is published on the Hotel website www.hotelduo.cz and on information signs located on the Parking Lot premises.
- 4.4.** The Operator is entitled to reasonably adjust the parking price list at any time; the version published in accordance with Article 4.3 in effect at the relevant time shall always apply.
- 4.5.** The first 30 minutes of parking are free of charge. The current parking tariff is always published in accordance with Article 4.3.

Article 5

Barriers and Parking System

- 5.1.** The driver must comply with the Parking Lot's parking system and the instructions given at the entry or exit terminal.
- 5.2.** It is prohibited to follow another vehicle through the barrier without it opening properly for the driver's own vehicle.
- 5.3.** In the event of a technical issue or other difficulty with the barrier or parking system, the driver must use the intercom located at the terminal or contact the Hotel.

Article 6

Liability and Complaints

- 6.1.** The Operator is not liable for damage, loss, destruction, or theft of a vehicle, its accessories, or items left inside the vehicle, except where the Operator's liability arises from mandatory provisions of law.
- 6.2.** The provision of a parking space does not constitute the taking of the vehicle into custody and does not establish a bailment relationship within the meaning of the Civil Code.
- 6.3.** Any complaints relating to parking must be raised without undue delay at the Hotel reception.
- 6.4.** The user of the Parking Lot must secure their vehicle (locking it, keeping valuables out of sight) and is liable for any damage caused by inadequate security.

Article 7

Safety and Conduct in the Parking Lot

- 7.1.** Within the Parking Lot, the maximum permitted speed (where indicated in the Parking Lot) must be observed, and in all cases the driver must proceed at a speed appropriate to the



current circumstances (traffic density, visibility, pedestrian movement, etc.) in accordance with the general rules of road traffic. This obligation applies even where no speed limit is expressly indicated by traffic signage in the Parking Lot.

- 7.2.** It is prohibited to carry out repairs, wash vehicles, or engage in any other activity disrupting traffic or the safety of other users within the Parking Lot, unless expressly permitted by the Operator.
- 7.3.** The user of the Parking Lot is liable for any damage caused by their vehicle to the property of the Operator, the Hotel, or third parties.
- 7.4.** It is prohibited to park vehicles leaking operating fluids in the Parking Lot. The user of the Parking Lot must promptly report to the Hotel or the Operator any damage, accident, or damage to the barrier or other Parking Lot equipment.

Article 8

Final Provisions

- 8.1.** These Operating Rules are valid and effective from the date stated on the title page.
- 8.2.** The current version of these Operating Rules is available at the Hotel reception and on the Hotel website www.hotelduo.cz.
- 8.3.** These Operating Rules supplement the Hotel Duo Accommodation Rules, and in the event of any conflict, the provisions of these Operating Rules shall apply as a special arrangement for the area of parking.

On behalf of Hotel Duo


Andrea Pichalová
Hotel Director