

Accommodation Terms and Conditions for Penzion No. 9 - Dolní Adršpach č.p. 9, 549 57 Adršpach

I. Introductory Provisions

These terms and conditions apply to stays at the accommodation facility Dolní Adršpach č.p. 9, 549 57 Adršpach from 01.01.2026. The parties to the contractual relationship are, on the one hand, the accommodation provider, and, on the other hand, the guest who books the stay. The guest, who is listed in the reservation/contract, represents all participants in the stay, is authorized to act on their behalf and is the responsible person in relation to the accommodation provider.

II. Information of a contractual relationship

A contractual relationship between the guest and the accommodation provider is established by completing the essential requirements for the accommodation contract in the reservation system of the website www.penzion-no9.cz and paying the deposit for accommodation to the accommodation provider no later than five working days. Reservations can exceptionally be made by telephone or in person. Notifications made by e-mail are considered by the accommodation provider and the guest to be a valid written notification.

By completing and submitting the reservation, the customer expresses his agreement to these terms and conditions.

III. Price of stay and payment terms

The price of accommodation is stated in the reservation system and in the information email sent to the accommodated person after making a reservation in the online reservation system from the address ubytovani@penzion-no9.cz.

The prices listed are final. The price includes accommodation in the scope and with the equipment stated in the online reservation system, including the local tourist tax. The accommodation provider is not a VAT payer.

IV. Reservation and payment of stay

The accommodation contract will be concluded and the reservation will be confirmed only after the deposit of 100% of the stay price has been paid. Failure to pay the deposit within five working days of filling in the reservation details will void the effects of the contractual negotiations between the accommodated person and the accommodation provider and the accommodation capacity will be offered further.

V. Obligations of the Guest and All Other Participants:

To provide the provider with the cooperation necessary for the proper securing and provision of accommodation.

To take over all sent documents required for the realization of the stay.

To arrive at the place of stay at the specified time with all required documents.

To follow the manuals, operating rules, and instructions of the provider and persons authorized by them.

To behave in a manner that prevents any harm to health, life, or property, as well as damage to the provider's property.

To use the accommodation premises properly, maintaining order and cleanliness; guests must close all windows and doors when leaving the premises.

The guest is obliged to report any discovered defects in the accommodation premises to the provider immediately.

The guest is liable for any damage caused in the premises reserved for accommodation. This obligation remains even if the damage is caused by other persons staying with the guest.

Without prior consent from the provider, the guest must not: make substantial changes to the accommodation premises (e.g., moving furniture, etc.), use their own appliances in the premises, or sublet/transfer the premises to another person.

Furthermore, the guest must not smoke anywhere on the premises, possess or use narcotics, psychotropic substances, or poisons (unless prescribed by a physician), or carry/store weapons and ammunition in a state allowing immediate use.

VI. Obligations, Rights, and Responsibilities of the Provider

The provider is obliged to hand over the accommodation premises to the guest in a state fit for proper use and to ensure the undisturbed exercise of their rights associated with the accommodation.

The provider shall remove reported defects without unnecessary delay and is obliged to maintain the accommodation premises in proper technical and hygienic condition.

The provider has the right to inspect the accommodation premises in the presence of the guest after the end of the stay.

VII. Stay

The guest has the right to use the premises reserved for accommodation, as well as the common areas of building No. 9 in Dolní Adršpach.

The key to the accommodation premises, which will be handed over either in person on the day of arrival between 4:00 PM and 7:00 PM or via a safety deposit box located next to the entrance, must be returned to the provider no later than at the end of the stay. In case of loss, theft, or misuse of the key, the guest is obliged to pay a contractual penalty of CZK 2,000; this does not affect the right to claim compensation for damages.

The guest must vacate the property on the day of departure by 10:00 AM. Arrival and departure times can be agreed upon individually via email.

Pets: Accommodation of a dog or other small pet is only possible in Room No. 4. In addition to general liability for the animal and any damage caused, the guest is responsible for ensuring the animal does not access beds, chairs, or other furniture.

Storage: Bicycles or other bulky sports equipment may only be stored outside the rooms and common areas by prior agreement with the provider.

Parking: The provider agrees to free parking for the guest on the provider's land, which forms a functional unit with building No. 9. The designated parking area is freely accessible—it is not a guarded parking lot.

VIII. Changes to the Contract and Withdrawal

If the provider changes essential conditions of the accommodation contract before the stay begins, a contract amendment may be proposed. The guest may either agree to the change or withdraw from the contract. If the guest does not withdraw via written notice within 10 days of receiving the proposal, it is assumed they agree to the change.

The provider has the right to withdraw from this contract if the guest grossly violates obligations set by this contract or the house rules, or grossly violates good morals within the property.

In case of withdrawal, the provider is entitled to request the guest to vacate the premises immediately, and the guest is obliged to comply without delay.

Withdrawal must be in writing. It does not affect the obligation to pay debts incurred before withdrawal or cancellation fees.

Cancellation Fees:

More than 30 days before arrival: 0% of the deposit.

8–30 days before arrival: 50% of the deposit.

0–7 days before arrival: 100% of the deposit.

No-show: 100% of the deposit.

In the event of early termination of the stay by the guest, the paid price is non-refundable.

In justified cases (illness, death in the family, force majeure, etc.), the cancellation fee may be waived at the provider's discretion, and the guest may be offered an alternative date or another solution.

IX. Complaints

The guest is obliged to file any complaints immediately after discovering a defect with the provider or the responsible person so that rectification can be made.

X. Consumer Disputes

In the event of a consumer dispute between the provider and the guest that cannot be resolved by mutual agreement, the guest (consumer) may submit a proposal for out-of-court settlement to the Czech Trade Inspection (Česká obchodní inspekce). More information can be found at: www.coi.cz.

Dolní Adršpach, January 1, 2026