



# ACCOMMODATION RULES

## Article 1

### Recitals

1. The Student House is a lodging facility run by LOUISE H.C. s. r. o. (Accommodation Provider). It is located at K Botiči 1439/5, Prague 10 and provides accommodation to students and, subject to available capacity, to other persons. Apartments in the Student House include single, double, and double twin units as well as rooms featuring barrier-free access for handicapped persons.
2. Only a client, who is duly registered in the Accommodation Provider's accommodation book, can be provided accommodation in the Student House. To register, the Tenant must present his/her valid personal identification (personal ID card, passport or any another identification document, e.g. residence permit), based on which the Accommodation Provider's authorized person shall verify the identity of the guest. The guest shall confirm the accuracy of his/her personal data and the renting period with his/her signature in the Accommodation Provider's accommodation book.
3. The renting period must be specified no later than upon the guest's check-in and is recorded in the accommodation book. The renting period may be extended only with the Accommodation Provider's consent and based on the filled-out form and the guest's signature in the accommodation book.
4. After registration, the Tenant receives a chip card or the key allowing entry to his/her room. The card is also used for identification purposes by the Student House staff and the security service. The Tenant must present the card together with personal identification anytime a request to this effect is made by a member of the Student House staff. The Tenant must prevent the loss, destruction and damage of this card and may not make it available to third parties that did not sign the accommodation agreement between the Tenant and the Accommodation Provider. Potential penalties for losing, destroying or damaging the card as well as for making the card available as specified in the previous sentence are regulated in the Accommodation Rules.
5. The Accommodation Rules define the rules for accommodation provided in the Student House. The Accommodation Rules apply to all persons who are accommodated or present in the Student House.
6. Accommodation is regulated in these Accommodation Rules, the Accommodation Agreement, the Civil Code, and other laws of the Czech Republic.
7. Accommodation is provided based on the Accommodation Agreement. Rooms are assigned based on the Accommodation Provider's exclusive discretion. The Accommodation Provider may assign the Tenant a different apartment during the rental period.
8. The legal relationship between the Tenant and the Accommodation Provider is defined in the Accommodation Agreement entered into before the Tenant is accommodated in the Student House.
9. The Student House does not provide accommodation for the Tenant's partners or family members, with the exception of persons visiting the Tenant, subject to the conditions set forth in Article 4, paragraph 3. If the Tenant is under 18 years of age, the Accommodation Agreement must be signed by the legal representative of the Tenant.
10. The Tenant hereby gives the Accommodation Provider his/her consent to the processing and keeping the personal data provided by the Tenant for the purposes of accommodation and registration of guests pursuant to Act No. 565/1990 of Coll., on local fees, and Act No. 326/1999 of Coll., on the residence of foreign nationals in the Czech Republic and amendments to some laws. More detailed obligations of the Tenant and the Accommodation Provider concerning the keeping of the registration book, i.e. accommodation book, are laid down in the aforesaid legal regulations.

## Article 2

### Rights and Obligations of the Tenant

1. **The Tenant has the right:**
  - a) to use the apartment assigned to him/her as well as other areas within the Student House expressly designated to be used for accommodation purposes,
  - b) to be assigned an apartment with furnishings corresponding to the inventory presented in the Accommodation Agreement,
  - c) to have bedding changed once in 14 days based on the valid Price list, which is available at the reception,
  - d) to receive a chip card or the key allowing entry to his/her room and to receive visitors and guests subject to compliance with these Accommodation Rules,
  - e) to make proposals and suggestions to the Accommodation Provider regarding all aspects of accommodation services provided in the Student House,
  - f) to use his/her own approved electric appliances conforming to CSN standards in the apartment; approved appliances include:
    - radio, PC, mobile computer with accessories, mobile telephone, and electric kettle,
    - personal hygiene devices (electric razor, curling iron, flat iron, hairdryer, etc.)
  - g) All electric appliances used by the Tenant must be in a faultless technical condition and must be used in conformity to the manufacturer's instructions. If any defect occurs, the Tenant must stop using the electric appliance immediately and have it repaired by a specialist at his/her own expense. The Tenant may only use appliances that can be connected directly to a 220V outlet. If an extension cord is necessary, its use must be approved by the Accommodation Provider. If the Accommodation Provider finds out that the Tenant uses an appliance of non-approved type, the Tenant must pay a penalty as per the Accommodation Rules within three business days in cash or at the Accommodation Provider's cash desk. In addition to the penalty, the Accommodation Provider may claim compensation for damage incurred as a result of the Tenant's actions.
2. **The Tenant has the duty:**
  - a) to report his/her arrival to the authorized employee at the reception of the Student House,
  - b) to use all areas in the Student House in a proper manner, to keep the premises clean, to refrain from causing any damage whatsoever, and to refrain from any action liable to endanger other Tenants or infringe on their rights,
  - c) to get acquainted with the rules pertaining to accommodation services provided in the Student House,
  - d) to get acquainted with the security rules and evacuation plan in case of a fire. The plan is available in every hotel room and at the reception,

- e) to pay rent, fees for accommodation services and other charges in accordance with the Accommodation Agreement and the Accommodation Rules,
- f) to inform the Accommodation Provider of any change in the Tenant's personal data and bank details within five business days after it takes effect,
- g) to immediately inform the Accommodation Provider about the need for repairs in the apartment assigned to the Tenant,
- h) to act so as to prevent damage from occurring and to inform the Accommodation Provider immediately about any damage caused or discovered by the Tenant; the Tenant must pay for any damage caused by the Tenant (or his visitors/guests) in accordance with the Accommodation Rules,
- i) to show his/her chip card or personal identification (personal ID card, passport, driver's license) upon entry to the Student House and anytime the Tenant is requested to do so by the Accommodation Provider's staff,
- j) to observe standard social conventions, not to cause disturbance during night hours between 10:00 p.m. and 6:00 a.m., to observe the rights and needs of other Tenants, to refrain from actions that could endanger persons or property, to refrain from disturbing peace and order inside the Student House and to refrain from infringing on other persons' rights in any other way,
- k) to safe electrical and thermal energy, hot and cold water, to check whether are closed the water taps, shut the windows and door from the apartment upon leaving the apartment,
- l) to protect his/her personal belongings from theft; the door to the apartment must be closed even if the Tenant only leaves the apartment for a short time, for instance when the Tenant goes to the shared kitchen or visits another Tenant within the building,
- m) to clean regularly the assigned apartment and amenities (toilet, bathroom, entryway), in particular, to discard waste using the garbage container located in an assigned area within the building, to duly air the apartment, to perform general cleanup of the toilet/bathroom after every use, to verify that the toilet flushing mechanism works properly, and to clean and wash the kitchen stove, counter, microwave oven, table, and, if necessary, the floor after every use; prior to moving out, the apartment must be restored to original condition, and the Tenant must:
  - wash the door and washable wall lining,
  - wash the surface of cabinets, tables, shelves, and other furnishings,
  - wash the floor in the apartment and clean the space behind furniture and the refrigerator,
  - wash the toilet, the shower stall, the washbowl, take out garbage, wash the trash can, etc.
- n) to inform the reception immediately in person or by e-mail about insects or parasites discovered on the premises,
- o) to inform the reception about the departure time at least 48 hours before the Tenant moves out to allow the apartment to be inspected; upon leaving the Student House, the Tenant must personally return the chip card or the key at the reception desk, check out and leave the apartment by 10:00 a.m.
- p) to pay for any damage and losses the Tenant causes while staying in the Student House in accordance with the Damage Price list.
- q) to use the card from the laundry room for a maximum of 3 hours, according to the Price list.

**3. Without the Accommodation Provider's permission, the Tenant must not:**

- a) intentionally allow another person to stay in the apartment assigned to the Tenant,
- b) use the address of the Student House as his/her permanent or business address,
- c) move to a different apartment without the Accommodation Provider's prior permission.

Every action contrary to the above paragraphs of this article shall be considered gross violation of the Accommodation Rules, which may result in withdrawal from the Accommodation Agreement with immediate effect.

**4. The following is strictly prohibited in the Student House:**

- a) keeping or carrying a weapon and ammunition, storing or keeping flammable and explosive substances and explosive devices, including fireworks and holding or carrying stabbing and cutting weapons,
- b) holding, producing, or keeping narcotic or psychotropic substances,
- c) damaging, misusing, or acting in any way preventing the use of fire extinguishers or other fire-protection and fire-safety equipment – any such action constitutes a violation of fire regulations for which fire-protection authorities may levy a fine of up to 20,000 CZK,
- d) keeping any animals,
- e) placing any objects on outside windowsills,
- f) **smoking in the whole area of the building**; in the event a false fire alarm is triggered by cigarette smoke, the Tenant shall be required to pay the full cost of a response by the Fire Department,
- g) using other than approved appliances inside the Student House; in particular, it is strictly prohibited to use standalone heating devices, grills, etc.,
- h) acting in a way that could violate the requirements set forth in the Accommodation Rules, the Accommodation Agreement and other regulations pertaining to accommodation services provided in the Student House,
- i) bringing and consuming alcoholic beverages in large amounts on the premises of the Student House,
- j) causing disturbance at night between 10:00 p.m. and 6:00 a.m.,
- k) making any structural/technical alterations on the premises, moving or removing furnishings, pasting posters, pictures, or other printed matter on walls inside apartments or in public areas, and making any other substantial changes,
- l) provoking conflicts between Tenants, visitors, and guests.

Every action contrary to the above paragraphs of this article will be considered gross violation of the Accommodation Rules, which may result in withdrawal from the Accommodation Agreement with immediate effect.

### Article 3

#### Rights and Obligations of the Accommodation Provider

**1. The Accommodation Provider has the duty:**

- a) to assign to the Tenant an apartment in a condition fit for proper use and to ensure that the Tenant can exercise his accommodation-related rights in an undisturbed manner,
- b) to ensure that defects reported by the Tenant are repaired without unnecessary delay, no later than within three working days; if repairs cannot be completed within this time, the Tenant must be informed how the defect will be handled,
- c) to ensure that public areas in the Student House and shared kitchens are kept clean,
- d) to post in a visible place the valid text of the Accommodation Rules and other binding rules and regulations pertaining to accommodation services provided in the Student House,
- e) to inform Tenants in advance of all the important actions taken by the Accommodation Provider that shall have a direct impact on Tenants.

**2. The Accommodation Provider has the right:**

- a) to withdraw from the Accommodation Agreement in accordance with the conditions set forth in the Accommodation Rules and the Accommodation Agreement,
- b) to claim financial compensation for damage caused by the Tenant or his/her visitors,
- c) to enter apartments in order to determine the identity of persons present on the premises of the Student House,
- d) to recover any accommodation-related balances due, including related costs, in court or out of court.

### Article 4

#### Internal Regulations

1. The apartment and shared areas must be used solely for their intended purpose. When occupancy begins (the Accommodation Agreement is signed), the Tenant must inspect the condition of the assigned apartment and its furnishings and amenities, and immediately record any defects in the Check-in form or immediately report such defects in writing by sending an e-mail message to the reception manager or the person responsible for matter. The Accommodation Provider will examine the defect and its scope without unnecessary delay. If no defect is reported at the time the Tenant moves in, the apartment is considered to be free of defects. All Tenants occupying an apartment will be held jointly and severally liable for defects and damage found later.
2. The Student House is open non-stop 24 hours a day, including weekends and public holidays.
3. Upon entering the Student House between 7:00 a.m. and 12:00 a.m., visitors must show their identification card and register in the Book of Guests and Visitors.
4. Visitors present in the Student House between 12:00 a.m. and 7:00 a.m. must register as guests at the reception in the presence of the visited person.
5. A guest's overnight stay in the apartment rented by the visited person is subject to a fee of **315 CZK per night/per student**. Accommodation for persons without the student status costs **515 CZK per person/per night**.
6. The Accommodation Provider may request a payment as per the previous paragraph for an unauthorized overnight stay. Any overnight stay not registered in the Book of Guests and Visitors is considered unauthorized.
7. Tenants occupying apartments with more than one bed may not receive visitors against the will of their roommates.
8. While a visit lasts, the Tenant is responsible for ensuring that the visitor/guest complies with the Accommodation Rules. The Tenant shall be held liable for any violation of the Accommodation Rules committed by his/her visitors/guests.
9. It is prohibited to provide accommodation in the Student House to persons who are not registered.
10. Tenants must refrain from disturbing their neighbors by making excessive noise.
11. Tenants may have their personal mail delivered to the following address:

**Tenant's name and surname, apartment number**

**K Botiči 1439/5**

**101 00 Prague 10**

Tenants' mail is delivered to and kept at the reception on the ground floor of the building. Tenants must collect their mail in person at the reception.

### Article 5

#### Safety and Health of the Tenant

1. The Tenant is required to observe the following safety and health protection measures:
  - a) complying with the rules of safe conduct throughout the premises of the Student House,
  - b) informing the Accommodation Provider of defects and deficiencies that could jeopardize the safety of the Student House and its Tenants,
  - c) reporting to the Accommodation Provider immediately any injury the Tenant sustains while staying in the Student House.
2. The Tenant must not manipulate, switch on or off, or operate any machine, equipment, or device not assigned to him for accommodation purposes for the operation of which the Tenant is not authorized.
3. If necessary, the Tenant must call an ambulance, the police, the fire department, or another unit of the Integrated Rescue System. In such a case, the Tenant must inform the Accommodation Provider by contacting the reception of the Student House. In doing so, the Tenant must give the receptionist his/her first and last name and a full description of the circumstances.

## Article 6

### Liability for Damage to Personal Belongings Brought to the Student House

1. Unless another Tenant is present, the Tenant must close the door and secure windows every time he/she leaves the apartment, even if for a short time only.
2. If personal belongings are lost, the Tenant must inform the Accommodation Provider immediately and call the Czech Police.
3. The damaged person must prove that lost belongings, cash or other valuables were duly kept, that instructions for securing such items were complied with, and, if applicable, provide additional evidence that loss or damage has taken place.
4. As regards investigation for the purposes of determining compensation, the Accommodation Provider reserves the right to request a Czech Police report as well as documents proving that stolen personal belongings have been brought to the Student House. The Accommodation Provider may request documents substantiating the value of lost or destroyed items.

## Article 7

### Public Order, Environmental Protection and Cleanness in Outside Areas of the Student House

1. The following is prohibited in outside areas:
  - a) littering, discarding cigarette butts, packaging materials, and bottles, cleaning fabrics, and throwing away leftover food and other refuse in any place other than waste bins,
  - b) posting advertisements, offers, posters, and other printed matter in any place other than places designated for this purpose; advertisements and advertising signs may be installed only if approved in advance by the Accommodation Provider,
  - c) damaging walls of buildings and other similar structures by signs, drawings, and scratching,
  - d) damaging, moving, or destroying public amenities, benches, traffic and directional signs, bus stops, public lighting, railings, public transport schedules, display cases, flowers and other decorations and waste bins and containers; waste bins must not be used for discarding burning cigarette butts and matches, and their content must not be set on fire,
  - e) washing automobiles,
  - f) setting fires and grilling.

## Article 8

### Penalties

1. Violation of the duties set forth in the Accommodation Agreement and the Accommodation Rules are punishable with a penalty.
2. The penalties are as follows:
  - a) penalty for early termination of the Accommodation Agreement - 2 monthly rents, depending on the type of apartment
  - b) penalty for violation of the AR, Article 2., paragraph 4., letter f) prohibition of smoking
    - 1. violation of prohibition of smoking in the Student House **CZK 2.500**
    - 2. violation of prohibition of smoking in the Student House **CZK 5.000**
  - c) penalty for violation of the AR, Article 2., paragraph 4., letter g) unauthorized use of electric appliance CZK 1.500
  - d) penalty for late payment of rent - day of delay CZK 100
  - e) penalty for violation of the AR, Article 2., paragraph 4., letter j) causing disturbance at night CZK 500
  - f) penalty for violation of the AR, Article 2., paragraph 2., letter m) regular cleaning CZK 500
  - g) penalty for violation of the AR, Article 2., paragraph 2., letter q) late return of the card from the laundry CZK 300

! In case that student do not clean the room before check out, he/she shall pay for extra cleaning service:

single or twin room with bathroom / twin room with shared bathroom CZK 800/1.500

3. The Tenant must pay the penalty after receiving the Accommodation Provider's written notice stating the reasons why the penalty was charged. The Tenant must pay the penalty within seven days of receiving the notice to this effect, either by cash at the reception of the Student House or by a transfer of funds to the Accommodation Provider's account.
4. If the penalty is not paid within seven days of receiving the notice to this effect, the Accommodation Provider may withdraw from the Accommodation Agreement. In the event of gross violation of the Accommodation Rules, the Accommodation Provider may terminate accommodation services provided to the Tenant without refunding the security deposit.

## Article 9

### Damage Price list

1. The Tenant must pay for damage caused to the Accommodation Provider's property in the amount specified in the following Damage Price list.

Item	Description	Amount
1	Lost or destroyed blanket case	CZK 350
2	Lost or destroyed pillow case	CZK 250
3	Lost or destroyed bed sheet	CZK 300
4	Lost or destroyed protective mattress cover	CZK 1,000
5	Lost or destroyed pillow	CZK 400
6	Lost or destroyed blanket	CZK 600
7	Destroyed slatted bed base / one board	CZK 2,000 / 100
8	Destroyed mattress	CZK 2,500
9	Destroyed bed	CZK 10,480
10	Lost or destroyed drawer	CZK 7,853
11	Destroyed closet over the bed	CZK 3,872

12	Destroyed desk over the fridge	CZK 5,844
13	Destroyed closet	CZK 7,020
14	Destroyed table desk	CZK 1,555
15	Replacement of fireproof entrance door	CZK 15,600
16	Replacement of apartment door	CZK 6,500
17	Paint – twin room with shared bathroom	CZK 3,000
18	Paint – single room or twin room with bathroom	CZK 1,500
19	Paint – hall / quadrat meter	CZK 600 / 150
20	Abraded corner of the wall	CZK 500
21	Broken glass – shower stall	CZK 5,000
22	Broken glass – terrace (one pane)	CZK 2,400
23	Broken glass – balcony (one pane)	CZK 6,800
24	Broken window – in single small room	CZK 1,500
25	Broken window – in single large room or twin room with bathroom	CZK 4,000
26	Broken window - in disabled access room	CZK 10,000
27	Broken window in door to the balcony or to the corridor	CZK 4,000
28	Lost or destroyed chair	CZK 500
29	Lost or destroyed pouffe/taburet	CZK 6,292
30	Destroyed toilet	CZK 2,500
31	Destroyed toilet seat	CZK 1,000
32	Replacement of destroyed door lock	CZK 12,000
33	Lost or destroyed chip card, key from closet / key from room	CZK 300 / 1,000
34	Replacement of destroyed shower faucets	CZK 6,700
35	Replacement of destroyed washbowl faucets	CZK 6,950
36	Replacement of destroyed washbowl in the toilet / in the bathroom	CZK 1,000 / 2,300
37	Destroyed of vanity unit	CZK 7,865
38	Lost or destroyed mirror, shelves	CZK 1,200
39	Lost or destroyed shoe cabinet	CZK 4,417
40	Lost or destroyed refrigerator	CZK 5,000
41	Lost or destroyed desk lamp	CZK 800
42	Lost or destroyed kettle	CZK 500
43	Damaged marmoleum / m2	CZK 1,250
44	Lost or destroyed ceiling light – 1 piece	CZK 2,000
45	Fee for apartment change at the Tenant's request	CZK 300
46	Washing pillow and blanket	CZK 300
47	Washing protective mattress cover	CZK 300
48	Manipulation of fire-fighting equipment (sensor, sprinkler)	CZK 2,000

2. Damage to other furnishings in the apartment and to public areas of the building shall be assessed on an individual basis by the management of the Student House.
3. The Tenant must pay for damage to the property of the Student House after receiving the Accommodation Provider's written notice stating the reasons why compensation is claimed. The Tenant must pay compensation within seven days of receiving the notice to this effect either by cash at the reception of the Student House or by a transfer of funds to the Accommodation Provider's account.
4. If the Tenant fails to pay for damage, the Accommodation Provider may withdraw from the Accommodation Agreement.

#### **Article 10 Inspections**

1. The Accommodation Provider may conduct inspections to verify compliance with duties set forth in these Accommodation Rules, the Accommodation Agreement and hygiene, fire protection and safety regulations.
2. If deficiencies are found, the Accommodation Provider's employee who conducts an inspection drafts a record where the relevant findings are described.
3. The following persons are authorized to conduct inspections: the company management representative, receptionist, building management employee, fire/safety technician.
4. Inspections may be conducted by other persons authorized by the Student House management.
5. An apartment inspection must be carried out by at least two persons who must announce themselves before entering by knocking on the door. No prior announcement is necessary if a person enters an apartment to avert imminent danger (fire, accident, injury, etc.). During an inspection, a Tenant's personal belongings may not be examined if the Tenant is absent.
6. During an inspection, authorized employees may:
  - a) request the chip card and a personal identification document to verify a person's right to stay in the Student House,
  - b) request a person to leave the Student House if the person is not registered as a Tenant or guest,
  - c) take measures effective immediately to prevent a Tenant from violating his/her duties,
  - d) call the Czech Police or the Municipal Police if a criminal offense has been or is about to be committed.

**Article 11**  
**Personal Data Protection – GDPR**

1. The Tenant understands that he/she provides the Accommodation Provider with his/her personal data that shall be used for the assumed purposes in connection with the performed activity (especially accommodation and related services) at the request of data subjects based on Article 3(1) of GDPR and Article 6 of EU Regulation 2016/679 of 27 April 2016.
2. The Accommodation Provider may use the personal data of the Tenant for purposes other than the assumed purposes only with the Tenant's written consent.
3. The Tenant has the right of access to his/her personal data, the right of data rectification or erasure and the right to processing restriction unless specified otherwise. The Tenant may object to the processing of his/her personal data with the controller at [duskova@shbprague.com](mailto:duskova@shbprague.com).
4. The Accommodation Provider has GDPR and Processing Records that are available to every Tenant at the reception of the Student House. These documents protect client personal data in a similar way.
5. If the Tenant believes that his/her personal data are processed in an unauthorized manner, he/she can file a complaint with the supervisory authority, which - in the Czech Republic - is the Office for the Protection of Personal Data ([www.uoou.cz](http://www.uoou.cz)).

The Accommodation Rules come into effect on 15<sup>th</sup> January 2020

Manager Helena Dušková, on behalf of Botič Student House

In Prague

Student's signature and date - .....