General Terms and Conditions of Accommodation at Na věži

1. Operator and representative

• Na věži s.r.o., Hybešova 550/3, 678 01 Blansko, Company ID No. 108 36 837.

• Representative: Veronika Handlová, tel. +420 605 035 798, e-mail: info@navezi.cz.

2. Reservations

• Reservations can be made by e-mail, online form, telephone, or in person.

• Required information: first name, last name, e-mail, telephone number; for companies, also company name, ID number, VAT number.

• Reservations are binding after electronic confirmation by the operator.

3. Payment terms

4. Capacity and access

• Maximum capacity: 6 people. Exceeding this number without the operator's consent is not permitted.

• Pets (dogs, cats, and others) are not allowed.

• Parking is only available on public roads in the vicinity; there is no reserved parking space.

• Check-in from 4:00 p.m., check-out by 10:00 a.m.; changes only by agreement.

5. Keys and entry

• Please provide your estimated time of arrival before arrival.

• Upon arrival, you will receive a code for the key safe where the keys are stored.

6. Refundable deposit

• CZK 5,000 before arrival.

• Refunded in full upon departure, provided there is no damage.

• The operator is entitled to draw on the deposit and deduct any damage to property caused by

the customer and/or another person staying with the customer.

• Loss of keys = CZK 3,000 fee.

7. Additional services

• Drinks, snacks, and other services are charged separately according to the price list and may be paid from the deposit.

8. Local tax

• Already included in the price of accommodation.

9. Cancellation policy

• Exceptional circumstances may lead to a full or partial waiver of the fee – this is decided solely by the operator.

10. Early termination of stay by the customer/guest

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• The operator will not refund any amount in the event of early termination of the customer's stay.

• The customer agrees to the claim for damages pursuant to Section 2330(2) of the Civil Code.

11. Obligations of the customer/guest

• Guests shall present their identity documents upon arrival.

Date before the start of the stay Cancellation fee

≥ 30 days 50% of the price

14–29 days 70% of the price

0–13 days 100% of the price

Phase Amount Date

Deposit 50% of the price immediately after confirmation of the reservation (bank transfer)

Balance 50% of the price no later than 60 days before the start of the stay (for reservations < 60 days – the entire amount at once)

• Keep the property clean and in its original condition, turn off the hob, kettle, lights, close all windows and lock the property when leaving, dispose of waste in the bin behind the property.

• Do not move furniture or tamper with electrical installations.

• Respect the nighttime quiet hours from 10:00 p.m. to 6:00 a.m.; disturbance during this time is an offense that may be dealt with by municipal police officers in accordance with the Municipal Police Act or the Offenses Act.

• Observe the ban on smoking, drug use, and other illegal narcotic and psychotropic substances in the building.

• When leaving, turn off appliances, empty the refrigerator, clean the kitchen, lock all doors, and store the keys in the safe.

• The customer is fully liable for any damage caused by them or any of the persons accommodated in the building,

whether intentionally or through negligence, as well as for damage caused by animals or persons whom the customer

or accommodated person allows to enter the building.

• The customer is obliged to report any damage to the operator or the operator's representative without delay.

• The customer is obliged to familiarize all accommodated persons with the content of these terms and conditions.

12. Safety and equipment

• Electronic security system, fire sensors, fire extinguishers.

• The chip for decoding/encoding the space is with the keys to the premises.

• Instructions for using the equipment are in each room.

• Cameras monitor common areas (surroundings of the premises, basement, terrace).

• Bicycles can be stored behind the building under camera surveillance.

• Bicycles or other means of transport may not be placed inside the building.

• Extra caution should be exercised on the ladders by the loft beds, the outdoor staircase, and the pavement around the building (especially after rain

and in the winter months).

13. Liability and insurance

• The operator is not liable for injuries or damage caused by insufficient snow removal, personal

injuries, loss, or theft of property.

• Insurance (e.g., cancellation insurance) is not included; the customer/guest may arrange it separately.

14. Children and supervision

• Children must not be left unattended in the building or its immediate vicinity.

• Their legal guardian is responsible for their safety and any damage they may cause.

The operator reserves the right to inspect the property entrusted to them at any time and to terminate the stay in the event of

a gross violation of these general terms and conditions of accommodation at "Na věži"

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