



Accommodation rules
Hotel Lotrinský ****
Dlouhá 1177/69, 691 06 Velké Pavlovice

the company S.M.K., a.s. , ID 49432036, with registered office Skalní mlýn 96, 678 01 Blansko

Welcome to Hotel Lotrinský!*****

In order to ensure a pleasant stay for all our guests, we kindly ask you to familiarize yourself with the following rules and guidelines.

1. Check-In and Check-Out

- **Check-In:** Guests can check in from 3:00 PM onwards. Please note that rooms are available after this time unless otherwise arranged.
- **Check-Out:** Rooms must be vacated by 10:00 AM. Any extension of the stay must be arranged with the hotel reception.
- **Fee:** A fee of 300 CZK per room will be charged for non-compliance with the check-in and check-out times.

2. Prices and Payments

- The prices listed on the website and in the offer are final and include VAT.
- The hotel accepts payments by cash, credit card, bank transfer, or invoice.

3. Guest Behavior

- Between 10:00 PM and 6:00 AM, guests are prohibited from disturbing the peace of other guests with noisy activities.
- Guests are required to respect the peace and comfort of other guests.
- Strictly no smoking in rooms and public areas of the hotel. Designated smoking areas are available.
- Pets are strictly prohibited in the hotel. Non-compliance will incur a penalty of 300 – 1,500 CZK.

4. Safety and Property

- The hotel is not responsible for valuables or personal belongings of guests.
- If you encounter any issues or have requests regarding safety or technical problems, please do not hesitate to contact the reception.
- Access to rooms is permitted only to registered guests who have presented a valid ID or passport.



5. Maintenance and Housekeeping

- Room cleaning is done daily. If you do not wish to have your room cleaned, please inform the reception.
- If you need additional towels, toiletries, or other services, please contact the reception.
- In case of significant room contamination (e.g., spilled wall/furniture, etc.), an extra cleaning fee will be charged, ranging from 500 CZK - 2,000 CZK.

6. Room and Hotel Equipment

- Guests are required to handle hotel equipment and room furnishings with care.
- It is strictly forbidden to alter or move furniture in the hotel and outdoor areas unless otherwise agreed. Non-compliance will incur a penalty of 1,500 CZK – 2,000 CZK.
- Any damage to hotel property must be compensated in full by the guest. Damages must be reported to the reception immediately.

7. Dining

- Breakfast is served from 7:30 AM to 10:00 AM in the hotel restaurant.
- The hotel restaurant is open from 11:00 AM to 10:00 PM. The opening hours may vary outside the high season. Further information about the restaurant will be provided during check-in.
- Please inform the reception and restaurant in advance of any dietary needs or preferences.

8. Parking

- Parking is available for hotel guests in designated parking spaces in front of the hotel.
- The hotel is not responsible for the loss or damage of vehicles.

9. Responsibility for Behavior

- Guests are responsible for their behavior within the hotel and for any damages caused to the hotel or other guests.
- In case of serious violations of the rules, the hotel reserves the right to terminate the guest's stay without refund.

10. Complaints and Claims

- For complaints or claims, please contact the reception or the hotel manager.

Thank you for your understanding, and we wish you a pleasant stay at Hotel Lotrinský****!