

Accommodation rules

For your safety and satisfaction, we provide the Hotel Accommodation Rules. Thank you for your understanding.

1. If you have not completed online check-in prior to arrival, please present your ID or complete the check-in slip.
2. Upon arrival at reception, you will receive your hotel pass. Use this pass to gain free access to selected hotel facilities, such as the indoor and outdoor pool, beach and lounge chairs.
3. Please settle the accommodation bill on arrival at the hotel. Payment for other services consumed during your stay is possible at any time, at latest on your departure date. Payment is possible by card or cash in CZK and EUR (change in CZK only).
4. Check-in is possible from 2:00 p.m. on the day of arrival.
5. Your room will be reserved based on your order until 6:00 p.m. unless agreed otherwise.
6. Please vacate the room by 11:00 a.m. on the day of departure (check-out). You will be charged 500 CZK for each additional hour, and an extra night after 1:00 p.m.
7. Contact reception to arrange for late check-out.
8. If you check in before 6:00 a.m. we will charge you for the previous night
9. In special cases, the hotel may offer different accommodation than that previously agreed. However, it must not differ substantially from the confirmed order. A justified reason is if the room (rooms) has become unsuitable for accommodation. Potential higher costs for substitute accommodation are borne by the hotel.
10. For safety reasons, please use only your own electrical appliances for personal hygiene.
11. For safety reasons, we do not recommend leaving children under the age of 7 without supervision either in the room or in the common areas of the hotel.
12. It is not permitted to bring sports equipment into the room, e.g. bicycles or skis. Please contact reception at 711 for storage options.
13. It is forbidden to bring glass and porcelain objects to the indoor and outdoor pools as there is an increased risk of injury if they break.
14. Please observe the quiet hours between 10:00 p.m. and 7:00 a.m.
15. The guest is liable for damages incurred by the hotel according to valid legislation.
16. Please leave your valuables in the safe available for free in your room. The hotel is not liable for items that are not deposited in the safe.
17. If you are interested in barbecuing or grilling over a fire by the lake, please inform the F&B manager or reception. Before leaving, make sure the fire is out. Thank you.
18. The hotel offers only non-smoking rooms. If you violate the ban on smoking in the rooms, you may be charged for an additional night. This also applies to electronic cigarettes. Smoking allowed only in the selected areas.
19. Dogs may move about the hotel only on a leash and with a muzzle. Pets are not allowed to access the pools and restaurant buffet. Please follow the rules for staying with a dog.
20. Things forgotten at the hotel will be sent to owners at their request upon payment of postage.
21. The use of complimentary services (whirlpool, swimming pool, playground, etc.) may be limited at the time of arrival and during your stay by the number of people requesting the service, by regular maintenance, or common operational breakdowns or external influences, and does not create grounds for a legitimate complaint and claim for an additional price reduction.
22. It is strictly forbidden to place any objects on outdoor windowsills and to open any part of the window that is not equipped with a mosquito net.

The accommodation rules are valid from 20 February 2026. Thank you for following them.

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