

1. General Information

New arrivals can check in anytime from 15:00 until midnight. Guests can arrive earlier and store their luggage with us, but rooms can be accessed only after 15:00. Departing guests must remove all their personal belongings from the room and check out before 11:00. By this time, all the guest's belongings must be removed from the room or apartment. If the room is booked for the following night and the departing guest does not leave the room in time, nor is present in the room, Jacob Brno reserves the right to enter the room, pack the guest's belongings, make a list of them and store them in the storeroom, all in presence of more than one staff member. Availability cannot be guaranteed in case of phone reservations. If a guest wishes to prolong his or her stay and the room they originally stayed in is not further available, Jacob Brno reserves the right to offer to move the guest to another room.

2. Check-in

All guests are required to present a valid identity document, i.e. ID card or passport, upon their arrival. In case of group reservations, each member of the group is required to present their own identity document. Guests without a valid identity document will not be accommodated in accordance with the Act on Local Fees and the Act No. 326/1999 Coll. on the Residence of Foreign Nationals in the Czech Republic. Any guest whose behaviour or conduct disregards basic good manners or whose appearance or belongings appear to be overly soiled can be refused the right to be accommodated in Jacob Brno.

3. Checkout

Checkout ends at 11:00. If the guest checks out after 11:00, they will be asked to pay for another night. We kindly ask you to keep an eye on time so you do check out in time. Late checkout is possible only after prior agreement done at the front desk upon arrival. We kindly ask our guests to close all the faucets, windows and doors when checking out from a room or an apartment. It is also required to hand over the room key to check out completely.

4. Room Keys

Upon arrival, each guest receives a key that enables them to enter the building and their room or apartment. For each key, a security deposit of CZK 300 or € 15 can be required. The deposit will be returned at checkout, in exchange for the key. If the guest loses the key, this deposit will not be refunded. Upon request, each guest can be issued a confirmation of deposit payment.

5. Age Restrictions

Reservations are accepted from persons of at least 18 years of age. Underage persons can be accommodated only if accompanied by an adult (a person over 18). Accommodation of children under 3 years is free of charge when using existing beds. Guests with children who are under the age of 3 can, by prior agreement with the accommodation, borrow a baby cot for free. There is no maximum age limit for the guests.

6. Cancellation Policy for Standard Reservations

When you make a reservation, you will receive an official accommodation voucher and from this moment, your reservation is considered valid. If you wish to cancel or change your reservation free of charge, you must inform us of the change by 15:00 of the day prior to your arrival. You can make the change yourself in the reservation system or contact us by phone or e-mail. If you cancel your booking too late or do not arrive on the day of arrival, Jacob Brno is entitled to charge full amount for the accommodation. This cancellation policy does not apply to non-refundable reservations.

In case of a no-show on the day of arrival with no prior arrangement, the reservation will be cancelled. If you arrive a day later without informing us, we will try to find a room for you, but it is possible that it will not be the same room type and additional charges may apply. Standard cancellation terms may be specified otherwise in case of long-term or group reservations, and on holidays or certain events, be it Christmas, New Year's Eve, Moto GP or specific fairs.

7. Guest Behaviour

The comfort and safety of our guests is our priority. Any guest who, by any member of Jacob Brno staff, compromises the comfort and safety of other guests, staff or other residents of the building will be requested to leave the premises and will not be offered a refund. Guests are expected to respect other guests, staff and residents of the building and to not disturb them, especially in the evening hours. We kindly ask you to observe the quiet hours from 22:00 to 8:00. Visitors of the guests are welcome by the approval of a reception staff, but are required to leave the premises by 22:00 or to check-in at the front desk if they are staying longer.

8. Smoking Policy and Fire Safety

Smoking is prohibited in all our premises, that is in all guest rooms, public areas, staircases and hallways. Same policy applies to apartments, except for the roof terraces and balconies. Any guest found smoking in the building will be asked to pay a fine of CZK 5 000 (200 €) and to immediately leave the premises. No amount paid for the accommodation will be refunded. There is also an open fire ban that applies to all our premises, including roof terraces and balconies, that includes lighting up a fire on a grill. Any violation can result in a CZK 2 700 (100 €) fine and an immediate call to leave the premises. No amount paid for the accommodation

will be refunded.

9. Drug Policy

Drug use is illegal in the Czech Republic. Any guest found using drugs on our premises will be asked to pay a fine of CZK 2 700 (100 €) and to immediately leave the premises. No amount paid for the accommodation will be refunded.

10. Alcohol Policy

Alcohol may be consumed only by persons over 18 years of age. Likewise, the sale of alcohol at the front desk is allowed only to persons over 18 years of age. If a guest fails to comply with Jacob Brno rules and regulations due to his/her intoxicated state, the guest may not be allowed to enter his/her room or apartment. Shall the situation repeat, the guest in question may be asked to leave the premises indefinitely. No amount paid for the accommodation will be refunded.

11. Personal Property

It is the guest's responsibility to ensure that their personal belongings are secure at all times. Jacob Brno accepts no liability for any loss, theft or damage done to the guest's property.

12. Course of the Stay

Each guest has the right to have their room or apartment cleaned on every third day of their stay. Day and hour of housekeeping are agreed upon arrival at the front desk. More frequent housekeeping is possible after prior arrangement at the front desk. The frequency of cleaning differs for long-term bookings and is based on the agreement between the guest and accommodation. It usually takes place once a week. We kindly ask our guests to close all the faucets and windows, turn the lights off and lock the door when leaving a room or an apartment. It is forbidden to move any furniture or appliances around or to make any modifications to electrical network or any of its components or appliances. Guests are only allowed to use such appliances that are intended for personal use only, such as hairdryers, electric razors, laptops, tablets and other small appliances.

13. Damage to Hotel Property and Equipment

All guests are expected to pay for any damage done to the property and equipment of the accommodation if caused by inappropriate behaviour during their stay. Adult guests are fully responsible for any damage done by the minors they are accompanying.

14. Pets

Dogs and other pets can be accommodated with the guest on the condition that they will not cause any damage to the accommodation, will not disturb other guests and will not access bed or any other upholstered furniture. The price for a pet is specified in the applicable price list. Guests are fully responsible for their pets and are expected to pay for any potential damage their pet may cause. Dogs are only allowed to the common areas if on a leash.

15. Group Bookings (Security Deposit)

Groups of more than 6 persons are required to pay a security deposit of up to CZK 5,000 (€ 200). The exact amount of the deposit is based on the size of the group and the length of their stay. All the details and the exact amount of the deposit are discussed individually prior to the arrival of the group. The deposit will not be refunded in case of a non-compliance with the accommodation rules, smoking policy or quiet hours.

16. Liability

Except in relation to death or personal injury caused by our negligence, Jacob Brno's liability remains limited to the value of the booked services, excluding any amendment charges paid to us.

17. Personal Information

Jacob Brno stores only the information which is supplied to us for the purposes of carrying out the bilateral agreement between the accommodation and the guest, and to inform the guest of other services and service offers. If you do not wish to receive such information about the accommodation and its services, please let us know at info@jacobbrno.cz.

18. Errors and Omissions

The accommodation reserves the right for errors and changes on their web page, in sales literature, order forms, price lists, order confirmations, invoices or other documents issued. We will inform you of any changes at the time of booking or as soon as is reasonably possible thereafter.

19. Final Provisions

These accommodation rules and regulations become effective on 1st July 2019 and each guest is obliged to observe them. In case of non-observance of the rules and regulations on the part of the guest, the accommodation provider may withdraw from the contract of accommodation between the accommodation provider and the guest.