



OPERATING RULES OF AVENUE LIPNO

- These operating rules apply to accommodation in JBX Resort Avenue Lipno (hereinafter referred to as "resort"), which is operated by JBC agency s.r.o. (hereinafter referred to as "operator") and applies in whole resort.
- Each of JBX Apartments guests (hereinafter referred to as "the guest" or "guests") are obligated to observe these following operating rules.
- Each guest must fill in the accommodation information form online (based on further email request via myAlfréd) or show an ID card or passport at the reception.
- The payment for agreed price must always be made in advance if not agreed differently. You can pay by your credit card, in cash or by an invoice payment. During check-in you can ask receptionist for a receipt. Your receipt acts as a proof of lodging in our hotel/apartment.
- Commercial usage of hotel rooms and apartments such as filming, taking photos and interviews is not allowed.
- The accommodation won't be provided to a person with contagious disease, skin parasites and a person under an alcohol or narcotic influence.
- Check-in is possible at the earliest from 4 PM, as your PIN code to all the entrances is valid from 4 PM, if not agreed differently. The PIN code is valid to the main entrance, side entrance, garage, and your apartment. Early check-in is paid extra based on further request. **Guests receive their PIN codes via email they provided.**
- Guests leave their rooms no later than 10:30 AM, later check-out is possible but paid extra and need to be agreed in advance with the reception.
- **The guest must pay** all his unpaid bills from the bar or other activities at the reception in the lobby bar in the building B before ending the stay.
- The guest is obliged to observe all safety and hygiene regulations and fire preventions.
- **The guest must abide the quiet hours from 10 pm till 6 am by.**
- **Even during day guests must behave politely which means no shouting, loud singing, playing loud music from speakers etc.**
- Parents, legal representatives, or other authorized persons are fully responsible for their children's behaviour and their actions.
- Guests are not allowed to change settings on any electronic devices.
- Every guest is obliged to be careful with the equipment - for arbitrary damage or loss of the equipment, the guest is obliged to pay a reasonable compensation determined by the representative of the operator.
- In case of irregular pollution of hotel room/apartment, guests will be charged extra for nonstandard cleaning 2000 Kč / 100 €.
- Guests must report every defect on hotel/ apartment facility as soon as they notice it, on central reception or if it is closed then on email info@jbxresort.cz
- Guests are obliged to follow hotel staff instructions.
- The operator is not responsible for any guest's belongings and its loss.
- In case of any complains or observes do not hesitate to send an email on info@jbxresort.cz or directly contact our hotel staff.
- **Smoking in the whole hotel is strictly forbidden.**
- **Please, do not hang any clothes and belongings on the wooden balcony of the apartment, use hanger.**
- Pets are not allowed!
- Guests are not allowed to bring skies, snowboards, ski boots, bikes, and any other sport equipment to the hotel premises. Guest can store sport equipment in the free ski/bike room with heated lockers where is enough space for all kind of equipment.
- In case of extraordinary events or damages hotel operator can provide a substitute accommodation.
- **Breaking any of these rules can result in earlier end of guest's stay without compensation and fee up to 5000 Kč.**

These operating rules are valid from 1.1.2022