

RULES OF STAY AT PAMFERKA

Following rules apply to all guests of the pension!

Smoking is prohibited in all areas of pension Pamferka!

BY PAYING THE DEPOSIT FOR RESIDENCE YOU AGREE WITH THESE RULES OF STAY.

A. Reservation

1. Binding reservation is made exclusively by e-mail to the address info@pensionpamferka.cz
2. In the email, please fill the reservation form, which is available on the website.
We will immediately let you know about the possibilities of the term and we will calculate the cost.
Once confirmed, we will send you an e-mail with a binding booking.
3. Price for the stay is charged according to the valid price list for the period. Payment for the stay is payable as follows:

a/ A deposit of 50% of the total price is due within 5 working days from binding booking by bank transfer to the account 242557688/0300, driven by CSOB Pilsen.

The payment indicate with a variable symbol, that you receive in the binding reservation.

If we do not receive the deposit in this time the binding reservation of residence is canceled and released for other interested parties.

b/ Supplement to 100% of the accommodation is due in cash on arrival to the operating supervisor of pension.

Guests must present a valid identity document.

c/ Also the fees to municipality of Železná Ruda are payable in cash on arrival.

-charge for accommodation - paid by each person, 2,-CZK per bed and day

fee-for spa or leisure stay – paid by persons 18-70 years old , 15,- CZK for each day.

In case of interest to pay by bank transfer is also possible to send the supplement for accommodation at account 242557688/0300. Payment must be made well in advance, so that on the day of arrival already was credited to the account pension.

4. At arrival the guest is obliged to pay a refundable cash deposit in the amount of CZK 1,000 against damage of equipment or assets of the pension.
The deposit is returned on the day of departure if room is passed in order. Damaged or lost items is paid by residents according to the instructions of operating supervisor of pension.
If damage exceeds the deposit the keeper has the right to full compensation.
5. Payments for wellness and snacks consumed during the stay are paid at the end of stay in cash.
6. In the two-room suites with kitchenette (5 beds) it is possible to accommodate 1-5 persons
In the one-room suite with kitchenette (2 beds) it is possible to accommodate 1-2 persons with 1 extra bed for a child.
In the one-room suite larger with kitchenette (2 beds and studio couch) it is possible to accommodate 1-4 persons.
Total price for room is charged according to the number of persons and it is not allowed to accommodate there a different number of persons than stated in the binding reservation.
7. Stay for small pets is allowed, this must be notified in advance in the booking.
For the stay of a small pet there is charged a fee 300 CZK per day. It is allowed to have with you more than 2 pets. Other agricultural animals are not allowed (pig, sheep, goat, etc.), and even if they are kept as domestic pets. Stay of dangerous animals (snakes, scorpions, spiders, rats, etc.) is PROHIBITED! Guest must not allow the stay of any other animals that are not listed on the confirmation of binding booking.
Any damage caused by a pet is fully replaced by the guest – owner of the pet.

8. CANCELLATION FEES:

a) for cancellation 91 days or more before arrival will be charged a fee of 15% of the total price of stay

b) for cancellation 31-90 days before arrival will be charged a fee of 30% of the total price of stay

c) for the cancellation 0-31 days before arrival will be charged a fee of 50% of the total price of stay

Cancellation is possible only in written form by e-mail or recommended letter, contacts are given on the website

B. Arrival of the guests to the pension Pamferka

The stay begins in the afternoon between 16.00 to 19.00 pm Another arrival time must be arranged at least 1 day in advance by phone with the operating supervisor.

After arrival you will get a parking space in front of the pension. It is prohibited to park elsewhere than at assigned parking space.

Each room is labeled with the name and the supervisor will bring you - guests to the room. The guest takes the key from the room and from the common entries.

If the a guest finds any defects and deficiencies at the arrival, he reports it to the supervisor immediately after found any. It is really necessary to report any problem immediately, otherwise the damage is to be paid by the guest, which is housed last.

C. STAY

Rooms:

1. Each guest at leaving the room is required:

-Lock the front room door (suites)

Close balcony doors

-Close the window

-Check all electrical. devices whether they are turned off

Close always behind themselves all entrance doors to the building

Any damage caused by unsecured windows or doors is covered by guest.

In the case of loss of the key the guest itself pays an amount of 1500 CZK.

2. The guests are obliged to take off the outdoor footwear in the rooms.

3. In all areas of the pension it is prohibited to move in the downhill ski boots, outdoor or dirty footwear.

4. The beds have always clean sheets, towels and soap are prepared on the bed, including bed sheets for the extra bed (notified in the binding booking). Bed linen is not necessary to undress after the end of the stay.

5. Kitchen contains electric. cooker, cooker hood, microwave oven, electric kettle, refrigerator without freezer and the two-room suites have a dishwasher. The kitchen unit is equipped with the dishes, clean towels, dish soap, dish sponge, dishwasher tablets, bin including bags, broom and dustpan, mop.

The bathroom has a shower, sink, heating ladder, WC. Toilet paper is available.

Do not throw anything down the toilet except toilet paper!! Use baskets ready!

By week stays the towels are changed once for clean.

Before leaving, the guest is obliged to wash and clean up the dishes and kitchen accessories, clear out the fridge, take out garbage according to instructions, washed the toilet, sink and shower with water.

For further cleaning and toilet means ask the supervisor.

The price includes always the final cleaning.

6. Heating of the whole pension is in the floor, managed centrally. In the case of requirements for heat or cold ask the supervisor.

7. LED TV is available in every suite. Necessary instructions are for consultation at the operating supervisor.
8. The keeper of the pension is not responsible for any damage or theft of property of guests including cars. Property of guests is not insured.
9. The pension keeper has taken all measures to avoid any injury of guests. The keeper has during normal no responsibility for health of guests. Guests are requested not to leave children without supervision. Health or life of persons accommodated is not insured.

Common areas:

In the pension there is possible to use the following common areas:

I. Gathering hall including toilet, playroom, gym - at 8.00 to 22.00 am
(after agreement with the supervisor another time can be arranged)

After agreement it is also possible:

use of table football and air hockey

use audio and projection equipment in the gym (rent DVD movies)

rent board games

for a fee it is possible to use the washing machine and dryer (washer CZK 30, dryer 30 CZK)

II. Checkroom for skis/ bicycles - the possibility to store skis, skis, snowboards, sleds, bikes, strollers, ski shoes. (Heated floor ensures drying shoes.) These things are forbidden to bring in the rooms.

After leaving the guest **MUST** always lock the checkroom. The keeper is not responsible for damage, loss and theft.

III. Wellness (sauna and rest room, outdoor pool + whirlpool) - according to the instructions of the supervisor and always ordered at least one day in advance for complying the operating rules.

The price includes wellness towel and sheet, bathrobe for a fee is 20 CZK.

Possibility to rent a hair-dryer.

All operating orders are available for consultation at the operating supervisor.

Night silence in the entire pension is from 22.00 am to 7.00 pm

In all public areas of the guesthouse is necessary to keep order, and after leaving these areas leave in the original condition (clean up after children toys and other supplies).

D. Departure

Departure time is set at 10:30 am. Another time has to be agreed on day in advance with the supervisor and can be charged according to the price list as a next day of stay.

On departure, guests are obliged to make room for inspection. If found everything in order and returned key deposit will be returned in full. (Adequate minor unintentional damage caused e.g. break up of plates or glasses is considered normal wear and is not charged guest.)

Important general notices:

Buffet breakfast (if you ordered) is served in the lounge between 8-10 pm

Half board (if you have ordered) is served in the lounge and conditions must always be agreed individually with the supervisor.

Guest may not move furniture or other equipment pension.

Guest shall not use any proprietary electrical equipment (except those used only for personal hygiene and in addition to laptops, portable DVD players and charging el.devices).

Guest is obliged to behave so as to avoid fire and other damage on property of pension.

In case of failure on the electrical equipment, lights, sockets, inlet and outlet of water or heating is the guest obliged to inform immediately the supervisor.

It is strictly forbidden to handle any electrical equipment or interfere in
ANY TECHNICAL EQUIPMENT.

Smoking is only permitted outside the building.

Visitors who over warnings not comply with the provisions of these rules of stay may be banished from the pension without any refund of the price paid for the accommodation.

Responsible supervisor may, in the case of gross violation of the rules, contact the police.

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