



CHATEAU
HOSTAČOV

A relaxing countryside escape
with an enchanting historic ambiance

BOOKING INFORMATION

Restaurant opening hours

Breakfast is served from 8 a.m. to 10 a.m. in the chateau restaurant.
The restaurant is also open to the general public from 12 p.m. to 10 p.m.

Parking

To park your car, you can use the driveway, the car park by the pond or the car park right in front of the entrance to the chateau.

Check-in and check-out

Check-in from 2 p.m.
Check-out before 11 a.m.

Please contact the reception to ask about the possibility of staying on the hotel premises after the check-out. If you would like to be provided with accommodation on the day of arrival before 2 p.m. or stay in your room until the afternoon, please contact our booking department to verify this option and the price.

Cancelling confirmed bookings

Please note that if you cancel your booking less than one day before the planned arrival, we will charge a fee for the first night of your stay. For discounted offers, e.g. "order in advance and save", 100 % of the stay must be paid and, if the booking is cancelled, no refund may be claimed.

Price for additional persons

We would like to inform you that we will charge a fee of CZK 600 for the third and each additional person staying in the room. The fee for children aged 5 to 12 years is CZK 450. Children under 5 years are accommodated free of charge.

Transfers offered

We will be happy to arrange transport from Václav Havel Airport or the railway station in Golčův Jeníkov. Please do not hesitate to contact us to ask about the price and availability on the given dates.



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ACCOMMODATION RULES

- The hotel provides its services based on its classification corresponding to the hotel level.
- The guest accommodation is always defined as part of the mandatory booking, and the corresponding price is charged for this type of accommodation.
- The hotel is only entitled to accommodate guests who have a valid accommodation booking and who are properly registered. Guests are obliged to present a valid identity card upon arrival and sign a registration card.
- If any guest fails to present a valid identity card (ID card, passport), the hotel is entitled to refuse to accommodate such a guest, in accordance with the Local Fees Act for Czech citizens and Act No. 314/2015 Coll. for foreign clients.
- Based on a confirmed order, the hotel is obliged to accommodate the guest from 2 p.m. to 10 p.m. During this period of time, the room is reserved for the guest, unless specified otherwise in the order.
- Any early check-in before 2 p.m. must be arranged in advance, at the moment of booking the room, and the guest must wait for approval and, if relevant, pricing of this above-standard service by the hotel.
- The hotel is not obliged to accommodate guests without prior confirmed bookings and guests arriving after 10 p.m.
- If it is not possible to extend the guest's stay in the room where he/she was accommodated upon arrival, the hotel is entitled to offer a different room.
- The hotel is only liable for damage to any deposited items if the items were handed over to a hotel staff member for safekeeping. The hotel bears no liability for any other items deposited or left by guests. The hotel only bears liability for jewellery, money and other valuables if they were accepted by the hotel for safekeeping or if they were damaged by a hotel staff member.
- The right to claim damages must be claimed at the hotel without undue delay, but no later than 15 days after the date on which the injured person learned of the damage.
- Visitors should be received in the common areas of the hotel. Visitors may only be received in the accommodation areas with the reception staff member's permission.



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- If any guest falls ill or is injured, the hotel will arrange medical assistance. The transfer and treatment fees will be paid by the guest, except in cases where the hotel is liable for the guest's illness or injury.
- Smoking is not allowed on the hotel premises, except for the designated areas.
- Hotel guests are neither entitled to move any furniture and equipment nor tamper with the electricity network and the devices placed in the room or in the common areas of the hotel.
- For safety reasons, guests may only use the electrical appliances that serve for their personal hygiene (hairdryers, shavers, massage devices, etc.), the kettle placed in each room, as well as notebooks (laptops), tablets and similar small electrical appliances. Upon leaving the room, each accommodated guest must switch off these appliances.
- Guests may use a wireless connection to the Internet via Wi-Fi free of charge, both in the common areas of the hotel and in their room.
- It is forbidden to carry or store weapons in all areas of the hotel.
- For safety reasons, children under 10 years must not be left in the room or in other areas of the hotel and the chateau park without the supervision of an adult. Their legal guardian bears liability for any damage caused by the children.
- The hotel's swimming pool is provided without lifeguard service. Each guest is responsible for his/her own safety and the safety of his/her children.
- Dogs and other pets may share a room provided that their owner proves their good health condition and provided that their owner accepts and respects the hotel rules for pet accommodation provided by the reception staff member. The price for each animal's stay is charged according to the valid price list.
- Hotel guests must observe quiet hours from 10:00 p.m. to 7:00 a.m.
- We change bed linen after 3 nights or, upon the guest's request, earlier.
- Guests are responsible for any damage caused to the hotel property.
- The guest must pay for any damage caused by him/her, unless the guest proves that it has not been caused him/her. This requirement of the hotel also applies to any damage found after the guest's departure.
- If any accommodated person under the influence of alcohol or drugs does not show a guarantee of adherence to the Accommodation Rules, such a person may be prevented from entering the hotel. If such a situation is repeated, it will be a reason for terminating such a person's accommodation.



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- The guest will use the room for an agreed period of stay. Unless agreed and approved by the hotel otherwise in advance, the guest must check out no later than 11 a.m. on the last day of his/her stay and must vacate the room by this time. If the guest fails to do so, the hotel is entitled to charge the guest for an additional day or at least a part thereof.
- Guests must turn off the taps and close the windows and door when leaving the room. Upon check-out, guests must hand over the room keys at the reception.
- Before leaving the hotel, each guest is obliged to check out properly and pay for his/her stay.
- If the key is lost, the guest is obliged to report the loss immediately at the reception. If the guest fails to do so, the hotel is not liable for any damage related to the loss of the key. A fee of CZK 1,000 is charged for the lost key. The guest must pay this fee before leaving the hotel.
- In exceptional cases, the hotel is entitled to offer a guest accommodation other than that he/she has ordered. However, such accommodation may not differ materially from that originally confirmed.
- Guests' own beverages and food may not be consumed on the hotel premises.
- If the client wishes to arrive by helicopter or other non-standard means of transport, he/she undertakes to inform the hotel of this fact no later than 14 days before arrival. The purpose of this obligation is to comply with all necessary requirements, including arrangement of the landing area, etc. The client is not allowed to land on the hotel premises (if air transport is used). The customer is responsible for any damage caused by arrival, landing or departure. Should air transport be used, the hotel is ready to arrange a transfer to the chateau from the place of arrival provided that the customer wishes to use such a service.
- Information on the prices of the hotel services is available at the reception and on the website of the hotel.
- Guests are obliged to become acquainted with the Accommodation Rules and comply with the provisions thereof. In the event that the guest breaches them, the hotel has the right to terminate the guest's stay prior to the date of departure originally agreed.
- If the guest has any legitimate wishes or complaints during his/her stay, he/she may contact the relevant hotel staff, who will do their utmost to satisfy the guest's wish.

These Accommodation Rules take effect on 1 January 2018.