



SPORT · RELAX
BUKY PENZION & WELLNESS

PENZION SPORT - RELAX BUKY

General Accommodation Terms and Conditions

Effective from 1 October 2026

Operator: RB Agency s.r.o., ID No. 29115213
Koželužská 3034/1, 301 00 Plzeň, Czech Republic

Nothing has to be done here. Here, you simply are.

www.sport-relax-buky.cz

**OVERVIEW****Key information**

from 14:00	by 10:00	22:00-6:00	CZK 170
CHECK-IN	CHECK-OUT	QUIET HOURS	PET / NIGHT
up to 50 %	24 hours	8:00-10:00	free
DEPOSIT OF STAY PRICE	WELLNESS CANCELLATION	BREAKFAST	PARKING

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ARTICLE 01

Introductory Provisions

- 1.1. These General Accommodation Terms and Conditions (hereinafter the "GTC") govern, in accordance with Section 2326 et seq. of Act No. 89/2012 Coll., the Civil Code, the rights and obligations of the contracting parties in the provision of accommodation and related services in the Penzion Sport - Relax Buky complex (hereinafter the "complex").
- 1.2. **Operator:** RB Agency s.r.o., ID No.: 29115213, registered office at Koželužská 3034/1, 301 00 Plzeň, e-mail: info@sport-relax-buky.cz, tel.: +420 720307371.
- 1.3. The GTC form an integral part of the accommodation agreement concluded between the accommodation provider and the guest (hereinafter the "agreement"). By submitting a binding reservation, the guest confirms that they have read the GTC and agree to them.
- 1.4. A guest is a person accommodated in the complex. The customer is the person who ordered the accommodation. The customer is responsible for making all persons they accommodate aware of the GTC.

ARTICLE 02

Reservation and Conclusion of the Agreement

- 2.1. A reservation can be made via the reservation system on the provider's website, by e-mail, by telephone or through partner distribution channels.
- 2.2. The agreement is concluded when the accommodation provider confirms the reservation. The confirmation is sent by e-mail and contains the dates of stay, type of accommodation, number of persons, price and payment terms.
- 2.3. The customer is obliged to provide truthful information, in particular the number and age of guests. Any change in the number of persons beyond the confirmed reservation is possible only with the provider's consent and subject to current capacity.
- 2.4. The accommodation provider may refuse to accommodate a person who is clearly under the influence of addictive substances, endangers safety or property, or refuses to prove their identity.
- 2.5. The entire complex or a part of it may be reserved for closed groups (families, friends, corporate and sports events). Special conditions may be agreed for such cases.



ARTICLE 03

Prices and Payment Terms

- 3.1.** Prices are stated in Czech crowns (or euros) including VAT. The price list is available on the website www.sport-relax-buky.cz and at the reception.
- 3.2.** Unless stated otherwise, the accommodation price includes accommodation in the selected room with breakfast, services connected with accommodation and use of common areas.
- 3.3. Not included in particular:** the local stay fee and accommodation capacity fee under the generally binding municipal ordinance, the surcharge for a pet, wellness, sports, additional catering and other paid services.
- 3.4. Deposit:** The accommodation provider is entitled to require a deposit of up to 50 % of the stay price, payable within [7] days of the reservation confirmation, but no later than 3 days before arrival. For so-called last-minute bookings, any deposit and payment will be handled individually. If the deposit is not paid properly and on time, the provider may cancel the reservation.
- 3.5.** The balance of the price is due at the latest on arrival, unless agreed otherwise. Payment can be made in cash, by payment card or by bank transfer.
- 3.6. Discount codes and promotions:** Discount codes can be applied only to direct reservations, cannot be combined with other discounts unless stated otherwise, and cannot be applied retroactively to stays that have already been paid. Codes have a limited validity period.
- 3.7.** The accommodation provider reserves the right to change prices for newly concluded agreements. The price of a confirmed reservation remains unchanged.

ARTICLE 04

Arrival, Accommodation and Departure

- 4.1.** The accommodation unit is ready for use from 14:00 on the day of arrival. The guest must vacate the room by 10:00 on the day of departure.
- 4.2.** In case of arrival later than 20:00, the guest must notify the provider in advance. Without notification, the provider may consider the reservation cancelled (no-show) after 22:00.
- 4.3.** Upon arrival, the guest must present a valid identity document and complete the guest register (Section 9 of Act No. 326/1999 Coll., on the Residence of Foreigners, and Act No. 565/1990 Coll., on Local Fees). The accommodation provider is obliged to keep a guest register and to provide data to state authorities to the extent stipulated by law.
- 4.4. Late check-out may be charged by agreement:** until 14:00 [50 %], after 14:00 [100 %] of the accommodation price.



- 4.5. Earlier check-in or luggage storage are possible depending on the current operational situation; there is no entitlement to them.
- 4.6. The accommodation unit is handed over clean and functional. The guest must report any defects no later than 2 hours after check-in so that a remedy can be arranged.

ARTICLE 05

Changes and Cancellation Policy

- 5.1. A change to the reservation (date, number of persons, room type) is possible upon written request and subject to availability. The accommodation provider may charge a fee for the change.
- 5.2. Withdrawal by the guest (cancellation) must be made in writing (by e-mail). The following cancellation fees are applied as standard from the total price of the stay:
- 5.3. In case of early departure, the guest is not entitled to a refund for unused days, unless the provider decides otherwise.
- 5.4. Non-refundable rates and special offers are governed by their own conditions stated at the time of booking, which take precedence over this article.
- 5.5. We recommend that guests take out travel insurance covering stay cancellation.
- 5.6. **Withdrawal by the accommodation provider:** The provider may withdraw from the agreement if the deposit is not paid, if circumstances preventing the provision of the service have arisen (natural event, breakdown, official order, force majeure), or if the guest grossly violates the GTC. In case of withdrawal for reasons on the provider's side, all payments made will be refunded in full, or alternative accommodation of comparable quality will be offered.
- 5.7. **Force majeure:** Neither party is liable for failure to perform obligations caused by circumstances excluding liability (Section 2913(2) of the Civil Code), in particular natural events, epidemics or official bans.

ARTICLE 06

Rights and Obligations of the Guest

- 6.1. The guest has the right to proper provision of the agreed services, to use of common areas and to protection of their personal data.
- 6.2. The guest is obliged to:
 - comply with the GTC and the house and operating rules of the complex (including the operating rules of the wellness and pool);
 - duly pay the price for the services;
 - handle the equipment and property of the provider with care;
 - observe quiet hours from 22:00 to 6:00;
 - when leaving the room, switch off the lights, close the windows and lock the door;



- report any detected defect or damage without undue delay.
- 6.3.** The following is prohibited in the complex:
- smoking indoors; smoking is permitted only in designated areas;
 - use of open fire, candles, and own heating, cooking and other appliances (e.g. hot plates, kettles, irons) without the provider's consent;
 - handling of pyrotechnics, weapons and flammable or explosive substances;
 - moving furniture between rooms and interfering with technical equipment;
 - bringing own food and drinks into catering and wellness areas, unless agreed otherwise;
 - use of narcotic and psychotropic substances.
- 6.4.** Accommodating third persons in a room beyond the reservation is prohibited without the provider's consent. Visitors may be received only between 8:00 and 21:00 in common areas, with the provider's knowledge.
- 6.5.** Guests under 18 may be accommodated only accompanied by a legal guardian or an authorised adult who is responsible for them, including during their stay in the pool and wellness.

ARTICLE 07

Liability for Damage

- 7.1.** The guest is liable for damage caused by them, by persons staying with them or by their visitors, in accordance with the general provisions of the Civil Code.
- 7.2.** The guest must compensate the damage in full, either by repair or at the price of a new item. For extraordinary soiling (in particular vomit, stain removal, smoke odour), a fee for extraordinary cleaning may be charged in the amount of [as per price list].
- 7.3.** Loss of a key or card must be reported immediately. The fee for loss is CZK [to be completed].
- 7.4. Group and sports events:** The customer (organiser) is primarily liable for damage caused by participants, unless proven otherwise. The provider may require a refundable deposit.
- 7.5.** Liability of the provider for guests' belongings: The provider is liable for damage to items that the guest brought into the accommodation premises, in accordance with Section 2945 et seq. of the Civil Code. Liability is limited by the statutory limit (for items left in the usual place up to CZK 5,000; for valuables, money and precious items not handed over for safekeeping, liability is excluded to the extent permitted by law). We recommend storing valuables and cash in the safe (if available) or handing them over for safekeeping at the reception.
- 7.6.** The guest must claim compensation for damage without undue delay, at the latest within 15 days of discovering the damage, otherwise the right expires (Section 2946 of the Civil Code).



- 7.7.** The accommodation provider is not liable for damage to vehicles parked in the complex's car park to the extent permitted by law. Parking is at the guest's own risk, unless agreed otherwise. The car park is, however, monitored.

ARTICLE 08

Wellness Zone (Pool, Sauna, Steam Sauna, Whirlpool)

- 8.1.** The wellness zone can be used only on the basis of a prior reservation and for the time stated therein. Wellness is provided exclusively as private for the closed group (couple, family, friends) that reserved it, without the presence of strangers.
- 8.2.** Use of the wellness is governed by the approved operating rules, which are posted in the wellness premises and are binding on guests. The guest must follow the operator's instructions.
- 8.3.** The guest uses the wellness at their own risk and responsibility. Before use, the guest must consider their state of health. Persons with cardiovascular disease, pregnant women, persons under the influence of alcohol or medication and persons with an infectious disease or skin injury should not use the wellness without consulting a doctor.
- 8.4.** Children under 15 may use the wellness only under constant supervision of an adult. Children and persons lacking legal capacity must not be left unattended in the pool or sauna area. Children's stay in the sauna is limited according to the operating rules.
- 8.5.** The pool is not supervised by a lifeguard. Supervision of children and non-swimmers is provided by their companions.
- 8.6.** It is prohibited to bring glass objects into the wellness, wear footwear outside designated zones, enter the pool without showering, jump into the water and consume alcohol in excessive amounts. Showering is required before entering the sauna; the sauna is entered with a towel or sheet.
- 8.7.** The accommodation provider reserves the right to temporarily close the wellness for technical, hygienic or operational reasons (maintenance, water analysis, malfunction). In case of a longer restriction, reasonable compensation will be offered.
- 8.8.** A reserved wellness session can be cancelled at the latest 24 hours in advance; otherwise 100 % of the price may be charged.

ARTICLE 09

Golf Simulator

- 9.1.** The indoor golf simulator is available primarily in the winter season, always upon prior reservation.
- 9.2.** The guest must follow the operating and safety instructions. Play is permitted only with equipment designated by the operator or with its consent. Sufficient space around the player must be ensured before play.



- 9.3.** The guest is liable for damage caused by improper use of the simulator, screen, projector and equipment (e.g. damage from hitting the screen, ceiling or devices).
- 9.4.** Play under the influence of excessive alcohol and play by children without adult supervision is prohibited. The accommodation provider may end play if it endangers safety.
- 9.5.** Cancellation of a reserved time is governed analogously by Article 8.8.

ARTICLE 10

Catering

- 10.1.** The scope of catering (usually breakfast) is stated in the reservation confirmation. Breakfast is served between [8:00–10:00].
- 10.2.** The accommodation provider follows the HACCP system and allergens are labelled in accordance with Regulation (EU) No. 1169/2011. Despite all care, traces of allergens from cross-contamination cannot be completely excluded.
- 10.3.** Unused catering cannot be replaced by financial compensation, unless agreed otherwise.
- 10.4.** Consumption of own food and drinks in common areas is possible only with the provider's consent.

ARTICLE 11

Pets

- 11.1.** Pets are allowed only by prior agreement and for a surcharge of CZK 170 per night.
- 11.2.** The owner is responsible for the animal's behaviour and for any damage and soiling caused by it. The animal must not be left unattended in the room, must not enter the wellness and must not go on beds or furniture.
- 11.3.** The animal must be vaccinated and dewormed in accordance with applicable veterinary regulations.

ARTICLE 12

Parking, Internet and Other Services

- 12.1.** Parking is available in the designated car park subject to current capacity, free of charge.
- 12.2.** Wi-Fi is provided as an additional service without a guarantee of uninterrupted availability. The guest must use it in accordance with legal regulations and must not use it to infringe the rights of third parties.



- 12.3.** Sports equipment, bicycles and the like can be borrowed by agreement and according to the relevant price list; the guest is responsible for their damage or loss.

ARTICLE 13

Safety and Fire Protection

- 13.1.** The guest must familiarise themselves with the fire evacuation plans and instructions in the complex and follow them. The guest must report any fire or other danger immediately and follow the staff's instructions.
- 13.2.** It is prohibited to obstruct escape routes, handle fire extinguishers without necessity or block fire doors.
- 13.3.** In case of gross violation of safety regulations, the accommodation provider may terminate the stay early; the guest is not entitled to a refund.

ARTICLE 14

Early Termination of the Stay by the Accommodation Provider

- 14.1.** The accommodation provider is entitled to withdraw from the agreement with immediate effect if the guest, despite a warning:
- repeatedly or seriously violates the GTC, quiet hours or operating rules;
 - by their behaviour endangers the health, safety or property of the provider or other guests;
 - causes damage on a larger scale;
 - uses the accommodation for a purpose other than that for which it was agreed.
- 14.2.** In such a case, the guest must leave the complex without delay and pay the price for the services used and any damage caused. There is no entitlement to a refund for unused services.

ARTICLE 15

Complaints and Dispute Resolution

- 15.1.** The guest must report any defects in the services provided immediately at the reception so that a remedy can be arranged on the spot. A later complaint may not be accepted.
- 15.2.** A complaint can be made in person, by e-mail or in writing. The provider will handle it without undue delay, at the latest within 30 days of its submission. A confirmation and a written statement on its resolution will be issued.



- 15.3.** The consumer has the right to out-of-court resolution of a consumer dispute. The competent body is the Czech Trade Inspection Authority (www.coi.cz), Štěpánská 567/15, 120 00 Prague 2. The European Commission's online dispute resolution platform can also be used.
- 15.4.** Matters not expressly governed by these GTC are governed by the law of the Czech Republic, in particular the Civil Code. Disputes will be resolved by the competent courts of the Czech Republic.

ARTICLE 16

Personal Data Protection

- 16.1.** The accommodation provider processes guests' personal data in accordance with Regulation (EU) 2016/679 (GDPR) and Act No. 110/2019 Coll., on Personal Data Processing, for the purpose of performing the agreement, fulfilling legal obligations (guest register, accounting) and legitimate interests (protection of property).
- 16.2.** Identification and contact data, and data on the stay and payments are processed. The data are retained for the period stipulated by legal regulations and are made accessible only to processors (e.g. the reservation system, accountant) and state authorities.
- 16.3.** The guest has the right of access to the data, rectification, erasure, restriction of processing, portability and to object, as well as the right to lodge a complaint with the Office for Personal Data Protection (www.uoou.cz).
- 16.4.** Details are provided in the separate Personal Data Processing Policy on the provider's website.
- 16.5. CCTV system:** Selected outdoor and common areas are monitored by a CCTV system for the purpose of protecting property and safety. Cameras are not installed in rooms, sanitary facilities or inside the wellness areas.
- 16.6.** Taking photographs or videos in common areas is permitted only with regard to the privacy of other guests; in the wellness area it is prohibited if other guests are present.

ARTICLE 17

Final Provisions

- 17.1.** These GTC are valid and effective from the date stated in the header and are published on the provider's website and at the complex's reception.
- 17.2.** The accommodation provider is entitled to amend the GTC unilaterally. For reservations already confirmed, the version effective on the date of confirmation applies.
- 17.3.** If any provision of these GTC is or becomes invalid, this does not affect the other provisions.



17.4. The contractual relationship is governed by Czech law. In the event of differences between language versions, the Czech version prevails.

We wish you a pleasant and peaceful stay.

Nothing has to be done here. Here, you simply are.

Penzion Sport - Relax Buky