

The following House Rules of the Svatá Kateřina Resort (henceforward „SKR“) are binding for all persons present within the SKR precincts, be they accommodated guests or tourists, cyclists and all other individuals who either pass through the precincts or enjoy the services of the SKR (restaurant, wellness treatments, sport and all other activities). These House Rules contain basic information on the regulations covering the entering of the SKR precincts, along with activities therein.

## General Provisions

1. These House Rules have been issued by ŠÉM, a.s., Riegrovy sady 38, Prague, Czech Republic, IČ (company registration number): 25634933, who is the operator of the SKR (henceforward „Operator“).
2. The aim of these House Rules is to set out binding regulations re demeanour of all guests within the SKR, along with securing the guests' health & safety, SKR's property and all guests' personal chattels. The primary aim of these House Rules is to secure a calm and pleasant atmosphere for all persons within the SKR precincts.
3. Every individual, by his/her entering the SKR precincts, hereby agrees to be bound by the conditions and contents of these House Rules.
4. Aside from the Operator, it is the Police of the Czech Republic who is authorized to oversee the compliance with these House Rules. The Police is entitled to act within its lawfully delineated remit.
5. Non-compliance with these House Rules constitutes a reason for eviction from the SKR.

## Conduct within the SKR Precincts

1. Every guest within the SKR precincts is bound to behave in an appropriate manner, following health & safety rules, avoiding harming himself/herself or other people, avoiding harming other persons' chattel and SKR's chattel & property. Everyone has to refrain from bothering other persons unnecessarily.
2. Every guest is bound to follow the instructions of the Operator (including all employees), the Police of the Czech Republic, firemen, rescue personnel, medics and paramedics.
3. Everyone entering the SKR precincts is bound to follow the specific House Rules within each department of the SKR, without exception.
4. Every person entering the SKR precincts must abide by the law of the Czech Republic, must be considerate of others and practice good manners. Expressions of vulgarity, racial, social, political, personal or religious hatred will not be tolerated. Anyone in breach of this rule - and thus acting against the law - may be evicted from the SKR at once, without warning.

## Entering the SKR Precincts

1. Anyone can enter the SKR precincts as long as all regulations contained in these House Rules, as well as in other regulations and sub-regulations within the SKR, are being adhered to.
2. The SKR may be closed to the public in case there is a private or commercial function being held.
3. Entering the SKR precincts, including all bodies of water such as ponds and pools, is at everyone's own risk.
4. Given the nature of the SKR, as well as the fact that a substantial part of guests' stays is guaranteed without the presence of children, any eventual presence of children under the age of 6 can only be allowed on condition that the said children behave very well and quietly. Failing that, children - together with their parents/next friends/guardians - have to leave the SKR precincts in order to avoid disturbing other guests.
5. Within dates when children under the age of 6 are allowed to stay at the SKR, the said children can stay as long as all regulations contained in these House Rules, as well as in other regulations and sub-regulations within the SKR, are being adhered to.
6. Re children under the age of 6, rules No. 4 and 5, together with specific sub-regulations of given departments, also apply for interiors of all buildings, as well as for the garden restaurant.
7. Since the purity of water sources within the wider environs of the SKR is legally protected, motor vehicles are prohibited from entering the SKR precincts. The exception applies to the shuttle bus, delivery & service vehicles, electromobiles, legal & commercial representatives' vehicles and vehicles whose owners obtained a special permission for parking. Guests arriving to the restaurant and/or to the wellness areas may obtain a permission for parking within the SKR precincts, yet this permission can only be granted by prior arrangement; there is no right for such a permission.

## **Prohibition**

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The following is forbidden:

1. Entering premises that are for staff only, and marked as such. It is strictly forbidden to enter the Sun Desk behind the Ayurveda Pavilion.
2. Damaging and destroying any property, furnishings and chattels that belong to the SKR.
3. Scribbling on buildings & paths and leaving any graffiti or stickers thereon.
4. Entering the SKR precincts using motor vehicles.
5. Camping, building tents; consuming one's own food & drink in large quantities.
6. Lighting a fire, using grill, lighting fireworks.
7. Relieving oneself outside the loos, wherever it may be; polluting the SKR precincts.
8. Expressing and preaching publicly any vulgar, racist and generally deplorable slogans, disseminating any such depictions.
9. Littering and dropping any waste or unwanted items anywhere within the SKR precincts.
10. Entering the golf driving range, for that constitutes a health & safety hazard.
11. Letting dogs and other pets move freely within the SKR precincts.
12. Use of drones.

13. Feeding horses without obtaining a permission from the relevant staff first; entering the stables and the paddock.

### **The Rights of the Operator within the SKR Precincts**

1. When providing services, the Operator has the right to give priority to accommodated guests, and only then to serve all other incoming visitors and customers.

In case the hotel, restaurant or other departments are booked and/or function to the full, the Operator has the right to refuse to serve all other incoming visitors, unless a reservation had been made beforehand.

2. All staff members of the SKR, along with authorized persons such as night watchmen and the like, are entitled to perform the custodian role within the SKR precincts.

3. In order to safeguard health & safety of all persons within the SKR precincts, as well as the SKR's property, CCTV cameras are installed in certain areas of the SKR precincts.

### **Liability**

1. The Operator bears no liability for any damage of chattels that the guests and visitors have left within the SKR precincts. Likewise, the Operator bears no liability for health injuries or damage caused by unrestricted movement within the SKR precincts, including bodies of water.

2. Every guest and visitor bears full liability for any damage that he/she demonstrably caused.

### **Unlawful Conduct**

1. Anyone breaching these House Rules, as well as any other binding regulations issued by the Operator, may be evicted from the SKR without any right for compensation. The same applies to persons who are demonstrably inebriated, intoxicated or under the influence of psychotropic substances. In case of a reasonable suspicion of criminal wrongdoing, a suit will be filed.

2. Any breach of regulations within these House Rules will be considered as an offence according to the Legal Code of the Czech Republic, No. 200/1990, as amended.

### **Contact Details**

1. The main reception of the SKR is operating 24 hours a day, every day, and is open to inquiries.

- Land line:  
+420 565 456 801 or +420 565 456 802
- Mobile telephone:  
+420 606 657 002

## Coming into Effect

1. These House Rules came into effect on 1st April 2019.

Approved by: