

ACCOMMODATION AND OPERATING RULES – KEMP MERKUR PASOHLÁVKY

On the basis of the generally binding municipal decree of Pasohlávky No. 1/2007 on public policy in the territorial area of Pasohlávky municipality, Pasohlávská rekreační s.r.o. issues the Accommodation and operating rules valid for Camp Merkur Pasohlávky.

I.

1. By purchasing an entrance fee or accommodation, the client agrees to these accommodation and operating rules of the Merkur Pasohlávky campsite.
2. It is possible to accommodate a properly registered campsite visitor at Camp Merkur campsite area, when it is in accordance with opening hours and the visitor pays the relevant fees.
3. The campsite visitor shall present an ID card, valid passport or other identity document during the check-in.
4. The campsite visitor is required to register all users of the accommodation facility including family members if the visitor uses his/her own facility at Camp Merkur area.
5. It is possible to accommodate the campsite visitors only up to the campsite capacity of the individual accommodation facilities.
6. The check-in time (except for the boxes and open areas) is from 02:00 pm to 06:00 pm.
7. After the check-in, an operator will give an accommodation card indicating the duration of the stay to the campsite visitor, and, in case the visitors arrive by their own motor vehicle, a parking card too. **The accommodation card is an accommodation document.**
8. A place according to the operator's instructions will be allocated to the campsite visitor based on the accommodation document.

II. Placing of visitor's own accommodation facility (caravan, tent)

1. The campsite visitor will receive „a tent sticker“ for marking purposes on entry if the campsite visitor is accommodated in a tent or caravan. **„The tent sticker“ must be visibly placed on the tent or caravan.**
2. The conditions for the connection of visitors' own accommodation facilities to a power supply are created according to the campsite capacity capabilities at Camp Merkur area.
3. The distribution cabinets in ATC I. and ATC II. are used only to connect small electrical appliances (radio, television, refrigerator) to a total power of 1 000 W. Any manipulation in the electrical wiring switchboard is strictly forbidden. Any damage resulting from non-compliance with this prohibition will be charged to the user of the electrical connection.
4. The campsite visitor using his/her own accommodation facility connected to the power supply must not allow other visitors to connect to his/her power supply. The electric cookers, electric heaters, remoska, air conditioners, etc. must not be used in visitors' accommodation facilities for safety reasons.

5. At the campsite area it is forbidden to:

- place the accommodation facility outside the designated area
- **use personal draft beer equipment** - failure to comply with this prohibition may be a **reason to end the visitor's stay without any compensation!**
- camping on the beaches
- digging the gutter drainage around the tents

6. The camping place must be cleaned and restored to its original state after leaving.

III. Accommodation in the accommodation facility and daily visitors

1. After the payment of the stay, a receptionist, alternatively a chambermaid after presenting the accommodation documents, will hand over the accommodation facility keys to the campsite visitor. The campsite visitor is responsible for a movable property in the accommodation facility according to the relevant list for the entire period of the stay.
2. **It is strictly forbidden to move the furniture or other movable property in the accommodation facility.**
3. The campsite visitors who have paid a daily admission shall stay at Camp Merkur until 00:30 the latest, and they are required to present the valid daily ticket at any time upon request. It is required to pay all charges as if accommodated in the campsite area, if the campsite visitor exceeds the daily entry time limit. The daily admission is sold only between 05:00 am and 10:00 pm.
4. Each campsite visitor is required to show the valid accommodation document, with a motor vehicle the parking card, which must be visibly placed on the vehicle, when leaving Camp Merkur and its re-entry. The campsite visitor will hand over the accommodation facility keys to the chambermaid or the receptionist at the check-out. The campsite visitor is obliged to leave the accommodation facility in the same condition it was taken over including the state of the movable property.

IV. Other accommodation rules

1. The operator reserves the right to change the accommodation facility, or notices technical or organizational reasons. In such a case, it is possible to arrange accommodation in the accommodation facility in the same, or not possible.
2. The operator reserves the right to cancel the reservation for serious operational and technical reasons. In case of a reservation already paid, the amount will be refunded at 100%.
3. Camp visitors requesting an extension of stay are expected to be entitled to accommodation in the same facility for operational reasons.
4. The campsite visitors requesting an extension of the stay are not entitled to be accommodated in the same facility for operational reasons.
5. There may be a change in the box number or the accommodation facility for operational reasons.
6. The prices for the accommodation and the services provided at Camp Merkur are paid in advance for the entire period of the stay.
7. The payment for the stay will not be refunded, when the campsite visitor cancels the stay.
8. Suggestions for the service improvements and any complaints are accepted by the receptionist. The campsite visitors can also send their suggestions electronically to e-mail: objednavky@pasohlavky.cz.

V. Internal operating rules of Camp Merkur

1. At campsite area it is forbidden to organizing fireworks for the safety of our guests and their property.
2. The use of the facilities and the stay at Camp Merkur is not permitted for people affected by infectious diseases.
3. All campsite visitors are obliged to take care of the cleanliness and order, to take care of the public facilities and to comply with the generally applicable safety regulations.
4. The campsite visitor is obliged to put the waste of any kind in the designated places and containers. The campsite visitor is obliged to put the waste to be recycled in the sorted waste containers. The hazardous waste disposal is forbidden.
5. It is necessary to maintain the peace during the day and not to disturb other visitors with the excessive noise of any origin at Camp Merkur area
6. **The night peace is required at Camp Merkur during 10:00 pm–06:00 am.** Disturbing during the night peace might be a reason for ending visitor's stay without any compensation. In case of disturbing during the night peace, the visitor shall call the reception tel. + 420 519 427 714 or SECURITY (July - August) immediately.
7. The restaurant facilities and food stalls may be open every day until 01:00 the latest, provided the restaurant or food stall operator ensures the visitors of the facility do not disturb the night peace at the campsite after 10:00 pm.
8. The planned music productions ending at 00:00 are being held on WED, THU, FRI and SAT during the summer holidays. The musical productions take place only on the basis of Camp Merkur operator permission in the off season. Summer theater (during the main season) is located at back reception and end no later than 00:00.
9. Music productions take place in the part of the boxing camp in ATC I. (square), ATC II., And meadows in ATC II.
10. All music productions (except for the television and radio) in restaurants and stalls are permitted only upon a prior written consent of Camp Merkur operator.
11. Visitors to the Merkur camp, who are looking for peace and do not want to be disturbed by music productions, have the opportunity to stay in a quiet zone. The quiet zone is defined in the part of the camp in the area of the Small Lagoon.
12. A street trade of alcohol beverages that can only be sold in the authorized establishments or stalls is forbidden in the whole campsite area.
13. Security has a post at the main gate and can be contacted in person or by phone.

14. The motor vehicles or bicycles may pass through Camp Merkur area only on the access roads and designated routes, while the drivers must comply with all valid traffic regulations. **The maximum speed allowed in the whole campsite area is 30 km/h.** The driver must be able to drive at such a rate of speed that the dust is not swirled along the unpaved roads, the surroundings are not endangered, and the peace of visitors is not disturbed. Unjustified riding and using of the light and sound signals is not allowed. To arbitrarily leave an engine running is also not allowed. The vehicle parking is only allowed at the designated areas or in the boxes by tents and caravans. Driving on the beaches and a town square is strictly forbidden. **A strict prohibition against the use of all types of the motor vehicles under the alcohol and other addictive substances influence applies in the whole Camp Merkur area.**

15. It is strictly forbidden to enter the water jumps in the Great Lagoon outside their operating hours.
16. It is strictly forbidden to make open fire in the whole Camp Merkur area. Making fire is only permitted in the places designated and marked for that purpose!
17. **Using personal grills is allowed.** The grill ash can only be stored after the proper and complete extinguishment and only in the tin containers and dustbins designated for that purpose.
18. Washing dishes is only allowed at the places designated for that purpose.
19. Windsurfing, jetsurfing, etc. is prohibited in both lagoons for safety reasons.
20. Fishing is forbidden at the beaches, docks and areas of water skiing and boat rentals during their open hours. Fishing is completely forbidden at the beaches and nudist beach during **1.6.–31.8. from 08:00 am to 08:00 pm.**
21. Feeding of fish is strictly prohibited in big and small lagoon. This is allowed only on the upper Novomlýnská reservoir within the campsite area.
22. It is strictly forbidden to climb trees and their degradation by hammering nails, staples, thumbtacks and the like.
23. **The campsite toilets are open NONSTOP. The showers (for coins) are open from 06:00 am to 11:00 pm.** The sanitary facilities are closed for the amount of time strictly necessary at the time of cleaning. There are sanitary facilities in other campsite areas available during the closing time.
24. **The reception is open NONSTOP (May–September), FIRST AID (ATC II) is available from FRIDAY to SUNDAY during the summer holidays. From Monday to Thursday, you can contact the SECURITY staff, who are available 24 hours a day for first aid. Contact details for the FIRST AID Campsite and SECURITY on the payment document.**
25. **Defibrillator (AED) is available at the main reception.**

VI. Stay with the animals

The entry into the campsite with the dogs is only allowed after the fixed fee payment under the following conditions:

- a) a ban on entering any pet with a type of accommodation which is not permitted
- b) a ban on the free running of dogs; the dog must be on a leash
- c) a ban on walking dogs on the beaches
- d) dog owner is obliged to clean the dog's excrement
- e) the dog must have a mark
- f) pets are not allowed in the apartments
- g) bathing dogs is allowed in the agility area, **ONLY in places designated and marked for that**

In the event of a breach of points a) to g), the campsite operator shall be entitled to a penalty fee of up to CZK 5,000 against a visitor who has committed such an act.

VII. Ending of the stay

1. At the end of the stay and departure (departure) from the accommodation facility, the camp visitor shall present a proof of payment of all fees for the services provided and, if applicable, the return of the borrowed items at the exit gate. **On the day of the end of the stay, it is necessary to vacate the accommodation in all types of accommodation facilities no later than 10:00. This condition also applies to camping in open areas (it is possible to stay in the camp all day).**
2. In the event of exceeding the specified period of stay, the camp operator is entitled to charge the camp visitor a penalty fee of CZK 500. Departure must take place without unnecessary noise. In all cases, the accommodated camp visitor is obliged to present accommodation and parking cards upon departure at the gatehouse.
3. Upon request, the user of the accommodation facility is obliged to allow the authorized employees of the Merkur campsite or the security service to inspect their own facility, ie the trailer, caravan, car, etc., upon departure from the campsite.

VIII. Violation of the Accommodation and Operating rules

1. During the stay and use of other facilities in the Merkur camp, all camp visitors are obliged to follow the operating rules, follow the orders and instructions of the security service and responsible staff of the Merkur camp, who ensure the operation of this facility.
2. In the event of a gross violation of the Accommodation and Operating Rules of the Merkur Pasohlávky campsite, the operator is entitled to a penalty fee for each individual case of violation of up to CZK 5,000, or the camp visitor can be expelled from the Merkur campsite without the right to a refund of the funds paid for the stay at the Merkur campsite.
3. The following are considered to be gross violations of the Accommodation and Operating Rules of the Merkur camp: destruction of the operator's property, destruction of other people's and visitors' property, disturbance of the night, harassment of other camp visitors (eg noise, indecent behavior, etc.) outside reserved places, unauthorized and arbitrary accommodation of visitors to the Merkur camp without the operator's knowledge (outside the accommodation voucher), providing electricity connections to other users, feeding fish in lagoons, dumping garbage and cigarette butts outside the reserved waste containers, disregarding instructions and regulations of responsible camp staff of the Merkur camp and security services.
4. The visitor of the camp is obliged to immediately report the loss or theft of the „tent sticker“ or other residence documents to the management of the Merkur camp. In the event of the loss of accommodation or parking cards or a „tent sticker“, the campsite operator is entitled to a penalty fee of up to CZK 1,000.
5. In the event of misuse of accommodation or parking cards or „tent stickers“, the campsite operator is entitled to a penalty fee of up to CZK 5,000.
6. A penalty fee of CZK 1,000 may be charged to the visitor for the loss of a ticket by the camp operator.
7. In the event that these accommodation and operating rules provide for the possibility of claiming a penalty fee against the visitor within a certain range, the authorized person is entitled to decide on the specific amount, the amount of the penalty fee being determined taking into account the circumstances of each case.

IX. Final provisions

1. **The campsite operator shall not be liable for damage to the property of camp visitors caused by a third party, weather conditions, falling branches or other force majeure.**
2. **The camp visitor is responsible for damages caused by the camp visitor to the property of the camp operator or to the property of other camp visitors according to the valid legal regulations.**
3. **The campsite operator is not liable for the loss or theft of personal belongings of all accommodated guests and daily visitors of the campsite, unless they have been entrusted to it for safekeeping. This storage is provided by the camp operator in safes located at the main reception.**
4. **Findings in the camp area are handed in at the Information Center in the period July – August, outside this period at the main reception, where they are stored and entered in the book of findings. Losses and findings of personal documents can be left at the Information Center or in the building of the main reception, where mailboxes are set up for personal documents, the contents of which are then handed over to the Police of the Czech Republic.**
5. **The campsite is monitored by a security camera system, which is operated in accordance with applicable legislation. The processing of personal data of camp visitors by its operator is regulated by separate internal regulations of the operator.**
6. **The accommodation and operating rules of the camp take effect on 8 April 2022.**