



# ACCOMMODATION AND OPERATING RULES

## KEMP MERKUR PASOHLÁVKY

### 2026

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. IČO: 29380324, based Pasohlávky 1, 691 22 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 and animals 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. Entrance to the campsite can be banned to people which are aggressive, drunk and outrageous other clients and was banned from campsite before.
7. The check-in time (except for the boxes and open areas) is from 02:00 pm to 06:00 pm.
8. 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.**
9. 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. Connection to electricity on free areas is possible after prior payment of the electricity consumption fee energy and **sticking a sticker on the tent in the given color.**
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 tents for safety reasons.

#### 5. At the campsite area it is forbidden to:

- place the accommodation facility outside the designated area
- 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. Accommodation will be allowed to persons over 15 years of age upon presentation of a valid ID card or valid passport. Persons under 15 years of age (i.e. persons 0-14 years of age inclusive) can only be accommodated with a person over 18 years of age.
2. After the payment of the stay and for villas and Resort after paying refundable deposit, 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.
3. In case of accommodation in rooms of Resort must all visitors be extra care when passing under outdoor staircases, where the height of the underpass is reduced. It is strictly forbidden to enter green roofs of the Resort.
4. **It is strictly forbidden to smoke (including electronic cigarettes) and move the furniture or other movable property in the accommodation facility.**
5. The campsite visitors who have paid a daily admission shall stay at Camp Merkur until 01:00 am 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.
6. On the date of the events, the time of departure is specified on the receipt/entry card used to enter and exit the campsite.
7. 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. The visitor's refundable security deposit will be returned to the visitor after the villa or Resort rooms has been inspected and handed over without obvious damage. Refundable security deposit will be returned to client's bank account, which they stated previously, possibly in cash at the reception.

### **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. In the case of fixed-bed accommodation, the client is entitled to a parking space for one passenger car for that type of accommodation. The parking spaces at the bungalows and resorts are marked with the room number at the designated parking spot. Parking spaces for free standing are not designated and there is therefore no guarantee of parking at your own accommodation.
3. 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%.
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. A guest who checked in before 05:00 am is obliged to pay the price of accommodation for the whole night.
8. The payment for the stay will not be refunded, when the campsite visitor cancels the stay (individual assessment according to documented medical certificate).
9. 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](mailto:objednavky@pasohlavky.cz).

### **V. Internal operating rules of Camp Merkur**

1. At campsite area is it forbidden to organizing private, unannounced and unapproved cultural or

- social events or 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. Inappropriate harassment of other camp visitors is prohibited in the camp (e.g. begging, inappropriate addressing of other visitors or shouting, etc.)
  5. 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 strictly forbidden.
  6. 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 (shouting, loud music etc.)
  7. **The night peace is required at Camp Merkur during 10:00 pm–06:00 am.** Disturbing during the night peace might be a reason to grant a sanction or 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.
  8. The restaurant facilities and food stalls may be open every day until 01:00 am 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.
  9. **On Wed, Thu, Fri and Sat during the summer holidays, there are scheduled musical productions that end no later than midnight.** In the off-season, musical productions are only held with the permission of the Merkur campsite operator.
  10. Music productions take place in the part of the boxing camp in ATC I. (square), ATC II., And meadows in ATC II.
  11. 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 and usually ends at midnight at the latest.
  12. As part of the cultural summer, screenings are shown daily in the summer cinema, which is located at the back reception and usually ends at midnight at the latest.
  13. 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.
  14. A street trade of alcohol beverages that can only be sold in the authorized establishments or stalls is forbidden in the whole campsite area.
  15. It is strictly forbidden to enter the water jumps in the Small and Big lagoon outside their operating hours.
  16. Access to the floating jetties, located in the Big and Small lagoons, is at your own risk.
  17. Security has a post at the main gate and can be contacted in person or by phone.
  18. 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.**
  19. **It is strictly forbidden to make open fire in the whole Camp Merkur area.**
  20. **Using personal grills is allowed.** The grill ash can only be stored after the proper and complete extinguishment and in communal waste.
  21. Washing dishes is only allowed at the places designated for that purpose.
  22. Windsurfing, jetsurfing, etc. is prohibited in both lagoons for safety reasons.

23. 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**

24. After the specified period of fishing, it is prohibited to spend the night in fishing shelters, bivouacs and camping in places where camping is prohibited. In the period of closure of the camp entry is also prohibited for fishermen.

**25. Feeding of fish is strictly prohibited in big and small lagoon.** This is allowed only on the upper Novomlýnská reservoir within the campsite area.

26. It is strictly forbidden to climb trees and their degradation by hammering nails, staples, thumbtacks and the like.

**27. 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.

28. Visitors to the campsite who do not have a ZTP or ZTP/P document are strictly prohibited from using the social facilities for handicapped customers of the campsite.

**29. The reception is open NONSTOP (April–October),** during the summer holidays there is a **FIRST AID SERVICE** (under the departure reception - approx. 150 m from the departure reception, GPS: 48.9027872N, 16.572589E) and a **SECURITY** service (at the main reception), which is available 24 hours a day. You can find ***the contacts for the camping FIRST AID SERVICE and SECURITY on the payment receipt.***

**30. Defibrillator (AED) is available at the main reception.**

## **VI. Stay with the animals**

1. The entry into the campsite with the animals 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) animal owner is obliged to clean the animal's excrement
- e) the dog must have a mark
- f) pets are not allowed in the apartments, villas and resort rooms
- g) dog bathing and dogs entering the water lagoon is allowed in the Big Lagoon by 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 10,000 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 am.** This condition also applies to camping in open areas and ATC I, ATC II.
2. Guests who have paid for their accommodation (open spaces, ATC I, ATC II and a fixed beds) can stay at the campsite until 06:00 pm on the day of departure.
3. 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.
4. 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, camper 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 Pa-sohlávky campsite, the operator is entitled to a penalty fee for each individual case of violation of up to CZK 10,000, 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 or agresive behavior, etc.), making open fire, 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, misuse of social facilities for disabled persons 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 2,000.
  5. In the event of misuse of accommodation or parking cards, permanent card or „tent stickers“, the campsite operator is entitled to a penalty fee of up to CZK 10,000.
  6. A penalty fee of CZK 2,000 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 safe-keeping. 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 1st April 2026*