

# GENERAL RULES 2026

**1.** In the case of accommodation in apartments, bungalows, cottages, villas or resorts, check-in is possible between 2pm and 6 pm (later arrivals must be reported in advance). On the day of departure, it is necessary to leave this facility by 10:00. Only electrical appliances installed here are allowed to be used in these accommodation facilities. Upon check-in, a campsite employee will hand over the room keys to the guest upon presentation of accommodation documents. During the stay, the guest is responsible for the inventory handed over. In the event of damage to the inventory, the guest will receive compensation for the damage.

**2.** The distribution boxes in ATC I and ATC II are only used to connect electrical appliances with a total power consumption of 1,000 W (radios, televisions, refrigerators). Each connection has a 16A circuit breaker. Any manipulation of the electrical installation switchboards is strictly prohibited. Any damage caused by failure to comply with these conditions will be paid for by the user of the electrical connection. Check-in for the ATC I. and ATC II. boxes is 11 am and check-out is 10 am. In ATC I. (boxes 1-181), the electrical connection is paid directly at the box on the day of arrival. It is not included in the price per box.

**3.** On the day of the departure, the place must be vacated by 10 am at the latest, this also applies to camping in open areas (you can stay in the camp until 6 pm. Showers (coin operated) are open from 6 am - 11 pm. Toilets are available NONSTOP. During cleaning, the toilet is closed for the necessary time. Toilets are available in other parts of the camp.

**4.** Overnight stays of family members and other persons who are not registered for stay are prohibited in all types of accommodation facilities. The operator has the right to inspect accommodation facilities for compliance with the accommodation rules. Guests who have paid a one-day entrance fee to the campsite (identification is required upon request) may stay in the CAMP until 1 am at the latest.

**5.** The operator reserves the right to change the accommodation facility if technical or organizational reasons require it. In such a case, it will provide accommodation in another accommodation facility of the same or similar quality. Guests who request an extension of their stay are not entitled to accommodation in the same facility for operational reasons. Prices for accommodation and services provided are paid in advance for the entire duration of the stay. If the stay is interrupted by the guest, the payment for the stay is not refunded.

**6.** All guests are obliged to maintain cleanliness and order, to protect public facilities and to observe generally valid safety regulations. Guests are obliged to place all types of waste in designated places and in designated containers for sorted waste. Nighttime silence applies throughout the campsite from 10:00 p.m. to 6:00 a.m. (in case of non-compliance, call the reception immediately, tel. 519 427 714 or SECURITY - the telephone number is on the receipt during the high season). Exceptions are set on certain days and at specified locations. In July and August, a cultural program takes place on Wednesdays, Thursdays, Fridays, and Saturdays, which ends at 00:00. The quiet zone is defined in the area near the small Lagoon. The maximum permitted speed in the campsite is 30 km/h. Parking of vehicles is permitted only in designated places or in boxes by tents and caravans. Entry to the beaches is strictly prohibited.

**7.** 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 recepti-

on, 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.***

**8.** 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.**

**9.** There are designated areas for ball games in the campsite. In other places, ball games are not recommended due to the holidaymakers. Windsurfing, jetsurfing, etc. is prohibited in both lagoons for safety reasons. This is allowed only on the upper Novomlýnská reservoir.

**10.** A refundable deposit of CZK 2,000 is paid to the villa and resort upon check-in. After the end of the stay, the visitor to the campsite hands over the keys to the accommodation unit to the maid or to the reception. 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.

#### **11. Stay with the animals**

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**

#### **12. Cancellation conditions:**

When withdrawing from the contract, the customer is obliged to pay the following cancellation fees as follows:

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|----------------------------------------------------------------|--------------------------------|
| • Withdrawal from the holiday more than 50 days before arrival | 50 CZK/one-time processing fee |
| • 49 to 22 days before arrival                                 | 25 % of total amount           |
| • 21 to 8 days before arrival                                  | 50 % of total amount           |
| • 7 to 1 days before arrival                                   | 80 % of total amount           |
| • If the holiday is not started without prior cancellation     | 100 % of total amount          |

Cancellation of recreation for health or other serious reasons is handled individually, according to a documented medical certificate! 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 up to CZK 10,000, or the visitor may be expelled from the Merkur campsite without the right to a refund of the funds paid for the stay at the Merkur campsite.