

ACCOMMODATION RULES
for Accommodation STARS

1. Every resident (hereinafter referred to as "resident" or "guest") is obliged to comply with the provisions of these rules. In case of violation, the accommodation manager has the right to expel him from the accommodation.
2. In order to register for temporary accommodation, the guest immediately upon arrival at the hostel fills out an ACCOMMODATION APPLICATION at the reception. All guests, upon request of the reception service, present their ID card or passport for identification verification. The verified guest then receives a resident's card, which he is obliged to present without prompting upon entering the accommodation facility and also whenever the receptionist requests it.
3. Processing of personal data – the accommodation provider and the accommodation owner process the personal data of the accommodated guests for the purpose of providing accommodation services, for the fulfillment of their legal obligations or for other purposes for which the accommodated guest has given consent. Processing takes place in accordance with the relevant legal regulations. Information and documents on the processing of personal data are available at the accommodation reception and at www.ubytovna-stars.cz.
4. On the day of check-in, rooms are available from 2:00 p.m. Upon check-out, the guest is required to notify the reception service and hand over the guest's ID. Before leaving the room, each guest must remove their belongings. On the day of check-out, the guest must leave the hostel no later than 10:00 a.m.
5. All guests are required to notify the reception service of their departure. If the guest does not check out properly or leaves their belongings in the room, the accommodation fee will continue to be charged. In the case of cash payment in advance, items left in the room at the end of the stay will be thrown away without any compensation.
6. When leaving the accommodation room, each resident is obliged to turn off the lights, check whether the water taps are closed, close the doors and windows, and also turn down the heating.
7. We allocate rooms for accommodation according to available capacities and the possibilities of the hostel.
8. Moving from room to room or from bed to bed is permitted only with the consent of the reception and the hostel manager.
9. Only accommodated guests and hostel employees have access to the rooms. Visitors to the hostel are allowed between 8:00 and 22:00 and must be registered in the guest book.
10. Each guest has the option of having their laundry done for a fee.
11. Dogs, cats and other animals cannot be accommodated in the Hostel.
12. Guests are required to observe night silence from 10:00 p.m. to 6:00 a.m. so as not to disturb other guests. Failure to observe night silence is considered a gross violation of the accommodation rules.
13. The guest is entitled to keep daily necessities and clothing in the room. The hostel is responsible for these items only if they are stored in the premises designated for this purpose. It is not responsible for valuables, money, jewelry. In the event of any loss of personal money and valuables, the guest must immediately report this fact in person to the Czech Police and the accommodation manager.
14. All guests are jointly liable for the inventory and equipment in the rooms, including lent bedding. Damage to all items and damage caused by negligence, whether intentional or unintentional, is covered by the guest in full amount of the acquisition costs in accordance with the provisions of the Civil Code.
15. The hostel will ensure that the Guest accommodated for a period longer than 7 days has their bed linen changed once every 14 days. A fee of 100 CZK will be charged for exceptionally dirty bed linen.
16. It is not permitted to move furniture and equipment in the rooms without the consent of the hostel manager, and it is also not permitted to hang or stick posters, photographs and other objects on the walls and ceilings.
17. Guests may use hair dryers, curling irons, and razors in the rooms, provided that all applicable safety regulations are observed. Other electrical appliances may be used and placed in the rooms only with the consent of the hostel manager. Violation of these measures is a serious violation of the accommodation rules.
18. Every accommodated guest is obliged to comply with fire and safety regulations. It is prohibited to bring flammable objects, incendiary substances, explosives and weapons into the accommodation facility and to store them in the accommodation facility. It is not permitted to bring foreign objects into the accommodation facility.
19. Guests are obliged to follow the basic rules of personal hygiene, maintain order and cleanliness in the rooms and in all common areas of the accommodation facility. It is not allowed to enter the premises of the hostel in dirty work clothes and shoes, especially from dirt. It is prohibited to throw objects from windows and balconies. In addition to paying the costs of cleaning the mess caused in this way, this is also a reason for excluding the accommodation.
20. In the event of an injury or serious illness of a guest, it is the responsibility of the accommodation manager or reception to provide medical assistance. A first aid kit can be found at the reception.
21. Smoking is prohibited in all rooms and common areas.
22. The hostel reserves the right not to accommodate a guest under the influence of alcohol or drugs.
23. A refundable deposit of CZK 300 is charged for the room key; in the event of loss of the key, the deposit is not refundable.
24. The guest may withdraw from the contract before the agreed period expires, and is obliged to compensate the hostel for any damage caused by early cancellation of accommodation in full.
25. The price list of services is an integral part of the accommodation rules. These accommodation rules come into effect from 1 March 2023.

In Ostrava on March 1, 2023

For the operator
Lucie Tomečková
NZ REALITY a.s.

Hostel Manager
Lucie Hrdličková

STATEMENT ON THE PROCESSING OF PERSONAL DATA/GDPR
Information on the processing of personal data of accommodated guests of the Stras Hostel

According to REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) and on the information of data subjects (hereinafter referred to as the "GDPR")

Personal data controller

The company NZ REALITY, a.s., with its registered office at: Novoveská 2011/15, Ostrava - Mariánské Hory, Company ID: 27825370, Tax ID: CZ 27825370, registered in the Commercial Register kept by the Regional Court in Ostrava, File number: B 3595 kept by the Regional Court in Ostrava, (hereinafter referred to as the "Controller") hereby informs you in accordance with Article 12 of the GDPR about the processing of your personal data and your rights.

Scope of personal data processing

Personal data are processed to the extent that the relevant data subject has provided them to the controller in connection with the conclusion of a contractual or other legal relationship with the controller, or that the controller has otherwise collected and processes them in accordance with applicable legal regulations or to fulfill the controller's legal obligations.

Sources of personal data

directly from data subjects (customer, job applicant, e-mail communication, telephone communication, contact form on the website, etc.) from the controller's business partners (travel agencies, companies operating online accommodation reservations, etc.)

Categories of personal data that are the subject of processing address and identification data used to uniquely and unmistakably identify the data subject - name, surname, date of birth, permanent address, citizenship, travel document number or other official identity document, visa number, purpose of stay, signature and data enabling contact with the data subject - contact data - e.g. contact address, telephone number, e-mail address and other similar information descriptive data (e.g. bank details), other data necessary for the performance of the contract data provided beyond the scope of relevant laws processed within the framework of the consent granted by the data subject (use of personal data for the purpose of marketing communications, personnel procedures, etc.)

Categories of data subjects: customer of the administrator, employee of the administrator, supplier of the administrator, other person who is in a contractual relationship with the administrator, job applicant. Categories of recipients of personal data: financial institutions, processors, state and other authorities within the framework of fulfilling legal obligations set out in relevant legal regulations.

Purpose of processing personal data: execution of orders, reservations, conclusion and performance of contracts relating to the services offered and provided by it, and in cases imposed by law, in particular by the Act on Local Fees for the purpose of collecting a fee for a spa or recreational stay, or a fee from accommodation capacity, and by the Act on the Residence of Foreigners, when the provision of personal data is mandatory (in the above cases, NZ REALITY, a.s., in accordance with the provisions of Article 6(1)(b), (c), (f) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), is authorised to process your personal data even without your consent. Purposes included in the consent of the data subject, negotiation of a contractual relationship, performance of the contract, protection of the rights of the controller, recipient or other affected persons (e.g. recovery of the controller's claims), archiving conducted on the basis of law, selection procedures for vacant positions, fulfillment of legal obligations by the controller, protection of the vital interests of the data subject.

When making a reservation on the controller's website, personal data is required that is necessary for the successful processing of the reservation (name, surname, telephone, e-mail). The purpose of processing personal data is to process the data subject's order and exercise the rights and obligations arising from the contractual relationship between the data subject (customer) and the controller. The purpose of processing personal data is also to send commercial communications and carry out other marketing activities. The legal reason for processing personal data is the performance of the contract pursuant to Article 6(1)(b) of the GDPR, the fulfillment of the controller's legal obligation pursuant to Article 6(1)(c) of the GDPR and the legitimate interest of the controller pursuant to Article 6(1)(f) of the GDPR. The legitimate interest of the controller is the processing of personal data for direct marketing purposes.

Method of processing and protection of personal data: The processing of personal data is carried out by the controller. The processing is carried out in its premises and the controller's registered office by individual authorized employees of the controller, or by the processor. The processing is carried out using computer technology, or also manually in the case of personal data in paper form, in compliance with all security principles for the management and processing of personal data.

For this purpose, the administrator has taken appropriate technical and organizational measures (in accordance with Article 25 of the GDPR) to ensure the protection of personal data, in particular measures to prevent unauthorized or accidental access to personal data, their alteration, destruction or loss, unauthorized transfers, their unauthorized processing, as well as other misuse of personal data. All entities to which personal data may be made available respect the data subjects' right to privacy protection and are obliged to proceed in accordance with applicable legal regulations regarding the protection of personal data.

The Provider does not make any automatic individual decisions (including profiling) within the meaning of Article 22 GDPR.

Duration of personal data processing: In accordance with the deadlines specified in the relevant contracts, in the controller's file and disposal rules or in the relevant legal regulations, this is the period strictly necessary to ensure the rights and obligations arising from both the contractual relationship and the relevant legal regulations.

Instructions: The controller processes data with the consent of the data subject, except in cases provided for by law where the processing of personal data does not require the consent of the data subject. In accordance with Article 6(1) of the GDPR, the controller may process the following data without the consent of the data subject:

- the data subject has given consent to the processing of his or her personal data for one or more specific purposes;
- the processing is necessary for the performance of a contract to which the data subject is a party, or in order to take steps at the request of the data subject prior to entering into a contract;
- the processing is necessary for compliance with a legal obligation to which the controller is subject;
- the processing is necessary for the protection of the vital interests of the data subject or of another natural person;
- the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;
- the processing is necessary for the purposes of the legitimate interests of the controller or of a third party, except where such interests are overridden by the interests or fundamental rights and freedoms of the data subject which require the protection of personal data, in particular where the data subject is a child.

Rights of data subjects: In accordance with Article 12 of the GDPR, at the request of the data subject, the administrator informs the data subject of the right to access personal data and the following information: the purpose of processing, the category of personal data concerned, the recipients or categories of recipients to whom the personal data have been or will be made available, the planned period for which the personal data will be stored, all available information about the source of the personal data, if not obtained from the data subject, the fact whether automated decision-making is taking place, including profiling.

The data subject also has the right to request from the controller:

access to his/her personal data pursuant to Article 15 GDPR, rectification of personal data pursuant to Article 16 GDPR, right to erasure, right to be forgotten pursuant to Article 17 GDPR, right to restriction of processing pursuant to Article 18 GDPR, right to data portability pursuant to Article 20 GDPR, right to object to processing pursuant to Article 21 GDPR, right not to be subject to any decision based solely on automated processing, including profiling pursuant to Article 22 GDPR.

Any data subject who discovers or believes that the administrator or processor is processing his personal data in violation of the protection of the private and personal life of the data subject or in violation of the law, especially if the personal data is inaccurate with regard to the purpose of their processing, may: Ask the administrator for an explanation. Require the administrator to remove the state thus created. In particular, this may involve blocking, correcting, supplementing or deleting personal data. If the data subject's request according to paragraph 1 is found to be justified, the administrator will remove the objectionable situation immediately. If the administrator does not comply with the data subject's request according to paragraph 1, the data subject has the right to contact the supervisory authority, i.e. the Office for Personal Data Protection. The procedure according to paragraph 1 does not preclude the data subject from contacting the supervisory authority directly with their request. The administrator has the right to request a reasonable payment for the provision of information not exceeding the costs necessary to provide the information.

Change of rules on personal data protection:

In the event of any changes to the rules on personal data protection, we will communicate these changes on the website. Therefore, we recommend checking them regularly.

Contact us:

If you have any questions or requests regarding this privacy policy, please do not hesitate to contact us at:

Ubytovna Stars, Novoveská 2011/15, 709 00 Ostrava-Mariánské Hory and Hulváky

You can use these contact details even if you are interested in displaying, correcting, blocking or deleting information that has been collected about you through the Website.

This document is effective as of March 1, 2023.