

OPERATING AND ACCOMMODATION REGULATIONS 2023 ROLAVA TENT CITY

OPENING HOURS: from 29 June from 3.00 pm to 9 July to 10.00 am

24/7 OPERATION

1. Upon arrival, each applicant for accommodation is obliged to report themselves at the reception desk. When paying for accommodation, the accommodated persons submit their IDs to register their stay and complete a registration form. It is not possible to accommodate any applicant without this. If personal data is incomplete or incorrectly written, the applicant will not be accommodated, or the stay will be terminated.
According to the generally binding decree of the city of Karlovy Vary No. 6/2022 the accommodated person is obliged to provide the accommodation provider with the following data: accommodation period, purpose of stay, name, surname, date of birth, permanent residence address, ID or travel passport number.
According to Act No. 326/1999 on the Residence of Foreign Nationals as amended the foreigner is obliged to report: accommodation period, name and surname, day, month and year of birth, citizenship, permanent residence abroad (country, town, street and number), travel passport and visa number, purpose of stay, and residence address in the Czech Republic.
The accommodated person is obliged to properly complete, sign and submit the registration form and to pay for the stay.
2. Only a guest who meets the conditions of current regulations of the Government of the Czech Republic regarding the Covid 19 epidemic will be accommodated. The conditions are posted separately.
3. We accept payments in cash only.
4. During the entire stay, each accommodated person should prove themselves by **an identification band** (worn on the wrist), or by an identification mark on a personal ID with a photograph. Upon the request of reception desk staff, the operator/organizer (or security service), the accommodated person is obliged to prove themselves by this designation.
5. Each tent should be marked with the tape according to reception desk instructions.
6. You can enter the grounds using several entries/turnstiles daily from 6.00 am to 10.00 pm. Outside this time (night operation) you can enter the grounds through the main entry at the reception desk (turnstiles are closed).
The reception desk and the entrance at the reception desk is open 24/7 – **except for times from 7.00 to 7.20 am and from 7.00 to 7.20 pm**, when staff on duty changes.
7. End of stay: the accommodation should always be left before 10.00 am of the last day of accommodation. In case of early termination of the stay, there is no right to a refund.
8. The operator is not responsible for items brought in and put by an accommodated person in the grounds, unless these items were stored in the designated area, i.e. luggage storage. You can use the following to store your items:
 - lockers: you may borrow a key at the reception desk, refundable key deposit of CZK 200
 - a storage room in front of the reception desk: it is designated for large luggage, the service is free of charge.
9. The grounds are under the surveillance of the camera system connected to the Municipal police.
10. Quiet hours are from 10.00 pm to 6.00 am. We ask you to be considerate to other accommodated people and residents living in the vicinity.
11. **In the whole grounds there is a strict ban on smoking** (except for designated areas), lighting fires (including barbecues), entering with cars, entry with pets, and feeding birds!
12. Services:
 - You can take advantage of indoor showers (in the building) or outdoor ones in tents on the beach.
 - Drinking water flows from the taps in the sanitary facilities building.
 - You can charge your mobile phones, note books, etc. for a fee in a booth situated opposite the reception desk. The fee to be paid at the reception desk.
 - Free internet connection (password free wi-fi) is available for you.
 - The refreshment booths are open 24/7.
 - The first-aid room is available in the central building (next to the sanitary facilities building) daily from 10.00 am to 7.00 pm. In other cases, see a doctor.
 - Local sports equipment rental offers the opportunity to rent a sport field and equipment for a fee.
13. In the whole complex, it is not allowed to arbitrarily connect your own electric appliances to the sockets except for those that serve you for your personal hygiene. This exception applies to the sanitary facilities building.
14. Other obligations of accommodated persons:
 - Do not relocate any furnishings and equipment, do not repair or interference the electrical network or other installation.
 - Keep the environment clean and tidy. Dispose of garbage in designated areas.
15. Each accommodated person should obey the Operating Regulations of the Rolava Leisure Complex, which are posted at main entrances to the grounds and their parts concerning individual parts throughout the grounds.
16. The violation of the Operating and Accommodation Regulations results in the termination of your stay without any compensation.
17. Important telephone numbers: 150 Fire Rescue 155 Ambulance 158 Police 156 Municipal Police

We wish you a pleasant stay.

Operator: KV CITY CENTRUM, s.r.o., Moskevská 21, 360 01 Karlovy Vary, Business ID: 62583131, Responsible person: Simona Vránová, Director

Reception desk phone: +420 777 367 242