

LUGGAGE STORAGE RULES

Operator: Terminal Florenc s.r.o. Na Florenci 2139/2, 110 00 Praha 1
Company Reg. No.: 19806451, VAT Id. No.: CZ19806451

Terminal Florenc s.r.o., as the operator of luggage storage services, has issued these Luggage Storage Rules, which specify binding conditions for the use of luggage storage services.

I. BASIC CONDITIONS FOR THE USE OF LUGGAGE STORAGE SERVICES

- a) By using luggage storage services, the customer enters into a contractual relationship with the operator, based on which both parties are obliged to adhere to these rules as well as other regulations related to luggage storage.
- b) Only luggage whose shape, dimensions, and content cannot cause damage to the operator's property or other stored luggage is accepted for storage. The value of a single stored piece of luggage, incl. its contents, may not exceed CZK 15,000.
- c) Luggage accepted must be properly closed and/or locked. If a piece of luggage is not properly locked, the operator shall not be responsible for damage arising therefrom.
- d) If the luggage storage is at full capacity, employees are authorized to refuse the receipt of new items into storage.
- e) A piece of luggage may be stored for no more than 30 days. If a piece of luggage is not collected within the period specified, the operator is authorized to remove the piece of luggage from storage without further compensation.
- f) The operator is authorized to receive remuneration for luggage storage as specified in the valid price list, visibly displayed in the luggage storage premises. Payment for the storage of luggage is effected when the luggage is collected.
- g) The operator is authorized to require advance payment for the storage of luggage, equivalent to the cost of storage for one week. If a traveller refuses to pay this advance payment, luggage storage employees are authorized to refuse the receipt of items into storage.

II. DEPOSITING A PIECE OF LUGGAGE

- a) Luggage may only be deposited during the operating hours.
- b) If a damaged piece of luggage is deposited, the customer is obliged to complete and sign a Protocol on Depositing Damaged Luggage. The acceptance of such damaged luggage for storage is solely at the discretion of the operator, and specifically the luggage storage employee.
- c) If a piece of luggage weighing over 15 kg is deposited, the employee is authorized to request the customer's cooperation in depositing the luggage. If the customer refuses, the employee is not obliged to accept the piece of luggage for storage.
- d) Pieces of luggage that are tied together are considered individual, separate pieces.
- e) The receipt of luggage for storage is documented by a Bill of Storage. The Bill of Storage includes data which are used to subsequently determine the price of service. The customer is obliged to check the correctness of these data when receiving the Bill of Storage.
- f) By accepting the Bill of Storage, the customer agrees with the conditions and the price list of the luggage storage. Later complaints will not be accepted.
- g) Luggage storage shall not accept any of the following types of items:
 - Precious metals, coins, precious stones, jewels, artistic and historic items

- Money, valuables, personal and travel documents, legal documents
 - Firearms and other weapons, explosives, fireworks, self-igniting or combusive substances, poisonous or acidic substances, etc.
 - Dirty or wet items or items considered repulsive
 - Live animals or plants
 - Valueless items which may be considered waste
 - Bikes, prams, scooters, large items
 - Food which will likely spoil quickly
 - Extremely fragile items
- h) The customer confirms that items listed under point g) are not contained in the luggage deposited. The customer is fully responsible for the contents of luggage.
- i) If clothing is stored in luggage storage, the operator shall not be responsible for any items located in pockets.

III. COLLECTION OF LUGGAGE

- a) A piece of luggage may only be collected during the operating hours.
- b) The operator, and specifically the luggage storage employee, shall release the desired piece of luggage based on a presented Bill of Storage and after the payment of the storage fee, as per the valid price list.
- c) If the traveller does not pay the storage fee, then the operator is not obliged to release the stored luggage to the customer and is entitled to apply the right of retention of the stored luggage.
- d) A piece of luggage is always released as a whole, as specified on the Bill of Storage; it is not possible to collect only certain parts of a piece of luggage. If the customer wishes to do so, he/she is obliged to pay the storage fee, collect the whole piece of luggage, and then he/she may re-deposit the piece of luggage back into luggage storage.
- e) If a customer wishes to collect a piece of luggage and the Bill of Storage is lost or illegible, the customer is obliged to:
- Pay the storage fee as well as an additional fee for loss of the Bill of Storage
 - Precisely describe the stored luggage, incl. specification of the date and time of depositing the piece of luggage into storage
 - Precisely describe the contents of the stored luggage
 - Document his/her identity with a valid ID (personal ID card or passport), incl. the provision of a phone contact
 - Complete a declaration on the collection of a piece of luggage without the Bill of Storage
- f) Immediately after collecting a piece of luggage, the customer is obliged to check the luggage and its contents. Later complaints will not be accepted.

IV. OPERATOR'S AND CUSTOMER'S RESPONSIBILITIES, WARRANTY

- a) The operator is responsible to the customer for:
- Loss of luggage
 - Damage or destruction of luggage, except for pieces of luggage described under point b) of Article II.

- b) The operator is not responsible to the customer for the loss, damage or destruction of luggage or its contents, if the luggage contains items which cannot be stored in luggage storage (see point g) of Article II).
- c) The operator is not responsible to the customer for the loss, damage or destruction of luggage or its contents, if the luggage is not properly locked (see point c) of Article I).
- d) The operator is not responsible to the customer for the loss, damage or destruction of luggage or its contents, if the luggage was collected by a person with a Bill of Storage which the customer lost.
- e) The customer is responsible towards the operator for damage caused by the luggage and/or by items which cannot be stored as per point g) of Article II. The same also applies to damage caused by stained luggage, incorrect packing or closing of the luggage etc.
- f) If the operator discovers that stored luggage, property or their employees have been damaged or harmed by the stored luggage, both parties are obliged to complete a protocol documenting this fact before the release of the luggage; the protocol states that the customer is obliged to pay the damage caused to the property of the operator and/or third persons. If the customer refuses to sign or complete this protocol, the operator's employee is authorized to refuse the release of the luggage.
- g) If a customer discovers damage or destruction of a piece of luggage immediately, when collecting it, he/she is obliged immediately to inform the operator's employee of this fact. The employee and the customer will then complete a Complaint Form, and the described complaint will be resolved by the deadline specified.
- h) If the customer does not check his/her luggage when collecting it and leaves the luggage storage, the operator is not obliged to accept later complaints.
- i) Other rights and obligations of the parties are governed by general provisions of the Civil Code.

These rules enter into validity on the day of their issue and enter into effect on 1 August 2024.