



SAVOY WESTEND HOTEL

★★★★★
LUXURY SPA RESORT
KARLOVY VARY

GENERAL TERMS AND CONDITIONS

of the company Savoy Westend Hotel s.r.o.

**Business Registration No.: 27110532, VAT: CZ27110532, Data box: fnyzbww,
based at Rybná 668, 110 00, Praha 1 - Staré město, Czech Republic
registered in the Commercial Register kept by Municipal Court in Prague, Sec.C, Inset 97004**

Article I – Introductory Provisions

1.1 The Savoy Westend Hotel s.r.o. Company, Business Registration No.: 27110532, VAT: CZ27110532, based at Rybná 668, 110 00, Praha 1 - Staré město, Czech Republic, Tel.: +420 359 018 811, Fax: +420 353 225 301, www.savoywestend.cz, E-mail: info.sales@savoywestend.cz, Data box: fnyzbww, registered in the Commercial Register kept by Municipal Court in Prague, Sec.C, Inset 97004 (hereinafter referred to as the “Provider”), is a company whose scope of business is providing spa care and its related services, such as accommodation, board, providing therapeutic procedures, and other services usually associated with a stay.

1.2 The Subject of these General Terms and Conditions (hereinafter the “GTC”) is to determine the conditions and rules that regulate the relations between the Provider and the client – individual, who as the ordering party has ordered a stay and/or the services of the Provider (hereinafter the “Client”). The relations between the Provider and the Client are governed by these GTC, which create the general legal framework of their contractual relations, unless specifically negotiated and stated otherwise.

1.3 These GTC apply to reservations made by written order (by post, fax, electronic mail), personally, or by telephone to the reception desk of the Provider’s facilities, as well as for reservations made online using the reservations system found on the web pages of the Provider, especially at www.savoywestend.cz.

Article II – Definition of Terms

2.1 The Client is an individual who makes a reservation by any of the methods listed in Art. I par. 1.3 of these GTC. The Client is any physical or legal party that is not purchasing any of the Provider’s services for the purpose of further sales or business activities. The individual Client does not necessarily have to be the same individual as the Guest.

2.2 The Guest is the individual who is the final recipient of the reserved stay and/or services of the Provider (hereinafter the “Guest”). The relations between the Provider and the Guest are also regulated by the Accommodation Rules, to be found in the selected facilities of the Provider. In the case that the Client is also the Guest, they are known only as the Client.

2.3 The Reservations System designates the reservations system operated by the Provider, especially on the web page www.savoywestend.cz (hereinafter the “System”), which enables the online reservation of the stays and/or services offered by the Provider according to current vacancies.

2.4 After making a reservation, the Client receives a Preliminary Confirmation of Reservation, which serves only as an offer of stay issued by the Provider, and does not entitle the Client to drawing the offer of stays and/or services. The Preliminary Confirmation of Reservation contains information about the Client (name, surname, telephone contact, e-mail address, date of birth, address), the Guest/ Guests (name, surname, telephone contact, e-mail address, date of birth, address, and citizenship in the case that the stay is being ordered for foreigners), the reserved stay and/or services (length of stay, dates of stay, type of stay, name of hotel, room category – if part of the offer, type of board, all

services included in the stay), the total price of the stay and/or services, and a request for payment. The Client is obligated to check the correctness of the given data. The validity of the Preliminary Confirmation of Reservation expires the moment the period set for payment ends without the payment being covered as given by the request for payment in the Preliminary Confirmation of Reservation.

2.5 The Binding Confirmation of the Reservation (hereinafter the “Confirmation”) issued by the Provider entitles one to take advantage of the reserved stays and/or services, however, only if the total price of the reserved stay and/or services has been paid in full in accordance with Art. VIII of these GTC. The Confirmation contains information about the Client (name, surname, telephone contact, e-mail address, date of birth, address), the Guest/Guests (name, surname, telephone contact, e-mail address, date of birth, address), the reserved stay and/or services (length of stay, dates of stay, type of stay, name of hotel, room category – if part of the offer, type of board, all services included in the stay), the total price of the stay and/or services, and information about the payment. The Client is obligated to check the correctness of the given data.

Article III – Making Reservations

3.1 Reservations of stays and/or services can be made by written orders (by post to the address of the Provider, by fax to the fax number listed in Art. VI par. 6.1 of these reservation@savoywestend.cz), personally, or by telephone to the reception desk of the Provider, or online, by making reservations in the System.

3.2 The order must contain information about the Client (name, surname, telephone contact, e-mail address, date of birth, address), information about the Guest/Guests (name, surname, telephone contact, e-mail address, date of birth, address), information about the ordered stay and/or services (number of guests, length of stay, dates of stay, type of stay, name of hotel, room category – if part of the offer, type of board, all services ordered, and in the case of individually ordered services, the extent of accommodation, board, and therapeutic services).

3.3 When making reservations online, the Client chooses the parameters of the selected stay in the System, and the System then checks the availability of the vacancies for the purpose of making immediate reservations. In the case that the selected type of stay is available for the given dates, the Client fills out all of the information listed as required in the given form to make an immediate reservation. The Client makes an online reservation by filling out their personal data, and eventually the personal data of the Guest. Furthermore, they fill out all of the information marked as required for the purpose of concluding the reservation process, and thereby gives their consent with these GTC. Finally, they send the reservation form to the Provider.

3.4 The completed booking can be paid for by any of the methods offered in the System. Please note that the Provider has the right to limit the choice of methods of payment.

Attention! - The Provider has the right to engage third parties in the process of payment for booking (agents, technical intermediaries), including those whose accounts are credited with the payment for the booking made by the Client in the System. At the same time, the Provider shall remain responsible to the Client for the provision of booked Accommodation and returning money.

3.4.1 When the Accommodation is paid for with a bank card through the System with the use of internet acquiring, the Client shall enter the amount indicated by the A Provider in the booking form in the opening window of the payment system using the Client’s own bank card or digital wallet. If the Client partially pays for booked rooms (services) in the process of booking, the Client shall pay the balance to the Provider upon arrival. An e-check for the amount of payment made through Internet acquiring will be provided to the e-mail address that the Client indicates during the booking process in case the company, which provides the ability to pay by bank card using Internet acquiring, supports the issuing of an electronic check. TravellLine is not responsible for the provision of an electronic check to the Client.

3.4.2 When using the method of payment for “Deferred electronic payment with a bank card” the Client either independently enter the data into the System during the booking process, or provides the Provider without TravellLine’s participation with the data for proceeding a reservation. Based on the



data entered into the System by the Client or by the Provider the System automatically sends to the Client via the email address specified during the booking process a Pre-booking with a link to pay. The Client following the link to pay deposits the amount indicated by the A Provider in the System using a bank card in the payment system window. In case of successful payment, the Booking Confirmation is generated in the System and sent to the Client at the email address specified during the booking process. If the provider of the internet-acquiring system supports such a functionality an electronic check for the amount of the proceeded payment will be sent to the email address that the Client indicates during the payment process. TravelLine is not responsible for the provision of an electronic check to the Client.

Attention! - Payment should be made within the time period specified by the Provider in the Booking confirmation. If the Client does not pay within the specified period, the reservation is automatically canceled in the System.

3.4.3 If the Bank Card Secured Booking payment method is used, the Client shall enter bank card details into the respective fields. This information will be sent to the Provider selected by the Client via secure communication channels through a secure server in order to guarantee the booking. The Provider decides on its own whether it will withdraw the funds from the account linked to the bank card in the amount of the booking price or block them. If the Provider is unable to complete bank card transactions required to guarantee the order, the Provider may cancel the Client's booking.

Attention! - The Client should verify that the card has not expired and that there are sufficient funds in the account to pay for the order.

3.4.4 In case of a wire transfer, the ordered services shall be prepaid in full. Provider may establish other amounts of advance payments. The amount of prepayment is notified in the course of booking. Wire transfer payments can be made by legal entities and individuals. The payment shall be completed within 3 business days after the receipt of an invoice for booked rooms (services). Some Provider restrict bookings of Accommodation by wire transfer payments, if such bookings are made within a few days (usually within 5 days) prior to the intended arrival date.

3.4.5 In case of an on-the-spot payment for booked Accommodation, the Client shall pay for the booking with cash upon arrival to the Provider.

3.4.6 When using the payment method "Payment by installments" in the opened window of the service provider of the payment method "Payment by installments", the Client independently enters into an agreement with such a provider and deposits the prepayment amount set by the Provider. If, according to the rules of the window of the service provider of the payment method "Payment by installments" the Client successfully pays for the Accommodation, the Booking Confirmation is automatically generated in the System. If, for some reason, the provider of the payment method "Payment by installments" declines the payment, reservations are not made in the System. The relationship between the Client and the service provider of the payment method "Payment by installments" is not considered in these Rules. The relationship between the Client and the provider of the payment method "Payment in installments" is not considered in these Rules. If the provider of the payment method "Payment in installments" supports such a functionality an electronic check for the amount of the proceeded payment will be sent to the email address that the Client indicates during the payment process. TravelLine is not responsible for the provision of an electronic check to the Client.

3.4.7 When the Client selects the payment method "Payment at the office" during the booking process the Client receives information about the address of the office where the Client should pay for the booked Accommodation. In addition, the Booking Confirmation which the Client receives at the e-mail address indicated during the booking process also contains the address of the office of the Provider in which the Client should pay for the booked Accommodation.

Attention! - The Provider has the right to offer non-refundable tariffs. Under the terms of such non-refundable tariffs, if a booking is cancelled or a client does not arrive, the amount prepaid by the client (partially or in full) shall not be refunded and will remain in the possession of the Provider as a penalty. We recommend you to carefully familiarize yourself with the terms of special offers prior to



the completion of your booking.

Attention! - The Provider where the Client booked Accommodation and stayed will issue documents confirming the whole period of stay, including the period paid for with the use of internet acquiring, payment in installments or deferred payment.

The Accommodation is reserved during the booking. A booking confirmation will be displayed on the screen immediately after the completion of the order. It is recommended to print it out and save it. Moreover, the booking confirmation is also sent via e-mail to the address indicated by the Client during the booking.

3.5. In the case of written, telephone, or personally made orders, the Client receives a Preliminary Confirmation of Reservation, containing a request for payment, after such orders are delivered to the Provider. In the case of timely payment, the Client receives a Confirmation.

3.6 In accordance with Art. III par. 3.1 of these GTC, reservations are considered to be a binding order of a stay and/or services the moment that the written order is delivered. In the case of personally made reservations, this moment is considered to be the moment of writing up (i.e. filling out the form and signing it) the order at the reception desk of the Provider or in the Reservations Centre. By telephone, this moment is the moment of making an order by telephone, and in the case of online reservations, it is the moment that the reservation form is sent to the Provider. The contractual relations between the Provider and the Client originate the moment the Preliminary Confirmation of Reservation is sent to the Client by e-mail, by post, or is delivered personally. In the case of online reservations made in the System, the Client is sent the Preliminary Confirmation of Reservation by electronic mail, and that to the Client's e-mail address that is given in the sent reservation form. To eliminate any possible doubt in the case of online reservations, the confirmation of reservation for online reservations paid by bank transfer is the delivery of the Preliminary Confirmation of Reservation, and for online reservations paid by payment card, it is the delivery of the Confirmation.

3.7 The Client is not entitled to make changes in their reservation. The cancellation is understood as any change in the booking other than the extension of stay period (fully covering the original duration) and the extension of service volume.

Article IV – Rights and Responsibilities of the Contractual Parties

4.1 The Client is entitled to:

be duly provided the stays and/or services they have ordered, that the Provider has confirmed, and that they have duly paid, with the exception of cases of unavoidable events, crisis situations, and unexpected conditions (impact of weather, power cuts, political events, natural disasters – floods, earthquakes, etc.); in the case of such events, the Provider reserves the right to cancel the already confirmed reservations; cancel their reservation at any time before the stay is commenced and/or the services are provided, under the condition that the cancellation conditions are met; file a complaint about any flaws in the provided stay and/or services according to the provisions of the Complaints Procedure found in these GTC.

4.2 The Client is required to

completely and correctly list all substantial information necessary for making reservation, especially of all data listed as required in the reservation form or order form; pay the full price of the reserved stay and/or services in the selected manner to the Provider, and that no later than the date of the Guest's arrival to the stay; respect the legal and internal regulations of the Provider; carefully check the confirmation of reservation issued by the Provider, and if a mistake is discovered in the reservation made, to contact the Provider at the contacts listed in the confirmation of reservation without delay. Familiarise themselves with the contraindications of spa treatment listed at www.savoywestend.cz before confirming their reservations.

4.3 The Provider is required to

provide the Client with information about the reservation of stays and/or services, and to immediately confirm the reservations made; ensure a stay and/or services to the confirmed extent and quality to the



Client/Guest/Guests, provide the Client/Guest/Guests with an alternative stay and/or services to the minimal extent of the confirmed quality and length in the case that the Provider is not able to provide the duly confirmed and paid stay and/or services due to reasons other than those listed in par. 4.1 letter a) of these GTC, i.e. due to technical problems or due to similar reasons, refund the sum of payments already made by the Client in the case of reservation cancellation on part of the Provider in accordance with par. 4.1 letter a) of these GTC, and that no later than 14 days after the notification of reservation cancellation is delivered to the Client.

4.4 The Provider is entitled to

make changes in reserved and confirmed stays and/or services at the same or higher category, while maintaining at least the same standard and price of the stay and/or services. In the case of need, any changes made by the Provider to a lower category must be related to the Client no later than 7 days before the commencement of the reserved stay and/or provided services. If the Client gives their consent to such changes in writing, the total price of the stay will be discounted according to the current prices valid for the given category. In the case that the Client does not give their written consent with such changes, the reservation of the stay and/or services is cancelled; cancel or refuse the stay in advance of any Guest in the case that no further spa therapy was recommended to them after a previous stay with the Provider (this information is included in the medical reports of the Provider); cancel or refuse the stay of any Guest in advance in the case that they did not respect the facility regulations of the Provider during a previous stay; make changes in the prices due to inflation or price fluctuations and changes in the current exchange rate when making payments in foreign currency.

Article V – Guest Arrival

5.1 Upon arrival to the stay and/or for the services, the Guest provides proof of identification and their Confirmation to the employees in the facilities of the Provider. After taking care of all formalities, the Provider accommodates the Guest and gives them further information about their stay and/or services. The Guest may familiarise themselves with the Accommodation Rules upon arrival.

Article VI – Cancellations of Reservations by the Client

6.1 The Client has the right to cancel the stay and/or provided services as given by the confirmed reservation any time before they are commenced (hereinafter “the day of arrival”), i.e. they may withdraw from the confirmed order or confirmed online reservation. Withdrawal on part of the Client (hereinafter “Cancellation”) must be made in writing and provably delivered to the Provider at the address of their base, to the e-mail address, or to the fax number listed in this paragraph, whereby the true objective of cancelling the confirmed reservation and/or services must be unambiguously stated by the Client. The day of the Cancellation is understood to be the day that this will of the Client is expressed and is delivered to the Provider to the address of their base or to the given e-mail address or fax number. In the case that the Cancellation of the reserved stay and/or services is delivered between 5:00 p.m. and 12:00 a.m. local time, the day of Cancellation is considered to be the following working day. In the case of Cancellation, the Provider is entitled to be paid cancellation fees related to cancelling the reserved and confirmed stays and/or services (hereinafter “Cancellation Fees”), whose amounts depend on the total number of days from the delivery of the written Cancellation to the Provider in accordance with this paragraph to the day of the arrival.

In accordance with Provision § 1837 letter j) of the Civil Code, accommodated guests are not entitled to withdraw from confirmed orders as consumers without being charged cancellation fees as according to item 6.1 of these GTC in the case that the accommodator provides the fulfilment of the order in the given dates.

Cancellations of reservations are only possible in written form, delivered to the address of the Provider, or in e-mail or fax form to the address/number below:

E-mail: reservation@savoywestend.cz

Fax: +420 359 018 888

6.2 Cancellation Fees are calculated from the confirmed total price of the reserved stay and/or services according in the following manner:

Stay cancellations made from confirmed reservations:



Cancellation terms for stays lasting **1 - 6 nights**:

Cancellations made less than 24 hours prior to the arrival: 100% price of the first night
Cancellations made during the stay (stay reduction): 100 % price of the following night

Cancellation terms for stays lasting **7 and more nights**:

Cancellations made 14 and less days prior to the arrival: 50 % of total reservation price

Cancellations made 7 and less days prior to the arrival: 100 % of reservation price

Cancellations made during the stay (stay reduction): 100 % of reservation price.

6.3 Modification of the Booking

The System's technical functionality makes it possible to change the check-in or check-out dates, guest's contact details or comments on the booking, and room category in a booking that has already been made and confirmed by the Provider and which is paid for upon arrival. These parameters can be changed at your discretion only through the System by using the link contained in the booking confirmation sent to the Client via e-mail during the booking.

Modification of the said parameters in bookings with other methods of payment and making other changes in bookings that have already been made and confirmed by the Provider, including bookings paid for upon arrival, **will not be possible**.

By verifying the terms of cancellation of bookings beforehand, the Client may cancel the existing booking and make a new booking with the required parameters through the System.

6.4 Cancellation of the Booking

6.4.1 In order to avoid confusion, bookings should be always cancelled through the System. It is important for cancellation of a booking that the message about such cancellation is delivered to the relevant Provider on time, which is ensured by the System's functionality. The booking can be cancelled only via the System by using the link and the cancellation code provided together with the booking confirmation sent to the Client via e-mail during the booking. A booking cancellation notification is sent to the Client after the cancellation of the order. If the Client for any reason cannot cancel the booking with the use of the link and the booking cancellation code, we recommend the Client to contact the booking department of the selected Provider in order to cancel the booking."

6.4.2 If the electronic payment method is used, i.e. payment with a bank card, the funds will be returned to the bank card or the digital wallet used for payment for the booking within the term set by the payment service. The time period between the refund transaction and the actual crediting of the Client's account with money depends on internal bank, payment system procedures and internal procedures of the Provider and usually it is not longer than 45 working days starting from the day of cancellation of booking by the Client through the system.

6.4.3 If the bank card secured booking is used, the Provider returns the funds withdrawn from the account linked to the bank card. In case of cancellation of the booking, we recommend you to contact the Provider to resolve the issue of refund by a convenient method.

6.4.4 In case of a deferred payment, the provider of deferred payment services will refund the money to the Client. An employee of the provider of deferred payment services will contact the Client in case of cancellation of the booking. The money less the fee charged by the provider of deferred payment services will be refunded by a convenient method.

6.4.5 In case of late cancellation of the booking or non-arrival, the Provider may apply a penalty to the Client. Each Provider establishes rules for late cancellations, particularly the timeframes and the amount of penalty, on its own. Booking terms and conditions, rules of applicable special offers and late cancellation terms indicated on the Accommodation Facility's/Property's webpage, in the booking form and booking confirmation should be carefully read in the process of booking.

In case of early departure of the client, the Provider has the right to apply penalties related to losses caused to the Accommodation Facility/Property.

Article VII – Payment Conditions

7.1 The current prices of stays and services provided by the Provider are given on the web pages of www.savoywestend.cz In the case of any inconsistencies of prices listed by various sources, the prices



listed on www.savoywestend.cz are valid. In the case that seasons change during the period of the stay, the price of the given season will be charged.

7.2 If the partial payment shall not be made in the given period, the reservation will be automatically cancelled. The date of payment is understood to be the day that the finances are credited to the account of the Provider. The Provider receives net payments, which shall not serve for covering any costs on part of the Provider (with the exception of paying fees for administering the account of the Provider and other eventual bank fees charged by the bank to the Provider, but only if the payments are made in the correct currency), and without any costs to the Provider.

Article VIII – Payment of Remaining Part of the Total Price for Reservation

8.1 Before Arrival: bank transfer in EUR:

Bank: Komerční banka a.s., pobočka Karlovy Vary

Bank account No. (EUR): 35-5863300247/0100

IBAN: CZ5801000000355863300247

SWIFT: KOMBCZPPXXX

8.1.1 On the Day of Arrival

- cash payment
- credit card
- selected confirmation

8.2 The Client bears in mind that in the case that the total price for the reservation of the stay and/or services are not fully (100%) covered no later than the day of arrival, the Provider is not obligated to provide the Client or Guest the reserved stay and/or services. In such cases, the Provider reserves the right to cancel the confirmed reservation, and the Client is obligated to pay the Provider Cancellation Fee according to the table in Art. VI, par. 6.1 of these GTC (Cancellation 1 day prior to arrival or not arriving without prior Cancellation on part of the Client). In the case that the amount of the Cancellation Fee is greater than what has already been paid by the Client, the Provider charges the Client the difference between the payments made and the amount of the Cancellation Fee according to this paragraph in a separate invoice; in this case, the payment is due within 15 days from the date of arrival.

Article IX – Further Negotiations

9.1 Children's prices apply only to persons aged 3-12 years. If customer want to book spa treatment programme (Complex spa treatment, Relax spa treatment) for the persons in the age of 3 to 15 years, this can be only done based on the professional examination of a pediatrician or based upon a medical report prepared by the pediatrician from the customer's home country (not older than one month) proving the ability to undergo spa treatment. The examination may be provided by a pediatrician directly at the Savoy Westend Hotel. The cost of such an examination is 100, - €. This service is not eligible for a customer loyalty discount or early booking discount. For children aged 0-2 years incl. spa treatment is not provided.

9.2 If the stay and/or the drawing of services is terminated, or if the services are only partially drawn due to discovered contraindications or due to the low age of the patient after the day of arrival and/or the commencement of provided services, the Provider is not obligated to provide the Client or Guest with any substitution for the services not drawn for these reasons, nor are they obligated to refund the proportional amount of the paid prices of the stay and/or services.

9.3 The Provider is not obligated to provide any substitution for services that are reserved but not drawn.

9.4 A spa fee, which is determined by the currently valid decree of the Municipality of Karlovy Vary, is surcharged to the price of the stay.

Article X – Protection of Personal Data



10.1 By sending the written order, by making a telephone order, by ordering in person, or by entering the System of the Provider and commencing registration, the Client knowingly provides their personal data, and eventually the personal data of the Guest. The Client agrees with the manipulation of such data by the Provider for the purpose of making reservations of stays and/or services. Personal data will be processed by the Provider in accordance with Act No. 101/2000 Sb., On the Protection of Personal Data, as amended.

10.2 By providing the personal data of the Guest to the Provider, the Client commits to ensuring the consent of the subject with the provision of such data, and is responsible for all damages incurred by breaching this obligation.

10.3 The personal data and information about reservations of stays and/or services are necessary for ensuring reservations by the Provider; they are saved in a secured database and are not provided to third parties.

10.4 The Provider is required to take all measures necessary to prevent the unauthorised and random access of other parties to personal data, the change, damage, or loss of the personal data of Clients or Guests, and the unauthorised transfer, processing, or other abuse of the personal data of Clients or Guests.

10.5 Before sending the reservation form to the Provider, the Client may provide their consent with the sending of current offers by the Provider. Cancelling such subscriptions can be made by telephone at the telephone number of the Provider: +420 359 018 811 or via e-mail to the e-mail address: info.sales@savoywestend.cz. The Client is also entitled to delete their e-mail address from the distribution database of the Provider by selecting the pertinent link in the lower part of each information e-mail sent.

Article XI – Complaints Procedure

11.1 In the case that the Client discovers any defects or deficiencies in the services provided by the Provider, the Client is obligated to ensure the notification of such defects or deficiencies to the Provider without undue delay after they are discovered. The Client bears in mind that no claims about faulty services made to the Provider with a delay or after the Client's departure shall be taken into account.

11.2 In the case of complaints about the services or the contractual fulfilment of the Provider, respectively, the Client is required to notify the reception desk or the accommodation office of the given spa hotel about such defects without undue delay. The employee at the reception desk will then hand over the filed complaint to the responsible employee of the Provider, who shall evaluate the complaint and shall write up the complaint protocol, which shall contain the identification of the Client, the description of the defects of fulfilment that the Client objects to, the date that the complaint was made, the suggested solution to the complaint, and any eventual agreement of the parties on the solution to the complaint.

Article XII – Conditions for Out-of-Court Settlements in Consumer Disputes

12.1 The accommodated Client/Guest has the right to suggest an out-of-court settlement of such a dispute to the subject determined for settling consumer disputes out of court, which is: the Czech Trade Inspection Authority, Central Inspectorate – AD Department, Štěpánská 15, 120 00 Prague 2, E-mail: adr@coi.cz, web: adr.coi.cz

The Czech Trade Inspection Authority is the authority that monitors consumer protection, and is governed by the Act No. 64/1986 Coll., The Czech Trade Inspection Authority, as amended, as well as by other legislation. The web pages of the Czech Trade Inspection Authority are found at www.coi.cz.

Article XIII – Final Provisions

13.1 These GTC are published in their full extent on the web pages of the Provider www.savoywestend.cz.

13.2 The Provider reserves the right for making unilateral changes to these GTC.



13.3 These GTC shall also be adequately applied to the eventual contractual relations between the Provider and the Guest.

13.4 The General Terms and Conditions valid when the Client makes the reservation of the stay and/or services apply to the Client and the Guest, i.e., at the time the written order is sent, the telephone order is made, or the order is sent by the Client to the Provider using the online reservation form.

13.5 The rights and regulations not dealt with in these terms and conditions are governed by the pertinent provisions of Act No. 89/2012, the Civil Code, as amended.

13.6 These General Terms and Conditions come into effect on 14 June 2021. Any amendments, deviations, or addenda to these GTC agreed upon between the Provider and the Client/Guest may be made solely in written form.

13.7 The legal relations between the Provider and the Client/Guest are governed by the legislation of the Czech Republic.

13.8 An integral part of these GTC is the Price List valid for the given period.

