



# ZÁMEK HRÁDEK

HOTEL • RESTAURANT • WELLNESS

## CANCELLATION POLICY FOR GROUPS

Based on the services ordered, the client will be issued an advance invoice amounting to 50 % of the total accommodation price.

The reservation becomes binding on the date the deposit is credited to the accommodation provider's bank account. Until then, the accommodation provider reserves the right to cancel the reservation at any time.

### Cancellation policy for the cancellation of a confirmed reservation:

Cancellation date	Cancellation fee based on the accommodation price
60 or more days before the arrival date	0 %
59–30 days before the arrival date	15 %
29–15 days before the arrival date	35 %
14–7 days before the arrival date	50 %
6–3 days before the arrival date	75 %
2 or fewer days before the arrival date	100 %

### Partial cancellation (capacity reduction)

Up to 15 days before arrival, it is possible to cancel or modify up to 10 % of the total number of reserved rooms free of charge. Any additional changes will be charged according to the cancellation policy stated above.

### No-show and early departure

If the client fails to check in or terminates their stay early, they are not entitled to a refund for unused services unless agreed otherwise in advance..

### Change of dates

Changes to reservation dates are subject to agreement and current availability. The accommodation provider reserves the right to adjust the price according to the current price list.

### Payment terms

The remaining balance of the total price is due no later than 3 days before arrival, unless agreed otherwise. Cancellation fees will be deducted from the paid deposit, and any remaining balance will be additionally charged. If the deposit does not cover the cancellation fee, the client shall pay the difference based on the issued tax document (invoice).

### Special events

These cancellation terms apply to group bookings of 6 or more rooms, unless agreed otherwise.

