

BUSINESS AND CANCELLATION TERMS OF THE ACCOMMODATION PROVIDER - HOTEL PANORAMA s.r.o.

Cancellation policy:

Cancellation fees in case of stay cancellation:

- Free cancellation 4 days before arrival
- 100% of the reservation price if the stay is cancelled less than 4 days before arrival

Individual cancellation fees may be arranged for larger groups.

Additional business terms:

1. Accommodation Provider: HOTEL PANORAMA s.r.o., Company ID No.: 27502716, with its registered office at Masarykova 941, 516 01 Rychnov nad Kněžnou

2. Prices and Services: Approximate prices for accommodation and any additional services are listed in the accommodation provider's promotional materials (website, brochures, etc.). However, the price stated in the accommodation voucher (hereinafter "voucher") is binding for the customer. The breakdown of contractually agreed services and prices in the voucher is binding. The accommodation provider is entitled to change the agreed terms of the stay in cases beyond its control (e.g., force majeure).

3. Cancellation of the stay by the customer: The customer is entitled to cancel the reservation at any time prior to arrival. Cancellation of the stay must be made in writing via email (with delivery confirmation) to the address hotel@aprilhotel.cz. The date and time of sending the email are decisive for determining the time of cancellation.

4. Refund to the customer: In the event of withdrawal from the contract, all funds, in accordance with the above cancellation conditions, will be refunded in the same manner as they were received, no later than 14 days, unless the parties agree otherwise.

5. Consumer Dispute: In the event that a consumer dispute arises between us and the customer arising from a sales contract or a contract for the provision of services, and such dispute cannot be resolved by mutual agreement, the customer may file a request for out-of-court resolution of such dispute with the designated entity for out-of-court resolution of consumer disputes, which is: Czech Trade Inspection Authority, Central Inspectorate, ADR Department, Štěpánská 44, 110 00 Prague 1, email: adr@coi.czweb: adr.coi.cz

6. Payment Terms: The price of accommodation packages must be paid in advance before the start of the stay.

7. Validity: These Terms and Conditions and Cancellation Policy are an integral part of the accommodation booking and accommodation voucher.