

Cancellation policy

Cancellation fees for cancellation of stay:

Free cancellation 5 days prior to arrival

100% of the reservation price for cancellation less than 5 days prior to arrival
(for reservations with arrival from January 24, 2025 to March 1, 2025)

Additional terms and conditions

BY COMPLETING THE RESERVATION, THE GUEST AGREES TO THE TERMS AND CONDITIONS.

STANDARD CANCELLATION POLICY FOR REFUNDABLE RESERVATIONS

By confirming (completing) the reservation, the guest agrees to the terms and conditions.

For each stay, we require the name, number, and expiration date of your payment (credit) card.

The hotel reserves the right to place a hold on your payment card at the end of the free cancellation period.

If the amount is not available on the card or it is not possible to guarantee the stay, we will not consider the stay confirmed. In this case, we will contact you and ask for a new payment card number and other information to make the block.

Payment for accommodation with benefit cards and employee vouchers is only possible for direct reservations via email at rezervace@svatyvavrinec.cz or by phone at 778 787 124.

CANCELLATION POLICY FOR NON-REFUNDABLE RESERVATIONS

Once the reservation is made, 100% of the total amount will be charged to the credit card you provided. The credit card details must match the name on the reservation.

For each stay, we require the name, number, and expiration date of your credit card.

If the amount is not available on the card or if it is not possible to charge the payment card, we will not consider the stay confirmed. In this case, we will contact you and ask for a new payment card number and other information to complete the payment.

In case of cancellation, the payment is non-refundable.

By completing the reservation, the client agrees to the terms and conditions.

Payment for accommodation with benefit cards and employee vouchers is only possible for direct reservations via email at rezervace@svatyvavrinec.cz or by phone at 778 787 124.

COMPLAINTS

The guest undertakes to resolve any complaints about the quality of the services provided by the hotel immediately and without delay with the responsible representative of the hotel so that the hotel can remedy the situation or comment on the matter. The

hotel may not accept any subsequent complaints that were not resolved during the event.

SERVICE RESERVATIONS

For each order of services made by the client (hereinafter referred to as the customer), the hotel will issue a written confirmation of the order, specifying in particular the scope of the services ordered. In the case of mass, group, and corporate events, the person confirming the order for services expressly declares that they are authorized to act on behalf of the company or corporation – the customer. Any risk related to this point shall be borne by the customer.

By concluding the contract, the guest acknowledges that the hotel is entitled to take photographs and/or make audiovisual recordings of events organized by the hotel for guests for the purpose of promoting the hotel, exclusively in an anonymous version without mentioning the guest's name or other personal data, with the exception of their image or speech; These materials may be used exclusively for the hotel's profile on social networks.

All marketing and promotional offers are valid for the period and under the conditions specified therein, and the accommodation provider reserves the right to unilaterally change or specify the specific conditions of the offer.

ACCOMMODATION GUARANTEE

The hotel guarantees the reservation on the basis of a written confirmation of the reservation issued by the hotel. Written confirmation of the reservation is usually issued on the basis of a binding written order from the customer. Unless otherwise stated, the hotel is entitled to request a deposit for the services provided, payable before the arrival date. The amount of the deposit and its due date are stated on the invoice. If the deposit is not paid to the hotel by the due date, the hotel considers the reservation canceled, without compensation. The hotel guarantees accommodation on the day of arrival until 6:00 p.m. local time. After this time, the hotel is entitled to offer the accommodation to another interested party. In case of prior notification, the reservation time can be extended by agreement.

The hotel guarantees a room in the booked category, cleaned and ready to receive the client in accordance with the confirmed reservation. All other requests are assigned according to the hotel's availability and are not guaranteed.

INFORMATION ON THE HANDLING OF PERSONAL DATA

The hotel processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, the General Data Protection Regulation, and other generally binding legal regulations.