

DOsTatek.

Terms and conditions of sale and cancellation

Cancellation charges for cancellation:

- Free cancellation 7 days before arrival
- 100 % of the reservation price for cancellations made less than 7 days before arrival

Additional terms and conditions

1. Prices and services

The indicative prices of accommodation and any other services are listed in the accommodation provider's presentation materials (website, brochures, etc.). However, the customer is bound by the price stated in the accommodation voucher (hereinafter referred to as the voucher). The range of contractually agreed services and prices is bound by the price list in the voucher. The accommodation provider is entitled to change the agreed conditions of stay in cases beyond his control (e.g. force majeure).

2. Zrušení pobytu zákazníkem

The customer is entitled to cancel the order at any time before arrival. Cancellation of the stay requires a written electronic form (email with delivery) to info@dostatek.eu. The date and time of sending the email is decisive for determining the time of cancellation. For larger groups, individual cancellation fees may be negotiated. The accommodation provider will not charge the customer the above cancellation fees if he/she was unable to use the agreed services for the following reasons: death in the family, hospitalization of the customer or a member of his/her family, serious illness, call-up order, natural disaster. The customer is obliged to provide written proof of the aforementioned facts to the accommodation provider within 3 days of their occurrence.

3. Validity

These terms and conditions are an integral part of the accommodation order and the accommodation voucher.

Operator:

Hospitality Group s.r.o.

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