

# **DOsTatek**

## **General terms and conditions**

### **Article I. - Contractual conditions**

1. These general terms and conditions (hereinafter referred to as the "GTC") apply to the procedure for concluding an accommodation contract and govern the general rights and obligations between the guest of accommodation (hereinafter referred to as the "client") and the operator Hospitality Group s.r.o., Rybná 716/24, 110 00 Prague 1, ID number 29383005, VAT number CZ29383005, C 32300 held at the Regional Court in Ústí nad Labem (hereinafter referred to as "accommodator"). The contractual relationship between the accommodation provider and the client is governed by the relevant accommodation contract, concluded between the accommodation provider and the client, and these GTC. If some provision is not explicitly regulated, the procedure is carried out according to the relevant provisions of the Civil Code. The individual arrangements contained in the accommodation contract, or the written confirmation of the accommodation provider's reservation and/or their annexes, take precedence over the provisions of these General Terms and Conditions. At the same time, the accommodation provider reserves the right to include other conditions in its offers and/or advertising materials that take precedence over these General Terms and Conditions.

### **Article II. - Procedure for booking and concluding an accommodation contract**

2.1 The accommodation provider non-bindingly offers accommodation and other related services to clients via its website [www.dostatek.eu](http://www.dostatek.eu), through approved intermediaries and with the help of the accommodation provider's advertising materials (hereinafter referred to as the "offer"). The data contained in the offer are only informative. This indicative offer is not an offer in the sense of § 1731 or § 1732 of the Civil Code, nor is it a public promise according to § 1733 of the Civil Code. This indicative offer does not entitle the client to conclude an accommodation contract. The offer is valid for the period and under the conditions stated in it, while the accommodation provider reserves the right to unilaterally change or specify the specific conditions of the given offer before concluding the accommodation contract.

2.2 The client sends a request for accommodation and services to the accommodation provider via the electronic online reservation form located on the accommodation provider's website [www.dostatek.eu](http://www.dostatek.eu) or in another way (hereinafter referred to as the "Order"). By sending the Order to the accommodation provider, the client confirms that he has fully familiarized himself with these General Terms and Conditions, while agreeing with them and recognizing them as conditions and an integral part of the accommodation contract. The client is obliged to fill in the information in the reservation form completely (including any IČO and VAT number) and truthfully, while further or other changes are not possible after it has been sent via the reservation form. The host reserves the unlimited right to reject the Order, even without giving a reason.

2.3 Based on the receipt of the client's Order, the accommodation provider verifies the capacity and other conditions and sends the client a written confirmation of acceptance by e-mail. Orders with defined specific conditions of the accommodation provider's binding offer, where it states a binding calculation of the price of accommodation and services, payment terms and payment instructions with the following data: identification and contact details of the accommodation provider, identification and contact details of the client, arrival date, departure date, number of nights, type of

accommodation facility, number, names and surnames and age of persons, calculation of possible discounts and instructions for payment of the total price, cancellation fee insurance (if agreed), the amount of the refundable deposit according to the accommodation regulations (hereinafter referred to as the "Reservation").

2.4 In case of acceptance of the delivered Reservation, the Client is obliged to pay the total price in the manner and under the payment conditions specified in the Reservation.

2.4.1 Deposit: If the accommodation provider specified a deposit for the total price in the payment conditions of the reservation, an accommodation contract is concluded between the client and the accommodation provider, which includes these General Terms and Conditions, for the accommodation and services specified in the reservation. If the client does not pay the advance payment to the accommodation provider within the period specified in the payment conditions, it is considered that the client has accepted the reservation conditions and the accommodation contract has been concluded. If a deposit was not specified in the payment conditions of the reservation, the client is obliged to pay the total price of accommodation and services within the period specified in the payment conditions of the reservation, otherwise the cancellation conditions that are part of the General Terms and Conditions apply to the reservation.

2.4.2 Confirmation of reservation: At the moment of confirmation, the reservation of accommodation and services becomes guaranteed by the accommodation provider and the accommodation provider sends the client an email or online automatic binding confirmation of the reservation of accommodation and services specified in the Reservation (hereinafter referred to as "Confirmed and Guaranteed Reservation" or also "Reservation Confirmation" ). Upon delivery of the Booking Confirmation to the client, the accommodation provider undertakes to provide the client with accommodation and services to the extent and under the conditions specified in the Booking Confirmation. In the event that the client has paid a deposit to the accommodation provider, but has not paid the additional payment for the total price of the accommodation and services within the deadline, this is a Confirmed and non-guaranteed reservation. The mode and consequences of Confirmed and non-guaranteed bookings or Confirmed and guaranteed bookings are further specified in paragraph 6.6 of Article VI. of these GTC. Acceptance of a reservation is not considered acceptance with an amendment or deviation from the conditions stated in the reservation, even if it does not significantly change the conditions of the reservation.

2.5 If there are writing or calculation errors in the offer, order, reservation and/or confirmation of the reservation (in particular clearly unreasonable price of accommodation and/or services) or other erroneous data or other irregularities, the accommodation provider reserves the right to correct these errors or correct other irregularities that he carries out himself or on the basis of a written request of the client.

### **Article III. - Payment terms**

3.1 The accommodation provider has the right to demand from the client the payment of the total price of the accommodation and services listed in the Reservation before they are provided, or the payment of an advance payment, if this follows from these General Terms and Conditions or the Reservation.

3.2 The terms of payment and the due date of the total price differ depending on the time before the client's arrival at the accommodation. Payment of the total price of accommodation and services, unless otherwise stated in the payment conditions of the Reservation:

EARLY RESERVATION - 10% off the counter price list.

To use the "EARLY RESERVATION" offer, a 100% non-refundable deposit is required no later than 24 hours after making the reservation. Changing the date and type of stay is no longer possible.

No further discounts can be applied to the above offer.

The stay must be confirmed by sending the orderer's payment card number, type and validity, or by paying 100% of the amount for the accommodation as an advance payment.

These payment terms apply unless otherwise specified in the payment terms of the reservation.

3.3 The total price of accommodation and services is paid, unless otherwise stated in these General Terms and Conditions or in the Reservation, usually by cashless transfer to the accommodation provider's account specified in the payment instructions. Reimbursement means crediting the relevant amount to the accommodation provider's bank account no later than the last day of the deadline.

3.4 Non-compliance by the client with the deadline for payment of the total price or part of it entitles the accommodation provider to withdraw from the contract, and the client is obliged to pay the accommodation provider the associated costs (cancellation fees), the calculation of which is governed by the conditions specified in Article VI. of these GTC. Failure to meet the deadline for payment of the deposit according to the payment conditions of the Reservation means that the accommodation contract has not been concluded and neither the client nor the accommodation provider have any claims against each other.

#### **Article IV - Prize**

4.1 Accommodation price means the price indicated in the reservation as the accommodation price for the relevant room for the number of persons indicated in the reservation. The price for services means the price indicated in the reservation as the price of the ordered services. The total price of accommodation and services means the price stated in the reservation as the total price with any discounts provided, including taxes.

4.2 The accommodation provider is not entitled to unilaterally increase the total price during the validity period of the reservation, except in the following cases:

if there is a change in the reservation (e.g. change of room type, number of people, etc.),

if the client does not demonstrate or provide proof of fulfillment of the conditions for granting the claimed discount,

if there is a change in legislation or value added tax rates

when the time from sending the reservation to starting the accommodation exceeds four months and during this period there is an increase in the prices of the accommodation and/or services of the accommodation provider, while this increase in the total price does not exceed 15% of the total price indicated in the reservation.

4.3 The Client is entitled to a discount on the total price if, at the latest when sending the Order, he informs the accommodation provider of all relevant facts for applying the discount according to the accommodation provider's conditions for providing it, stated in the accommodation provider's offer. At the moment of sending the Order, the client is not entitled to any other and/or additional discount. Any discounts announced by the accommodation provider after the date of dispatch of the Order by the client do not entitle the client to draw this discount, unless otherwise stated.

4.4 The prices of the accommodation and services of the accommodation provider are set and their payment takes place in the legal currency of the Czech Republic, the Czech crown (CZK, CZK). Based on the agreement between the accommodation provider and the client, it is possible to set and pay the price of accommodation and services in EUR. To convert the price of accommodation and services in CZK to EUR, the EUR exchange rate set by the CNB is used. For the client and accommodation provider, in the case of an order for accommodation and services, the price of accommodation and services set in EUR is binding in the amount specified in the calculation in the reservation. In case of payment of the service drawn to the accommodation provider directly at the reception of the accommodation provider, the binding price stated in the price list of the accommodation provider is in CZK after conversion at the fixed EUR exchange rate determined by the accommodation provider for the day of service use.

#### **Article V - Changes to the reservation**

5.1 In the event of circumstances that prevent the accommodation provider from providing the client with accommodation and/or service according to the Reservation, and if it is possible due to the situation to provide the client with other accommodation and/or a replacement service in the scope and quality of the same or at least close to the originally ordered accommodation and /or service or to provide the same accommodation and/or service on an alternative date, the accommodation provider is entitled and obliged to make the corresponding changes. In such a case, the accommodation provider is obliged to inform the client about the conditions of this change without undue delay and to propose this change to the client. If the client does not agree with the change notified in this way, the client is entitled to cancel the use of the service, and if it is a change related to accommodation, to withdraw from the contract. The accommodation provider is then obliged, without unnecessary delay, after this cancellation of the use of the service, to return to the client the performance attributable to the thus canceled service and, in the event of withdrawal from the entire contract, to return to the client all the performance paid in connection with the contract. The provisions of these GTC on the cancellation fee do not apply to services returned in accordance with this paragraph. If the client does not cancel the use of the service without undue delay after being notified of such a change in the use of the service, or in the case of accommodation, does not withdraw from the contract within 5 days from the delivery of the notification of such a change, it is considered that he agrees to such a change.

5.2 If it is impossible to provide the client with the service ordered and paid for in the scope and quality corresponding to the agreed conditions, the accommodation provider is obliged to return to the client the performance paid by the client for such service. However, in the event that the accommodation provider provides the client with a replacement service of the same or higher scope and/or quality, such replacement performance by the accommodation provider is considered to be the provision of the originally agreed service, and the client thus does not have any further claims against the accommodation provider due to the failure to provide the originally ordered and paid for service services.

5.3 If the client ordered a single room or a smaller apartment and the reservation was delivered to him, he will be charged the accommodation price according to the reservation, even if he is provided with a larger room or apartment.

5.4 The accommodation provider is not responsible for changes caused by force majeure, decisions by public authorities, the emergence of extraordinary circumstances or events that the accommodation provider could not have foreseen, or which could not have been prevented even with all reasonably required efforts.

## **Article VI - Cancellation or non-use of reservation and cancellation fee**

6.1 The contracting parties have agreed that the client has the right to terminate the accommodation contract without notice or withdraw due to a substantial breach of the accommodation provider's obligations at any time before starting the accommodation. The contracting parties further agreed that in the event that the client's right to withdraw from the contract, which is granted under certain conditions by the law or the contract due to a substantial breach of the accommodation provider's obligations, is not being used, or if it is a case of termination or withdrawal from the contract on the part of the accommodation provider due to a breach of the client's obligations, the client is obliged to pay a cancellation fee to the accommodation provider.

6.2 The amount of the cancellation fee is negotiated depending on the time remaining from the date of delivery of an effective notice of termination by any contractual party or withdrawal from the contract by the accommodation provider to the day of arrival at the accommodation specified in the Reservation. The amount of the cancellation fee is calculated as a percentage of the total price indicated in the reservation. Upon such termination or withdrawal:

7 days before and on the day of arrival, the cancellation fee is 100% of the total price of the stay after check-in, 100% of the total price.

6.3 Termination and withdrawal from the contract must be in writing and must be delivered to the other party. The accommodation contract is canceled on the day when the written notice or withdrawal was delivered to the other party.

6.4 When determining the number of days remaining until the day of arrival at the accommodation for the purposes of calculating the amount of the cancellation fee, the day on which the written notice or withdrawal was delivered to the other contractual party is also included in this number of days, but the day of arrival at the accommodation is not included.

6.5 In the event that the client does not arrive at the accommodation on the day of arrival and/or does not use up the reserved number of days of accommodation and/or ordered services according to the Reservation through no fault of the accommodation provider, the client is not entitled to any financial and/or other compensation and/or the provision of a substitute accommodation or services in relation to the accommodation provider and the accommodation provider is entitled to reimbursement of 100% of the total price of accommodation and services specified in the Reservation.

6.6 In the event that the client does not show up to draw accommodation and services and if it is in accordance with par. 2.4 of Article II. these GTC about:

- Confirmed and non-guaranteed reservation - the accommodation provider is in vain after 6:00 p.m. (eighteenth hour) on the day of arrival at the accommodation specified in the Reservation, the client is entitled to cancel the Reservation, whereby the client loses the right to provide accommodation and services according to the Reservation with the consequences according to par. 6.5 of these GTC and the accommodation provider is entitled to provide accommodation and/or service to another client of the accommodation provider.
- Confirmed and guaranteed reservation - the accommodation provider is entitled to a valid reservation after 10:00 a.m. (ten o'clock) on the day following the day of arrival at the accommodation specified in the Reservation, unless he receives another message from the client, the client is entitled to cancel the Confirmed Reservation, whereby the client loses the right to provide accommodation and services according to the Confirmed Reservation with the

consequences according to par. 6.5 of these GTC and the accommodation provider is entitled to provide accommodation and/or service to another client of the accommodation provider.

6.7 After effective termination or withdrawal from the contract, the accommodation provider is obliged to return to the client all payments received from the client after taking into account the cancellation fee or other payments according to the contract, if the total amount of payments paid by the client in accordance with these GTC has not been exhausted, within 14 days from the delivery of this notice or withdrawal from the contract. In the event that the performance received from the client, or if the client had arranged a cancellation fee insurance, the performance by the Insurer is not sufficient to cover the cancellation fee or other performance according to the contract, the client is obliged to transfer the owed amount to the bank without undue delay after the effective termination of the contract accommodation provider account.

6.8 The accommodation provider is entitled to withdraw from the contract in cases where the client substantially violates the obligations set out in the contract, these GTC and/or the laws of the Czech Republic. The accommodation provider is entitled to terminate the contract without notice before the expiry of the agreed period in the event that the client and/or persons accompanying him, despite the warning, grossly violate their obligations arising from the contract, these GTC, the accommodation or other operating regulations of the accommodation provider or the laws of the Czech Republic or good manners. In the event of such withdrawal or termination by the accommodation provider, the client is obliged to pay the accommodation provider a cancellation fee in the amount according to these GTC.

6.9 Withdrawal or termination of the contract does not affect the accommodation provider's right to pay the total price stated in the reservation, possibly a cancellation fee, the rights of the contracting parties to compensation for damages arising from a breach of contractual obligations, or agreements which, due to their nature, are supposed to bind the parties even after the termination of the contract.

## **Article VII - Rights and obligations of the client**

7.1 The basic rights of the client are primarily:

- the right to provide ordered and paid for accommodation and services to the extent and under the conditions of the reservation.
- the right to provide information regarding accommodation and services offered and provided by the accommodation provider.
- the right to terminate the contract at any time without notice or to withdraw from the contract due to a substantial breach of the accommodation provider's obligations or to cancel the use of the ordered service under the conditions specified in these GTC, the contract or the laws of the Czech Republic.
- the right to notify the accommodation provider in writing that another person will take part in the accommodation and/or use of the services specified in the reservation instead of him, on the condition that such notification includes a statement by this person (new client) that he agrees with the accommodation, services and their price specified in the reservation and that he meets all the conditions for participating in accommodation and drawing services, if they are required. The original and new client are jointly and severally responsible for paying the total price stated in the Reservation and administrative or other costs incurred by the accommodation provider in connection with the change of client.

- the right to complain about faulty or poor quality accommodation or services and their processing in accordance with these GTC.
- the right to the protection of personal data and other data concerning the client and fellow travelers.

#### 7.2 The basic obligations of the client are in particular:

- the obligation to completely and truthfully fill out the Order, any attached forms necessary for the provision of accommodation and services and to present the necessary documents for the identification of the client and fellow passengers (valid identity card, valid passport) upon arrival at the accommodation and, where applicable, to notify the change of these data without undue delay.
- fill in and sign the registration card when registering for accommodation.
- the obligation to report the possible participation of foreign nationals to the accommodation provider.
- the obligation to notify the accommodation provider of a change in the number of persons using the room and, if the accommodation provider agrees with this change, to enter them in the accommodation book at the accommodation provider's reception desk and to pay the accommodation price according to the accommodation provider's price list for persons not listed in this way in the Reservation. In the event of exceeding the maximum number of persons allowed for a given room and/or violation of the obligation to report persons using the facility not listed in the Reservation, the accommodation provider is entitled to withdraw from the contract for a material breach thereof and expel the client, accompanying persons and other persons from the accommodation or the use of services, while thereby losing the right to the provision of the accommodation and/or services mentioned in the Reservation, as well as the right to compensation for paid and unused accommodation and/or services.
- the obligation to pay the accommodation provider the total price of accommodation and services in accordance with the payment conditions specified in the reservation and in accordance with these GTC and to prove its payment upon request by the accommodation provider.
- the obligation to pay the accommodation provider a cancellation fee in the cases specified in these GTC.
- the obligation to take over from the accommodation provider the documents necessary for drawing accommodation and services.
- the obligation to appear at the specified time at the place of accommodation and/or services.
- the obligation to follow the instructions of the accommodation provider's employees, accommodation and other operating rules of the accommodation provider issued for drawing and providing accommodation and drawing services in DOsTatko. In the event that the client or persons accompanying him, despite the warning, grossly violate the obligations arising from the contract, these GTC or regulations (orders) of the accommodation provider, legal regulations or good morals or disrupt the program or use of accommodation and services by other clients of the accommodation provider, the accommodation provider is entitled to the client and expel the person accompanying him/her from the accommodation or the use of services (terminate the contract without a notice period), whereby this client loses the right to provide the specified accommodation in the reservation and/or services, as well as the right to reimbursement of paid and unused accommodation and/or services.
- the obligation of the client and persons accompanying him to behave in such a way that their behavior does not disrupt or limit the use of accommodation and/or services by other clients of the accommodation provider.
- the obligation to pay for damage to the accommodation provider's property caused by him and/or persons accompanying him or other persons to whom he culpably allowed access to the accommodation provider's property.
- pets are allowed for a fee.

- the client's obligation to pay the accommodation provider the difference in the price after the discount stated in the reservation, in the event that the client does not prove to the accommodation provider that he meets the conditions for providing a discount on the price of accommodation and/or services when starting the accommodation and/or before starting to use the services.
- the client (whether as a natural person or a legal entity) is responsible for compliance with the obligations arising from the contract, these General Terms and Conditions, the accommodation and operating regulations of the accommodation provider and the legal regulations of the Czech Republic by the natural persons listed in the Booking Confirmation and/or accompanying them.

7.3 A more detailed arrangement of rights and obligations is contained in the accommodation and other operating regulations of individual centers, which are publicly available to clients in individual centers.

### **Article VIII - Complaints and information on out-of-court dispute resolution**

8.1 The client is entitled to complain to the accommodation provider about the quality of the accommodation and/or services provided, if their quality or scope or other conditions do not correspond to the scope, quality and conditions specified in the reservation. The accommodation provider undertakes to find out the circumstances of the complaint without undue delay and, in the case of a justified complaint, to ensure the correction of the defective condition or to provide the client with a discount. The client is obliged to lodge a complaint with the accommodation provider without undue delay after discovering the defective provision. Later complaints will not be taken into account.

8.2 Information on out-of-court dispute resolution – The body responsible for out-of-court dispute resolution (ADR) between the operator and the client arising from the provision of accommodation and related services (consumer disputes) is, according to § 20e letter d) Act no. 634/1992 Coll., on consumer protection, as amended, Czech Trade Inspection, with registered office at Štěpánská 567/15, 120 00 Prague 2, ID number 00020869, internet address: <http://www.coi.cz/> or other authorized entity Ministry of Industry and Trade.

### **Article IX - Other provisions**

9.1 Accommodation of the client by the accommodation provider is possible from 2:00 p.m. at the earliest. on the day indicated in the Reservation as the first day of accommodation. The client is obliged to hand over the cleared object on the last day of accommodation specified in the Reservation no later than 11:00 a.m. In the event of a delay in handing over the cleaned object by the client, the accommodation provider is entitled to charge the client a contractual fine of CZK 500 (in words: five hundred Czech crowns) for each hour of delay.

9.2 If the accommodation provider reasonably suspects that the client is using the facility in violation of the reservation conditions or in violation of the accommodation or operating regulations of the accommodation provider or in violation of public order, the accommodation provider is entitled to enter the facility and inspect its use.

9.3 The lodger is not responsible for damage caused to the functionality of the client's electrical or electronic devices, nor for any mistakes or incorrectly provided information about events or services provided by other persons.



9.4 No DOsTatku parking area is a guarded parking lot, and the accommodation provider does not provide any supervision over the clients' parked vehicles and/or their accessories.

9.5 By ticking the box "I agree to sending commercial communications via electronic means according to Act no. 480/2004 Coll. and by processing personal data for these purposes" in the reservation form located on the website [www.dostatek.eu](http://www.dostatek.eu) (hereinafter referred to as the "reservation form") and sending it (or if the order is not made via the website [www.dostatek.eu](http://www.dostatek.eu) then by other express and by a demonstrable manifestation of his will, the client:

1- confirms that all personal data provided in the booking form (or other demonstrable expression of his will containing the required information, if the order is not made through the website [www.dostatek.eu](http://www.dostatek.eu)) are true and correct, that he has been informed of his rights related to the administration and processing of his personal data, in particular that he has rights according to § 11, 12, 21 of the Act C. 101/2000 Coll., on the protection of personal data, as amended (hereinafter referred to as the "Act on the Protection of Personal Data"), or familiarized himself with the content of the Information [KB1] on the processing of personal data and commercial communications, which are available on the website [www.dostatek.eu](http://www.dostatek.eu),

2- based on prior instructions, gives his consent to the processing of his personal data in the sense of the Act on the Protection of Personal Data by the accommodation provider as administrator, or by other persons with whom the accommodation provider concludes the relevant contract as a processor according to § 6 of the Act on the Protection of Personal Data, including the disclosure and transfer of the provided data to these processors and persons pursuant to § 14 of the Act on the Protection of Personal Data cooperating with the accommodation provider on the basis of a contract, namely to the extent of data of his name, surname, addresses, telephone numbers and e-mail addresses indicated by him in the reservation form (or other demonstrable expression of his will containing this information, if the Order is not made through the website [svetka.eu](http://svetka.eu)) for an indefinite period, or until revocation or rejection of his consent, or expressing his disagreement with the use of the electronic contact that he indicated in the reservation form (or another demonstrable expression of his will containing this information, if the Order is not made via the website [www.dostatek.eu](http://www.dostatek.eu)), for the purpose of disseminating commercial communications within the meaning of the Act on Services IS (i.e. with the sending of commercial communications to the client via electronic means by the accommodation provider and the third parties mentioned in the previous paragraph), which will include commercial communications regarding products, services, products and activities of both the accommodation provider and the third parties mentioned in the previous paragraph.

9.6 By ticking the box "I agree with the general terms and conditions" in the reservation form and sending it (or if the Order is not made through the website [www.dostatek.eu](http://www.dostatek.eu), then by another express and demonstrable expression of his agreement with the GTC), the client confirms that he has familiarized himself with the content Information on the processing of personal data and commercial communications available on the website [www.dostatek.eu](http://www.dostatek.eu) and was thus in the sense of the Act on Personal Protection informed about his rights related to the management and processing of his personal data.

#### **Article X - Final Provisions**

10.1 These GTC in the sense of § 1751 et seq. of the Civil Code regulate the procedure for concluding, form the content and are an integral part of the accommodation contract concluded between the client and the accommodation provider.

10.2 If a written form of legal action is required in these GTC, this form is considered to be complied with if the legal action is made in the form of a letter, fax or e-mail.

10.3 These General Terms and Conditions may be supplemented and changed electronically in full and without limitation by the accommodation provider. In the event that such a change occurs, the new version of the General Terms and Conditions will be placed on the website of the accommodation provider [www.dostatek.eu](http://www.dostatek.eu) and sent to the client with whom the reservation process is ongoing. Changes to these Terms and Conditions become effective upon publication or delivery of its text to the client. In the case of the client's disagreement with a published change to the General Terms and Conditions, the client is obliged to communicate this disagreement to the accommodation provider in writing no later than two days after delivery of the change to the General Terms and Conditions. The relationship between the client and the accommodation provider and the resulting mutual rights, obligations and conditions are governed by the General Terms and Conditions that were sent to him together with the reservation.

10.4 If any individual provision of these TOS is found to be invalid, it is fully severable from the other provisions of these TOS and such invalidity shall have no effect on the validity and enforceability of any other provisions of these TOS.

10.5 In other matters not regulated by these General Terms and Conditions, the client and the accommodation provider undertake to follow the legal regulations of the Czech Republic, good manners and customs in the field of providing accommodation services and to resolve any disputes preferentially by amicable means.

10.6 These GTC take effect on 1 April 2022.