

# Terms and conditions of sale and cancellation

## Cancellation policy

Cancellation fees for cancellation:

- Free cancellation 5 days before arrival
- 100% of the reservation price for cancellations made less than 5 days before arrival

## Additional terms and conditions

### 1. Prices and services

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

### 2. Cancellation of stay by the customer

The customer is entitled to cancel the booking at any time before arrival. Cancellation of the stay requires a written electronic form (email with delivery) to [info@riverapartments.cz](mailto:info@riverapartments.cz). For larger groups, individual cancellation fees may be negotiated. The accommodation provider will not charge the customer the aforementioned 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.

## Refund Policy

The customer will be refunded 100% of the booking price, to the account from which payment was made, if cancellation is made less than 5 days before arrival.

## Consumer Dispute Resolution

The general courts of the Czech Republic are competent to resolve disputes. If a consumer dispute arises between Private Funds s.r.o and a consumer, the consumer is entitled to resolve the dispute out of court. The subject of the out-of-court dispute resolution pursuant to Act No. 634/1992 Coll., on Consumer Protection, is the Czech Trade Inspection Authority with its registered office at Štěpánská 567/15, 120 00 Prague 2, ID No.: 000 20 869. All information on out-of-court settlement is available on the website of the Czech Trade Inspection [www.coi.cz](http://www.coi.cz). It is also possible to initiate alternative dispute resolution via the online form at <https://webgate.ec.europa.eu/odr/>.

## Hotel operator:

Private Funds s.r.o, Kosatcová 1302/6

ID: 09334858, VAT: CZ09334858