

GENERAL TERMS AND CONDITIONS OF ACCOMMODATION FACILITIES AND SERVICES

Article 1 | Introductory Provisions

1. The company ICE MEDIA s.r.o., Company ID: 23481323, with its registered office at Čížov 78, 586 01 Čížov, registered under file No. C 146144/KSBR at the Regional Court in Brno (hereinafter referred to as the “Operator”), operates accommodation facilities and provides related services.
2. In accordance with Section 1751 of Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the “Civil Code”), the Operator hereby issues these General Terms and Conditions for accommodation facilities and services (hereinafter referred to as the “GTC”), which apply to contracts for accommodation at the Operator’s facility located at Milíčovice No. 1, 669 02 Milíčovice, operated under the trade name Althanský penzion (hereinafter referred to as the “Accommodation Facility”), concluded between the Operator as the accommodation provider and the person ordering the services (hereinafter referred to as the “Client”).
3. These GTC regulate the rights and obligations of the contracting parties (the Operator and the Client) in connection with the rental of rooms in accommodation facilities, including recreational and other related services according to the Client’s individual requirements (hereinafter collectively referred to as the “Services” or “Stay” or “Accommodation”).

Article 2 | Formation of the Contractual Relationship

1. The contractual relationship (contract) between the Client and the Operator is established by confirmation of the Client’s order by the Operator (e.g. by issuing an accommodation voucher) or by payment for the accommodation according to the Operator’s instructions (e.g. via payment gateway or advance invoice).
2. The Operator undertakes to provide the Client with accommodation and related services in the agreed quality and scope, and the Client undertakes to pay the agreed price.
3. By submitting an order, the Client confirms that they have fully familiarized themselves with these GTC and accept them as a binding and integral part of the contract.

Article 3 | Booking, Price and Payment

1. Reservations for accommodation and services may be made in person, by phone, email, or via an online form on the Operator's website or partner websites (e.g. Booking.com). Contact details are available at www.althanskypenzion.cz.
2. Indicative prices are listed in the Operator's promotional materials. The binding price is stated in the reservation confirmation/voucher. In cases of force majeure or legislative changes affecting services or prices, the Operator may propose changes or cancel the contract without affecting statutory Client rights.
3. The Client must pay the agreed price. Prices are listed on the website, in individual offers, or on partner platforms. The confirmed price in the reservation/voucher is binding.
4. Payment is typically made via payment gateway, advance payment, or proforma invoice by the due date. Payment is considered completed upon receipt by the Operator.
5. No refund is provided for early termination of stay unless caused by the Operator.
6. Payment methods:
 - Bank transfer or cash deposit in CZK
 - Online payment via gateway (Operator or intermediary)
 - Cash or other methods upon agreement
7. In case of late payment, the Operator may charge statutory default interest under Government Regulation No. 351/2013 Coll.
8. All payments are made in Czech crowns (CZK).
9. If the Operator cannot provide the booked service, they may offer an equivalent alternative or new date. The Client may accept or withdraw and receive a refund.

Article 4 | Basic Rights and Obligations of the Client

1. Client Rights:

- Proper provision of agreed services
 - Information about changes
- Withdrawal before the stay under these GTC
 - Right to file complaints

2. Client Obligations:

- Provide accurate information
 - Communicate promptly about changes
 - Complete required forms and check-in/out on time
 - Notify cancellation in writing and pay cancellation fees
 - Be liable for damages caused
 - Pets only with written consent
 - Report defects immediately
 - Respect quiet hours (22:00–06:00)
 - Follow safety and fire regulations (no smoking, open fire, hazardous substances)
 - Drive max. 5 km/h within premises
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Article 5 | Basic Rights and Obligations of the Operator

1. Operator Rights:

- Require a refundable deposit
- Refuse intoxicated guests
- Terminate stay without refund for serious violations
 - Enter rooms for operational/safety reasons
 - Refuse reservations without stating a reason

2. Operator Obligations:

- Provide necessary information
 - Ensure services per contract
 - Refund within 14 days after valid cancellation
 - Liability for belongings per Section 2946 Civil Code; parking is not supervised
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Article 6 | Withdrawal and Cancellation Policy

1. According to Section 1837(j) Civil Code, accommodation contracts cannot be withdrawn from if services are provided at a specific time.

2. The Client may cancel at any time in writing. Cancellation is effective upon delivery. Cancellation fees apply.
 3. Cancellation must be sent to: info@althanskypenzion.cz or provably delivered.
 4. Cancellation fees:
 - 20+ days before arrival: 0%
 - 11–19 days: 50%
 - 5–10 days: 75%
 - 4 days or less: 100%
 - Special conditions may apply for groups
 5. No cancellation fee applies in justified cases (death, illness, etc.) if documented within 3 days.
 6. If arrival time is not specified, check-in is between 14:00–18:00. Late arrival without notice may result in cancellation treated as Client cancellation.
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Article 7 | Personal Data Processing and Marketing

1. Personal data is used only for contractual purposes in accordance with GDPR (EU 2016/679).
 2. Marketing communications are sent only with voluntary consent, which can be withdrawn anytime.
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Article 8 | Out-of-Court Dispute Resolution

Clients may contact the Czech Trade Inspection Authority (ČOI) for dispute resolution:

www.coi.cz

Online dispute resolution platform:

<http://ec.europa.eu/consumers/odr>

This does not limit the Client's right to go to court.

Article 9 | Refund Policy

1. Refunds follow cancellation terms.
2. Refunds are processed within 14 days.

3. Refunds are made using the original payment method unless agreed otherwise.
 4. Full refund applies if service cannot be provided due to Operator reasons.
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Article 10 | Final Provisions

1. These GTC are effective from 1 February 2026.
2. They are an integral part of the reservation and voucher.
3. The Operator reserves the right to amend them.
4. The current version is published on the Operator's website.

Supplementary Terms and Conditions

1. Prices and Services

Indicative prices for accommodation and any additional services are provided in the accommodation provider's promotional materials (website, brochures, etc.). However, the price stated in the accommodation voucher (hereinafter referred to as the "voucher") is binding for the customer. The scope of contractually agreed services and prices is governed by the breakdown specified in the voucher. The accommodation provider reserves the right to change the agreed conditions of the stay in cases beyond their control (e.g., force majeure).

2. Cancellation by the Customer

The customer is entitled to cancel the booking at any time prior to arrival. Cancellation must be made in written electronic form (email with delivery confirmation) to info@althanskypenzion.cz. The decisive factor for determining the time of cancellation is the date and time the email is sent. Individual cancellation fees may be agreed for larger groups.

The accommodation provider will not charge the above-mentioned cancellation fees if the customer is unable to use the agreed services due to the following reasons: death in the family, hospitalization of the customer or a family member, serious illness, military call-up, or natural disaster. The customer is obliged to provide written proof of these circumstances to the accommodation provider no later than 3 days after they occur.

3. Validity

These terms and conditions, including cancellation conditions, form an integral part of the accommodation booking and the accommodation voucher.

Operator: ICE MEDIA s.r.o.
Čížov 78, 586 01 Čížov, Czech Republic

Company ID: 23481323

VAT ID: CZ23481323

These supplementary terms and conditions come into force and effect on 1 February 2026.