

GENERAL TERMS AND CONDITIONS OF BUSINESS AND CANCELLATION POLICY – REZIDENCE TŘEBÍČ

I.

Identification of the Accommodation Service Provider

The provider of accommodation services is:

JTH Třebíč s.r.o., ID No. 09483772,
Registered office: Krupská 33/20, 415 01 Teplice
File No.: C 45839, registered with the Regional Court in Ústí nad Labem
Business location: Rezidence Třebíč, Smila Osovského 199/3, 674 01 Třebíč
Email: info@rezidencetrebic.cz
Phone: +420 730 817 073

The Provider acts as a business entity providing lodging services pursuant to Section 2326 et seq. of the Civil Code (hereinafter referred to as the “Civil Code”) and as a controller of personal data pursuant to Regulation (EU) 2016/679.

II.

Definition of Terms

For the purposes of these terms and conditions, the following definitions apply:

- “Customer” – a natural person or legal entity that enters into an accommodation contract.
- “Reservation” – a binding act by the customer aimed at entering into an accommodation contract.
- “Accommodation Contract” – a contract pursuant to Sections 2326 through 2331 of the Civil Code.
- “Cost of Stay” – the consideration for accommodation and any additional services.
- “Cancellation” – the Customer’s unilateral withdrawal from the contract prior to the start of the stay.

III.

Signing an Accommodation Agreement

The accommodation agreement is concluded upon:

- confirmation of the reservation by the provider, or
- payment of the cost of the stay via the Česká spořitelna payment gateway, or by another method specified in the reservation system.

The customer acknowledges that the accommodation contract is a contract for the provision of services within the meaning of Section 1837(j) of the Civil Code, and therefore **the customer does not have the right to withdraw from the contract within 14 days** pursuant to Section 1829 of the Civil Code.

IV.

Terms of Delivery (Provision of Services)

The provider agrees to provide the customer with accommodations in the scope, quality, and time period specified in the confirmed reservation.

Accommodation is provided by granting access to the accommodation unit and making all agreed-upon services available.

The provider is entitled to make necessary changes to the agreed terms of the stay as a result of:

- force majeure,
- technical malfunctions,
- accidents,
- safety measures,
- decisions by public authorities.

If the provider is unable to provide the agreed-upon accommodations, it is required to offer the customer:

- alternative accommodations of comparable quality, or
- a refund of the amount paid for the stay.

V.

Price and Payment Terms

The price of the stay is listed in the provider's reservation system and is final.

The customer is required to pay the price of the stay before the start of the stay, unless otherwise agreed.

Payment can be made:

- by credit card via the Česká spořitelna payment gateway,
- by bank transfer,
- by another method listed in the reservation system.

The amount is charged immediately when paying by card.

The provider will issue the customer a payment confirmation.

VI.

Cancellation Policy

The customer is entitled to cancel the reservation at any time before the start of the stay.

Cancellations must be made in writing, either by email or through the provider's reservation system. The time the cancellation is received by the provider is decisive.

Cancellation Fees:

- **Free cancellation:** if the reservation is **canceled at least 3 days before arrival.**
- **100% cancellation fee of the reservation price:** if **canceled less than 3 days before arrival.**

Different cancellation policies may apply to group reservations.

The provider does not charge cancellation fees if the customer can prove that a serious event prevented them from using the stay: a death in the family, hospitalization, serious illness, or a natural disaster. These circumstances must be documented no later than 3 days after they occur.

The provider is entitled to charge cancellation fees even if the customer:

- fails to provide accurate information,
- breaches contractual obligations,
- prevents the provider from fulfilling the contract for reasons attributable to the customer.

VII.

Refund Policy

If the customer meets the conditions for a refund, the provider will refund the payment **exclusively to the payment card** used to make the purchase.

Refunds will be issued no later than **14 days** after receipt of a valid cancellation request..

The provider is not authorized to refund payments by any method other than the one used to make the payment (as required by the payment gateway provider).

VIII.

Complaints and Liability for Defects

The customer is required to file a complaint regarding defects in the services provided without unnecessary delay after discovering them.

Complaints must be submitted in writing via email to info@rezidencetrebic.cz.

The provider will resolve the complaint within **30 days** of receiving it.

The provider is liable for damage to items brought in and left behind in accordance with Sections 2945 and 2946 et seq. of the Civil Code.

The provider is not liable for damages caused by:

- the customer,
- a third party,
- an event beyond their control.

IX.

Dispute Resolution

In the event of a dispute between the provider and the customer, the customer is entitled to contact:

- **The Czech Trade Inspection Authority** (www.coi.cz) as a body for the out-of-court resolution of consumer disputes, or
- the competent court under Czech law.

The provider prefers to resolve disputes amicably.

X.

Privacy Policy

Detailed information on the processing of personal data is provided in **the Personal Data Processing Policy**, available on the provider's website.

XI.

Final Provisions

These Terms and Conditions of Business and Cancellation are publicly available on the provider's website.

The provider is entitled to unilaterally amend these terms and conditions. The new version takes effect upon publication on the website.

By submitting a reservation, the customer confirms that they have read the terms and conditions and accept them in their entirety.