

General Terms and Conditions (VOP) – Hotel SLOVAN Jeseník

Contracting Parties:

- **Provider:** Technické služby Jeseník a. s., a joint-stock company with its registered office at Jeseník, Otakara Březiny 168/41, Postcode 790 01, ID No.: 64610063, VAT No.: CZ64610063, registered in the Commercial Register maintained by the Regional Court in Ostrava, Section B, Insert 1179 (hereinafter referred to as the "**Provider**"), as the operator of Hotel SLOVAN in Jeseník, Masarykovo náměstí 23/4, 79001, CZ, Jeseník - Olomouc Region.
- **Client:** A natural or legal person interested in the provision of the Services listed below from the Provider (hereinafter referred to as the "**Customer**").

1. Subject of the General Terms and Conditions

The subject of these General Terms and Conditions (hereinafter referred to as "**VOP**") of the Provider, i.e., Technické služby Jeseník a. s., is the regulation of conditions for the implementation of accommodation and related services in Hotel SLOVAN (hereinafter referred to as "**Services**"), in accordance with the provisions of Section 1751 of Act No. 89/2012 Coll., Civil Code, as amended (hereinafter referred to as "**OZ**").

2. Contractual Relationship Regarding the Provision of Services

The contractual relationship regarding accommodation and related services in Hotel SLOVAN (hereinafter referred to as the "**Contract**") is concluded by the Client in the following possible ways:

- By a **written contract** concluded between the Provider and the Client.
- Based on an **offer made by the Provider** and accepted by the Client; acceptance includes written acceptance (including email), payment for the Services, or starting to use the Services.
- Based on an **order made by the Client** and accepted by the Provider; acceptance includes written acceptance (including email) or the commencement of the provision of Services.
- **Directly on-site** at Hotel SLOVAN by enabling the provision of Services and simultaneous payment or commencement of the use of Services.

The Provider is not obliged to provide Services or fulfill obligations prior to the conclusion of the Contract and is not required to accept a Client's order without stating a reason. By concluding the Contract, the Client confirms they have read these VOP and find them binding.

3. Prices for Services

Indicative prices are listed in the Provider's presentation materials (website, brochures, etc.). However, the price stated in the **Accommodation Voucher** (hereinafter referred to as the "**Voucher**") sent to the Customer via email is binding for the Client.

4. Cancellation of Stay or Change of Conditions by the Provider

The Provider is entitled to change the agreed conditions or cancel the stay without compensation in cases beyond their control (e.g., force majeure).

5. Cancellation of Stay by the Client

The Client may cancel the stay at any time before the scheduled start under the following conditions:

- Cancellation must be in **written electronic form** (email to info@slovanhotel.cz with a delivery receipt).
- The decisive time is the date and time the email was sent.
- The Client is obliged to pay a **contractual penalty** for cancellation as specified in the Voucher or Contract.

Standard Cancellation Penalties:

- **2 days before arrival or later:** 100% of the price of ordered Services.
- **Non-refundable rate:** 100% of the price at any time after payment.
- **No-show:** 100% of the price of ordered Services.
- **Groups (3 or more rooms):** Subject to a special contractual penalty as part of the group contract.

The Provider will **not charge** a penalty in cases of death in the family, hospitalization, serious illness, military call-up, or natural disaster, provided these circumstances are documented within 3 days.

6. Payment Conditions

- The Client must pay 100% of the total price as an **advance payment** by the due date specified in the Contract.
- Failure to pay the advance allows the Provider to cancel the reservation and withdraw from the Contract.
- Payment is typically made in full in advance via bank transfer, credit card, payment gateway, or through a third party (e.g., Booking.com).
- In case of delay, the Provider may charge a **contractual penalty of 0.1%** of the amount due for each day of delay.

7. Complaints

Complaints regarding Services must be made **immediately** after discovering the deficiency at the place of provision (Hotel SLOVAN) or in writing. Late complaints may not be recognized.

8. Jurisdiction and Consumer Protection

A Client (consumer) may submit a proposal for out-of-court dispute resolution to the **Czech Trade Inspection Authority (ČOI)**:

- **Address:** Štěpánská 567/15, 120 00 Prague 2.
- **Email:** adr@coi.cz | **Web:** <https://adr.coi.cz>. Pursuant to Section 1837(j) of the OZ, the consumer **does not have the right to withdraw** from the accommodation contract if the performance is provided on a specific date or period.

9. Other Provisions

- **Force Majeure:** The Provider may withdraw from the Contract or change conditions due to events like war, strikes, natural disasters, or epidemics. In such cases, the Customer is not entitled to sanctions.
- **Liability:** The Provider's maximum liability for damages is limited to **50% of the price of the Services.**
- **Data Protection:** The Client consents to the processing of personal data for the purpose of fulfilling the Contract.
- **Governing Law:** Legal relations are governed by the laws of the **Czech Republic.** Any disputes will be settled by Czech courts.

Effective Date: January 1, 2026 **Technické služby Jeseník a. s.**