

GENERAL TERMS AND CONDITIONS

1. Operator and Basic Information

The operator of the accommodation facility Hotel M - a contactless hotel is:

Hotel M Šternberk s.r.o.

Registered office: Ořechová 2302/15, 785 01 Šternberk

Company ID No.: 10962964

registered in the Commercial Register maintained by the Regional Court in Ostrava, Section C, File No. 86224

Place of business:

Hotel M - contactless hotel

Čechova 112/11, 785 01 Šternberk

Czech Republic

Website: www.hotelm.cz

E-mail: partyka@apion.cz

Telephone: +420 725 122 915

These General Terms and Conditions govern the contractual relationship between the operator and the customer in connection with the reservation and provision of accommodation and related services.

2. Accommodation Reservations

A reservation may be made in particular through the reservation system on the Hotel M website, through booking portals, by e-mail or by telephone.

When making an online reservation, the customer selects the dates of stay, room type, any additional services and the payment method. Before completing the reservation, the customer has the opportunity to check the information entered, the final price and the reservation conditions.

By submitting a binding reservation, the customer confirms that they have read these General Terms and Conditions, the cancellation conditions and the Privacy Policy.

A reservation is confirmed after it has been accepted by the operator and confirmation has been sent to the customer electronically. For reservations requiring immediate payment, confirmation of the reservation may be conditional upon successful payment.

3. Price and Payment Terms

The current price of accommodation and any additional services is always displayed to the customer before completion of the online reservation.

The price shown in the final step of the reservation is the final price for the services ordered, unless expressly stated otherwise for the particular reservation.

The customer may use the payment methods currently offered in the reservation process, in particular online payment by payment card, bank transfer or another available payment method.

Online payment card transactions are processed through a secure payment gateway. The operator of Hotel M does not have access to the customer's full payment card details.

The conditions and amount of any deposit are stated directly with the selected rate plan or reservation.

4. Cancellation and Changes to a Reservation

The specific cancellation conditions are displayed to the customer before completion of the reservation and depend in particular on the selected rate plan and dates of stay.

The customer is required to familiarise themselves with the cancellation conditions before completing the reservation.

If a reservation is cancelled, the operator is entitled to charge a cancellation fee to the extent stated for the relevant reservation.

If the customer does not commence the stay or terminates it early, they are not automatically entitled to a refund of the price for the unused portion of the stay.

5. Right of Withdrawal from the Contract

As the subject matter of the contract is the provision of accommodation services on specific dates, the consumer does not have a general right to withdraw from the contract without giving a reason within 14 days in respect of these services. The possibility of cancelling a reservation is governed by the cancellation conditions applicable to the particular reservation.

6. Arrival and Departure

The room is normally available from 2:00 p.m. on the day of arrival.

On the day of departure, the customer is required to vacate the room no later than 10:00 a.m., unless otherwise agreed individually.

Hotel M operates as a contactless accommodation facility. Information required for online check-in and access to the hotel and room is sent to the guest electronically in accordance with the hotel's current operating system.

The customer is responsible for the accuracy of the contact details provided when making the reservation.

7. Customer Obligations

The customer is required to use the accommodation facility, the room and its equipment properly and in accordance with their intended purpose.

The customer is liable for any damage caused to the hotel's equipment by the customer or by persons for whom the customer is responsible.

Conduct that unreasonably disturbs other guests or is contrary to applicable legislation or the hotel's operating rules is not permitted on the hotel premises.

8. Complaints

We recommend reporting any defects in the services provided to the operator without undue delay so that remedial action can be taken. A complaint may be submitted via the contact e-mail address or by another available means to the operator.

The operator handles consumer complaints in accordance with the applicable laws of the Czech Republic.

9. Alternative Dispute Resolution for Consumer Disputes

If a consumer dispute arising from a service contract between the operator and the consumer cannot be resolved by mutual agreement, the consumer may submit a proposal for alternative dispute resolution.

The competent entity is:

Czech Trade Inspection Authority (Česká obchodní inspekce)
Central Inspectorate - ADR Department

Gorazdova 1969/24
120 00 Praha 2
E-mail: adr@coi.gov.cz
Website: coi.gov.cz/informace-o-adr/

10. Personal Data Protection

Information on the processing of customers' personal data is set out in the separate document entitled "Privacy Policy", which is available on the Hotel M website and in the online reservation process.

11. Final Provisions

The legal relationship between the operator and the customer is governed by the laws of the Czech Republic.

These General Terms and Conditions are available on the Hotel M website and the customer has the opportunity to review them before completing the reservation.

The operator is entitled to amend these General Terms and Conditions to a reasonable extent. The version of the terms and conditions in force at the time the particular reservation is made shall apply to that reservation.

Effective as of: 15 September 2026