

Terms and Conditions of the Accommodation Facility

(effective from: 1 January 2026)

1. Contracting Parties and Subject Matter of the Terms and Conditions

These terms and conditions (hereinafter referred to as **the 'Terms'**) govern the mutual rights and obligations between the operator of the Glamping Greensgate accommodation facility, operated by MK glamping s.r.o., company registration number: 23320052, Toužimská 1685/23, Plzeň, 323 00 (hereinafter referred to as **the "Landlord"**), and the natural or legal person booking the accommodation (hereinafter referred to as **the "Tenant"**). The subject matter of the tenancy agreement is **the temporary provision of an accommodation unit** (glamping tent/igloo), including its fixtures and fittings, for use by the Tenant in return for the agreed rent.

The tenancy may also include additional services provided by the Landlord.

The Landlord reserves the right to amend these Terms and Conditions unilaterally. For any specific contractual relationship, the version in force **at the time of conclusion of the tenancy agreement**.

2. Conclusion of the tenancy agreement

The tenancy agreement (hereinafter referred to as **the 'Agreement'**) is concluded electronically via the booking system on the website www.glampingzone.cz, or by email or following a telephone arrangement, subject to confirmation by the Landlord.

Essential elements of the Agreement:

- date of arrival and departure (tenancy period)
- the Tenant's name and contact details,
- number of people to be accommodated,
- the amount of the rent, method of payment and due dates.

The maximum capacity of the accommodation unit is 4 people; the minimum length of stay is 2 nights.

3. Rent and payment terms

The current price list for accommodation and services is available on the Landlord's website at www.glampingzone.cz or can be provided by telephone or email.

4. Booking and Payment

The Tenant shall make a booking by completing the booking form, providing all the required details (name, contact details, number of people, dates of stay). After submitting the booking, the Tenant will receive **a confirmation email** summarising the stay. The Contract is concluded at this point, with its effectiveness subject to payment being made.

5. Cancellation Policy and Withdrawal from the Contract

The Tenant may withdraw from the Contract at any time prior to the start of the stay, exclusively by email sent to info@glampingzone.cz.

Unless the reason for withdrawal is a breach of obligations on the part of the Landlord, **the following cancellation fees** apply:

Time before the start of the stay Cancellation fee

More than 2 months No charge

1 week – 2 months 20% of the stay price

Less than 1 week 100% of the stay price

Any amounts already paid will be set off against the cancellation fee.

If the Tenant fails to arrive for the stay or shortens it, **they are not entitled to a refund of the rent** or an alternative date.

5.1. Cancellation of a booking by the customer (Cancellation fees)

Less than 7 days before arrival or failure to arrive (no-show): The cancellation fee is **100 per cent** of the total cost of the stay. No refund will be given.

5.2. Method and timeframe for refunds

If you are entitled to a refund (of the full amount or part thereof after deduction of the cancellation fee), we will proceed as follows:

We will refund the money using **the same payment method** as the original payment (bank transfer, refund to payment card).

We will send the funds no later than **14 working days** from the official cancellation of the booking.

Any bank charges associated with international money transfers are borne by the customer.

5.3. Non-refundable bookings

If a customer books a stay as part of a special offer marked as 'Non-refundable':

The full amount for the accommodation is charged immediately upon booking.

This booking **cannot be amended or cancelled free of charge**.

In the event of cancellation or no-show, the amount paid will not be refunded.

5.4. Failure to complete the booked stay (Early departure)

If a guest ends their stay earlier than planned in the booking, the hotel is under no obligation to refund the cost of any unused nights.

5. 5. Cancellation of the booking by the hotel

In exceptional circumstances (force majeure, a technical fault in the room posing a safety risk, etc.), the hotel may cancel the booking.

In such cases, the hotel will immediately refund **100 per cent of the amount paid** to the guest or, where possible, offer an alternative date or accommodation of comparable quality.

6. Currency and payments

All prices for accommodation and additional services are quoted in **Czech koruna (CZK)**. Payment for services can be made by bank transfer or by credit/debit card in CZK.

6.1. Taxes and charges

All prices quoted **include VAT** (value added tax) at the statutory rate applicable on the date the service is provided.

Accommodation prices **include local council charges** (accommodation tax).

7. Rights and obligations of the parties

Tenant:

- will receive information on the location and access to the accommodation in a confirmation email,
- may check in between 14:00 and 22:00, unless otherwise agreed,
- is obliged to behave considerately towards nature, the surrounding area and the accommodation itself,
- must not smoke on the premises, damage the property or alter it,
- must not accommodate anyone other than those named in the booking,
- must immediately report any damage or risk of damage,
- is liable for any damage caused by their actions or negligence.

Landlord:

- is responsible for ensuring that the accommodation is fit for use at the time of handover,
- is not liable for any damage or personal injury arising from a breach of these Terms and Conditions, nor for incidents occurring outside the accommodation,
- may withdraw from the Contract without compensation if the Tenant seriously breaches the rules or instructions set out in these Terms and Conditions or in the accommodation guide.

In the event of defects in the accommodation, the Tenant is entitled to:

- to a reasonable reduction in price if the defect partially restricts use,
- to a full refund of the cost of the stay if it is not possible to use the accommodation at all.

A claim for a discount or a refund must be made to the Landlord **without undue delay**.

8. End of stay

The Tenant is obliged to hand over the accommodation unit upon departure **in a clean and undamaged condition**, including all equipment.

Check-out must take place by 11:00 on the date specified in the Contract, unless otherwise agreed.

The method of handing over the accommodation shall be agreed individually with the Landlord.

9. Complaints Procedure

9.1. Introductory provisions

These Complaints Procedure Rules govern the process for making complaints regarding services provided by the accommodation provider.

Rights arising from liability for defects are governed by the applicable laws of the Czech Republic.

9.2. Right to make a complaint

The Guest is entitled to the provision of services to the agreed extent and quality.

In the event of a defect in the service provided, the Guest is entitled to lodge a complaint.

9.3. Time limit for lodging a complaint

The guest must lodge a complaint **without undue delay**.

They must do so by the end of their stay at the latest.

Complaints lodged at a later date will not be considered.

9.4. Method of lodging a complaint

The guest must submit a complaint electronically at info@glampingzone.cz

The guest is obliged to describe the alleged fault in detail.

9.5. Handling of complaints

The accommodation provider shall decide on the complaint immediately.

In complex cases, a decision shall be made within 3 working days.

A valid complaint shall be resolved by rectifying the defect.

If the defect cannot be rectified, the hotel shall provide a reasonable discount.

9.6. Final provisions

These complaints procedures are valid from 1 January 2026.

They are available at reception and on the operator's website.

10. Contact

MK Glamping s.r.o.

Toužimská 1685/23, Bolevec, 323 00, Plzeň

Company registration number: 23320052

Email: info@glampingzone.cz

Data box: djhd6hw

11. Final provisions

These Terms and Conditions form an integral part of the tenancy agreement. By entering into the Agreement, the Tenant confirms that they have read and agree to their contents. The Landlord is entitled to unilaterally update these Terms and Conditions at any time. The current version is always published on the accommodation facility's website.

The Czech Trade Inspection Authority (www.coi.cz) is the competent authority for the out-of-court resolution of any disputes between the Landlord and the Tenant.
All legal relationships are governed by the laws of the Czech Republic.