

## Cancellation terms

Cancellation fees:

- **Free cancellation** (without any cancellation fees) **until 15 May 2026 15:59 (CET)**
- **20 % from reservation price** when canceling reservation less than **49 days before arrival** (CEST)
  - (only for arrivals from 20 Oct 2025 CEST until 21 Oct 2030 CEST)
- **50 % from reservation price** when canceling reservation less than **28 days before arrival** (CEST)
  - (only for arrivals from 20 Oct 2025 CEST until 21 Oct 2030 CEST)
- **70 % from reservation price** when canceling reservation less than **14 days before arrival** (CEST)
  - (only for arrivals from 20 Oct 2025 CEST until 21 Oct 2030 CEST)
- **100 % from reservation price** when canceling reservation less than **3 days before arrival** (CEST)
  - (only for arrivals from 20 Oct 2025 CEST until 21 Oct 2030 CEST)

## Additional terms and conditions

### 1. Prices and services

Approximate prices for accommodation and any other additional services are published in the presentation materials of the accommodation provider(web pages, leaflets, etc.). The customer, however, is bound only by the confirmed price stated in the accommodation voucher. The definite summary of confirmed services and prices can be found in the accomodation voucher. The accommodation provider is entitled to change the previously agreed upon parameters of his services in circumstances beyond his control (such as 'act of God'/'force majeure').

### 2. Cancellation by customer

The customer is entitled to cancel the reservation at any time prior to arrival. The cancellation should be in electronic writing form (email with confirmation) to [marketa@hodans.cz](mailto:marketa@hodans.cz). The time of cancellation is determined by the date and time at which the email was sent.

In the case of larger groups an individually adjusted cancellation fee can be discussed.

The provider of accommodation ('the landlord') will not charge a cancellation fee in the following circumstances: family bereavement, hospitalization of the customer or a family member, serious illness, military call-up, natural disaster. In case of the aforementioned circumstances, the customer is required to provide proof within three days of the event's occurrence.

### 3. Validity

These terms and conditions are an integral part of the reservation and accommodation voucher.