

Terms and Conditions / Cancellation Policy

1. Prices

Accommodation prices are listed in the apartment's promotional materials (website, booking portals, etc.). The binding price for you is the one stated in the accommodation voucher (hereinafter the "voucher"). The scope of contractually agreed services and prices is governed by their breakdown in the voucher. In cases beyond its control (e.g. force majeure), ART Apartments is entitled to change the agreed conditions of stay.

By accepting the terms of ART Apartments, you acknowledge and accept liability for any damage caused to the accommodation (including the building, interior, staff, other guests or neighbours) by you, members of your group, or anyone you or your group have invited. You thereby also authorise ART Apartments to issue an invoice for the total amount covering repairs to restore the damage to its original condition. We reserve the right to refuse you access to the building or to ask you to leave without compensation in the event of particularly inappropriate behaviour (e.g. being under the influence of drugs or other addictive substances, disturbing guests or neighbours, aggressive or rude conduct). Noise and disorderly conduct are unacceptable. Please keep noise to a minimum after 10 p.m. Breaching the internal/house rules may result in you being asked to leave and/or to pay a penalty.

2. Reservations

You can make a reservation via the booking form on the ART Apartments website www.artapartments.cz or through another booking portal.

Our reservation system may not accept reservations longer than 30 days. Please contact us at info@artapartments.cz or at tel. +420 774 591 477.

3. Arrival and Departure Times

Check-in: 3:00 p.m.

Check-out: 10:00 a.m.

We observe quiet hours from 10 p.m. to 6 a.m.

If you need to contact us, please call +420 774 591 477 or +420 603 146 553.

4. Cancellation of Stay

You are entitled to cancel your booking at any time before 3 p.m. on the day of your arrival. Cancellation must be made in written electronic form (email with delivery confirmation) to info@artapartments.cz, stating the reservation number, the name of the main guest and the dates of stay. The date and time the email is sent is decisive for determining the time of cancellation.

You are entitled to a refund after cancelling the reservation under the following cancellation terms:

- if the reservation is cancelled up to 72 hours before 3 p.m. on the day of your arrival, we will refund the full amount in the same form in which it was paid

- if the reservation is cancelled later than 72 hours before 3 p.m. on the day of your arrival, we will charge you the price of the first night
- if you do not show up at all and fail to report the cancellation (a so-called no-show), the entire accommodation amount is forfeited

ART Apartments will not charge you the above cancellation fees if you were unable to use the agreed services for the following reasons: death in the family, hospitalisation of the guest or a family member, serious illness, a call-up order, or a natural disaster. You are required to prove the above circumstances with written documentation no later than three days after they arise.

5. How to Check In

After making a reservation through our website, your reservation will be confirmed by sending proof of payment. In the case of a reservation through another booking portal, you will be sent a booking confirmation and subsequently, 3 days before arrival, you will be asked to pay online by payment card. For any other method of payment, please contact us at info@artapartments.cz.

ART Apartments operates as self check-in accommodation. Before arrival, a request for online check-in will be sent to your email address, which you complete via the Alfred app <https://alfred.previo.app/login>. There you enter your reservation number and fill in the details of all accommodated persons. Reservations made outside our website will require payment of the city tax. In the next step, the app will display a PIN code including the room number. The PIN code allows you to enter the building, room and garden. If you would also like access to the bike room for storing bicycles, prams, etc., please call us at tel. +420 774 591 477. The PIN code is time-limited; it is valid only for the duration of your stay, i.e. from the date and time of check-in to the date and time of check-out. If you do not complete the online check-in and have not met your payment obligations towards ART Apartments, you will not be allowed access to the building or the room.

7. In Conclusion

Pets are not allowed at ART Apartments. If this rule is breached, we are entitled to charge you a penalty of CZK 2,000.

The interior areas of the entire property are strictly non-smoking. You may smoke in the garden. If this rule is breached, we are entitled to charge you a penalty of CZK 2,000.

For the safety of our guests and their property, entry to ART Apartments is prohibited to all persons who are not registered as guests.

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

We look forward to welcoming you and wish you a safe and pleasant journey!

ART Apartments

náměstí T. G. Masaryka, č. p. 82

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HOTEL ZA VODOU s.r.o.

Poděbradova 2014

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