GENERAL TERMS AND CONDITIONS

These General Terms and Conditions (hereinafter referred to as the “Terms and Conditions”) govern the mutual rights and obligations between the relevant company providing accommodation services (hereinafter referred to as the “Provider”) and a natural or legal person booking accommodation or other services (hereinafter referred to as the “Client”).

These Terms and Conditions apply to accommodation services provided by the following companies. The specific Provider shall always be the company identified as the contracting party in the booking confirmation or in any other documentation relating to the services ordered.

For the purposes of these Terms and Conditions, the term “Hotel” refers to the accommodation establishment at which the Client is provided with the services booked.

1. Ubytování J.T. s.r.o.

- Company ID No. (IČO): 06403018
- VAT ID No. (DIČ): CZ06403018
- Registered Office: Kolovratská 58/1, Strašnice, 100 00 Prague
- Commercial Register File No.: Section C, File No. 281553
- **Establishment: Hotel Noir, Pension 15**

2. Noir Hotels s.r.o.

- Company ID No. (IČO): 14276623
- VAT ID No. (DIČ): CZ14276623
- Registered Office: Legerova 1816/35, Nové Město, 120 00 Prague
- Commercial Register File No.: Section C, File No. 363268
- **Establishment: Hotel Raffaello, Hotel White Lion**

3. Tiška Hotels s.r.o.

- Company ID No. (IČO): 14281716
- VAT ID No. (DIČ): CZ14281716
- Registered Office: Legerova 1816/35, Nové Město, 120 00 Prague
- Commercial Register File No.: Section C, File No. 422956
- **Establishment: Hotel Michael, Hotel Ehrlich, Penzion Slaný**

4. Plzeň Hotels s.r.o.

- Company ID No. (IČO): 14281651
- VAT ID No. (DIČ): CZ14281651
- Registered Office: Legerova 1816/35, Nové Město, 120 00 Prague
- Commercial Register File No.: Section C, File No. 422956
- **Establishment: Hotel Leon**

5. JLT HOTELS s.r.o.

- Company ID No. (IČO): 23191601
- VAT ID No. (DIČ): CZ23191601
- Registered Office: Starodubečská 68/2, Dubeč, 107 00 Prague
- Commercial Register File No.: Section C, File No. 422956
- **Establishment: Hotel Henrietta**

Article I – Subject Matter of the Contractual Relationship

These Terms and Conditions govern the rights and obligations of the contracting parties in connection with the provision of accommodation services, in particular accommodation in hotel rooms, and the provision of other related or separately booked services in accordance with the Client's individual requirements.

Article II – Formation of the Contractual Relationship

The contractual relationship between the Client and the Hotel is established upon confirmation of the accommodation booking by the Hotel.

The Hotel undertakes to provide the Client with accommodation and other agreed services to the agreed extent and quality (hereinafter referred to as the "Stay"). The Client undertakes to pay the agreed price for the services booked in accordance with these Terms and Conditions and the terms of the specific booking.

Article III – Booking, Price and Payment

3.1 Booking

A Stay may be booked through the following channels, where available for the relevant Hotel:

- By telephone using the contact telephone number of the relevant Hotel;
- By email using the contact email address of the relevant Hotel;
- Through the booking form on the website of the relevant Hotel;

- Through booking and sales portals with which the relevant Hotel has entered into a cooperation agreement.

3.2 Price of the Stay

The Client is obliged to pay for the accommodation and any other services ordered or used by the Client at the price agreed at the time of booking, in accordance with the applicable price list of the relevant Hotel.

The price of the services provided shall be stated in the booking form or otherwise communicated to the Client before the booking is completed. The price confirmed for the specific booking shall be decisive.

Any applicable taxes, local charges and other mandatory payments shall be charged in accordance with the applicable laws and the information provided at the time of booking. Any accommodation tax shall be payable in the applicable amount in accordance with the applicable laws and regulations governing the relevant accommodation establishment.

3.3 Payment Terms

Payment for the services ordered by the Client and confirmed by the Hotel shall be made using the method specified at the time of booking, in particular by cash, payment card, online payment or through the relevant booking or sales portal.

The Hotel is entitled to request a pre-authorisation of the Client's payment card or other security for payment agreed in advance, provided that this condition is communicated to the Client at the time of booking and complies with the applicable laws and regulations of the relevant payment service provider.

If the Client shortens the agreed length of Stay, the financial settlement shall be governed by the terms of the specific booking and the applicable cancellation policy. The Hotel shall be entitled to require payment for the unused portion of the Stay only to the extent provided for in the agreed booking terms and applicable laws.

Article IV – Basic Rights and Obligations of the Client

4.1 Client's Rights

The Client shall have, in particular, the right to:

a) Receive the services agreed under the contract in a proper manner;

b) Be informed of any material changes concerning the agreed services;

c) Cancel the booking or withdraw from the contract under the conditions set out in these Terms and Conditions and the terms of the specific booking;

d) Submit a complaint in the event of defective provision of services.

4.2 Client's Obligations

The Client shall be obliged, in particular, to:

a) Provide the Hotel with the cooperation necessary for the proper arrangement and provision of services and provide truthful and complete information when making a booking;

b) Notify the Hotel without undue delay of any changes to information material to the booking and the provision of services;

c) Familiarise themselves with the booking terms and any changes to the agreed services and communicate their position to the Hotel without undue delay, where necessary in view of the nature of the change;

d) Arrive to use the services on the agreed date and comply with the Hotel's instructions relating to the proper provision of services;

e) Pay the price of the services booked and any applicable cancellation fees in accordance with the agreed booking terms and applicable laws.

Article V – Basic Obligations of the Hotel

The Hotel shall be obliged, in particular, to:

a) Provide the Client with the information necessary to use the agreed services;

b) Provide the Client with services based on the confirmed booking, in accordance with the agreed terms and generally binding legal regulations;

c) Inform the Client of any material changes to the agreed services;

d) In the event of cancellation of a booking by the Client, refund any amount paid, less any applicable cancellation fees, in accordance with the terms of the specific booking and applicable laws.

Article VI – Booking Cancellation and Cancellation Policy

The Client is entitled to cancel a booking under the conditions specified for the particular booking. The cancellation must be notified in a manner that allows it to be demonstrably evidenced, in particular in writing by email or through the booking portal, if the booking was made through such portal.

The time at which the cancellation is duly delivered to the Hotel or submitted through the relevant booking portal shall be decisive for the assessment of any cancellation fees.

In the event of cancellation, the Hotel shall be entitled to charge a cancellation fee in accordance with the terms agreed at the time of booking. Any refund of an amount already paid shall be made after deduction of any applicable cancellation fees, where such fees apply to the booking. The Client shall be obliged to pay any difference between the agreed cancellation fee and the amount already paid, if such obligation arises from the booking terms and applicable laws.

6.1 Standard Bookings

Unless otherwise specified at the time of booking, the following terms shall apply:

- Cancellation or modification of a booking more than 48 hours before the scheduled arrival: free of charge.
- Cancellation or modification of a booking less than 48 hours before the scheduled arrival: a cancellation fee of 100% of the total booking price.

6.2 Non-Refundable Bookings

The following terms shall apply to non-refundable bookings:

- The booking cannot be cancelled or modified free of charge.
- In the event of cancellation or a request to modify the booking after it has been made, a cancellation fee of 100% of the total booking price may be charged, in accordance with the terms confirmed at the time of booking.

If the terms of a specific booking differ from the standard terms set out above, the terms expressly stated and confirmed at the time the relevant booking was made shall apply.

Article VII – Processing of Personal Data

Information concerning the processing of Clients' personal data is provided in a separate document entitled "Information on the Processing of Personal Data", which is available through the relevant Hotel or its website.

Article VIII – Final Provisions

These General Terms and Conditions shall enter into force and effect on the date specified in their currently published version.

The legal relationships between the Hotel and the Client shall be governed by the laws of the Czech Republic.

In the event of a consumer dispute that cannot be resolved by mutual agreement, a Client who is a consumer shall be entitled to submit a proposal for out-of-court resolution of the consumer dispute to the competent alternative dispute resolution body, namely:

Czech Trade Inspection Authority (Česká obchodní inspekce)
Central Inspectorate – ADR Department
Gorazdova 1969/24
120 00 Prague 2
Email: adr@coi.gov.cz
Website: https://adr.coi.cz

The Czech Trade Inspection Authority supervises consumer protection to the extent provided for by the applicable laws and regulations. Further information is available on its website at www.coi.cz.

Pursuant to Section 1837(j) of Act No. 89/2012 Coll., the Civil Code, a consumer shall not have the right to withdraw from an accommodation contract without stating a reason if the contract is to be performed on a specific date or during a specific period.

These Terms and Conditions shall apply to all relevant accommodation services provided by the companies covered by the introductory provisions hereof, unless special terms have been agreed for a specific booking.

These General Terms and Conditions shall be valid and effective as of 1 January 2026.