

GENERAL TERMS AND CONDITIONS

CONTRACTING PARTIES

1. Alfons group s.r.o., with its registered office at Legerova 1821/41, 120 00 Prague 2, registered in the Commercial Register maintained by the Municipal Court in Prague, Section C, File No. 11242 (hereinafter referred to as the "Hotel")

2. The Customer – a natural or legal person (hereinafter referred to as the "Customer")

These Terms apply generally to all hotel Guests and Agencies with whom no written service agreement has been concluded.

RESERVATION OF ACCOMMODATION AND SERVICES

1. Reservations of accommodation and other services at the Hotel and confirmation of such reservations by the Hotel may be made in writing (e.g. by email) or by telephone.

2. A reservation is considered valid and binding once the Hotel confirms it in writing (by email) to the Guest or through an automatic email confirmation generated by the relevant online reservation system.

3. The reservation is completed by providing a payment card or by paying a deposit equal to the price of the booked accommodation and services. Individual conditions may apply.

4. If either the Hotel or the Guest fails to meet the conditions stated in point 3, the Hotel is not obliged to provide accommodation and services.

5. The information stated in the reservation confirmation is binding for both parties.

PRICES, CANCELLATION AND PAYMENT TERMS

1. The price is stated per room per night, including breakfast, unless the Guest chooses otherwise.

2. The accommodation price includes VAT of 10%. A city tax of CZK 50 per person per night is not included in the accommodation price.

3. If the Guest fails to present a valid identification document (ID card or passport), the Hotel is entitled to refuse accommodation in accordance with applicable legal regulations.

4. Cancellation of a confirmed reservation must be made in writing (by email). The exact method of cancellation depends on the reservation system used.

5. Reservations made via third-party providers (e.g. booking.com) must be cancelled through the same provider in accordance with their conditions.

6. Any change to a reservation (e.g. change of dates) is considered a cancellation of the original reservation and is subject to the same conditions.

7. Accommodation may be paid in cash (CZK or EUR). Payments by card will be charged in CZK or EUR depending on the selected currency.

8. In accordance with applicable law on sales registration, the seller is obliged to issue a receipt and record the transaction with the tax authority.

9. The Hotel reserves the right to pre-authorize the Guest's payment card up to the total amount of the stay prior to arrival, in accordance with applicable cancellation conditions.

10. If the reservation is cancelled up to 24 hours before arrival (standard reservation), no cancellation fee will be charged.

11. In the case of a non-refundable reservation, the Hotel is entitled to charge 100% of the accommodation price at any time after booking.
12. In the event of a no-show, the reservation is cancelled and the Hotel is entitled to charge the full amount of the stay.
13. The Hotel may request a credit card upon arrival as a guarantee for additional services or consumption during the stay.
14. If the Customer cancels a prepaid reservation within the applicable cancellation period, the Hotel shall refund the paid amount in accordance with the agreed conditions. Refunds are processed using the original payment method and no later than 7 days after the request.

RIGHTS AND OBLIGATIONS OF THE GUEST

1. The Guest has the right to use the reserved premises and their equipment, as well as common areas.
2. The Guest is responsible for any damage caused during the stay and agrees to cover repair, replacement, or cleaning costs.
3. The Guest must report any defects or deficiencies during the stay.
4. The Guest must settle accommodation costs no later than on the day of arrival and additional services no later than on the day of departure.
5. The Guest may withdraw from the contract according to cancellation conditions or if the Hotel fails to provide agreed services.
6. Check-in is from 14:00 on the day of arrival (earlier by agreement).
7. Check-out is until 11:00 (later by agreement, may be charged).
8. The Hotel is non-smoking. Violation results in a penalty of EUR 200.
9. The Guest must allow access to the room in urgent or safety-related situations.
10. Quiet hours are from 22:00 to 06:00. Disturbances may result in penalties up to EUR 200 or police intervention.
11. Pets are not allowed. Penalty: EUR 100.

RIGHTS AND OBLIGATIONS OF THE HOTEL

1. The Hotel shall provide accommodation in accordance with agreed services.
2. If unable to accommodate, the Hotel shall arrange equivalent accommodation elsewhere.
3. The Hotel may enter a room in case of safety concerns, even if "Do Not Disturb" is displayed.
4. The Hotel may require a refundable deposit of EUR 80.

DISPUTE RESOLUTION

1. The Guest has the right to out-of-court dispute resolution via: Czech Trade Inspection Authority (COI), Stepanska 15, 120 00 Prague 2
2. In accordance with Section 1837 (j) of the Civil Code, the Customer is not entitled to withdraw from a contract for accommodation services provided on a specified date.

FINAL PROVISIONS

1. These Terms are valid from 1 January 2023. The Hotel reserves the right to amend them.
2. The Hotel processes personal data only for the necessary period and does not provide them to third parties.