

BUSINESS AND CANCELLATION TERMS OF THE ACCOMMODATION PROVIDER HOTEL PANORAMA s.r.o., Company ID: 27502716, with its registered office at Masarykova 941, 516 01 Rychnov nad Kněžnou

Cancellation policy:

Cancellation fees in case of stay cancellation:

- Free cancellation 4 days before arrival
- 100% of the reservation price if the stay is cancelled less than 4 days before arrival

Individual cancellation fees may be arranged for larger groups.

Additional business terms:

1. Prices and services

Indicative prices for accommodation and any additional services are listed in the accommodation provider's promotional materials (website, brochures, etc.). However, the price stated in the accommodation voucher (hereinafter referred to as the voucher) is binding for the customer. The breakdown of services and prices stated in the voucher is binding for the scope of contractually agreed services and prices. The accommodation provider is entitled to change the agreed conditions of the stay in cases beyond its control (e.g., force majeure).

2. Cancellation of stay by the customer

The customer is entitled to cancel the reservation at any time before arrival. Cancellation of the stay must be made in written electronic form (email with delivery receipt) to the address hotel@aprilhotel.cz. The decisive factor for determining the time of cancellation is the date and time the email is sent.

The accommodation provider will not charge the above-mentioned cancellation fees if the customer was unable to use the agreed services for the following reasons: death in the family, hospitalization of the customer or a family member, serious illness, call-up order, natural disaster. The customer is obliged to provide the accommodation provider with written proof of the above facts no later than 3 days from their occurrence.

3. Consumer dispute

In the event that a consumer dispute arises between us and the consumer from a purchase contract or a service provision contract, which cannot be resolved by mutual agreement, the consumer may submit a proposal for out-of-court dispute resolution to the designated body for out-of-court resolution of consumer disputes, which is:

Czech Trade Inspection Authority
Central Inspectorate – ADR Department
Štěpánská 44
110 00 Prague 1
e-mail: adr@coi.cz
web: adr.coi.cz

4. Payment terms

The price of stay packages is payable in advance before the start of the stay.

5. Validity

These business and cancellation terms are an integral part of the accommodation order and the accommodation voucher (voucher).