

General Terms and Conditions

MZM s.r.o. company with a registered office at Erbenova 193/7, Košíře, 150 00 Praha 5, Company ID: 291 29 893, registered in the Commercial Register managed by the Municipal Court in Prague, Section C, file 202347 (hereafter "Hotel").

These terms and conditions regulate in particular mutual rights and obligations arising in relation to or on the basis of an agreement concluded between the Hotel and a third party. As such these terms and conditions apply in general to all Hotel guests and agencies, which have not entered into a written agreement on the provision of services.

1. RESERVATION CONDITIONS:

Price information

The price includes VAT (10 %). The price is per room for one night, including breakfast, unless the guest chooses otherwise. City tax is not collected.

Reservation of accommodation and services

Accommodation and other services at the hotel and confirmation of the reservation by the hotel are only possible in writing, i.e. by email. The reservation is valid and binding if the hotel confirms the reservation in writing to the guest or the guest receives an automatic email confirmation generated by the online reservation system.

Payment and Refund Terms

If the client books a price plan with the possibility of cancellation, no advance deposit is required. The client provides a payment card for the guarantee, which is charged only in case of cancellation of the reservation after the expiration of the free cancellation conditions, or in case of no-show.

If the client books a price plan without the possibility of cancellation, payment is required immediately either through a payment gateway or by bank transfer. Cancellations made at any time after booking or no-shows are always charged in full.

If the client chooses a reservation with the possibility of cancellation and pays for the reservation by bank transfer, the payment will be refunded in full in the same way and to the same account, within 3 working days.

Cancellation Policy

If you cancel flexible reservation up to 1 day before the arrival date, there will be no fees or penalties and the deposit will be fully refunded. If you do not arrive on the day of the start of your stay, you will be charged a fee of 100 % of the total price of the reservation.

Instructions for advance payment by bank transfer.

Payment instructions for deposit payment with the possibility of cancellation 1 or more days before arrival with a full refund of the deposit:

a) Payment by card: in the case of booking a stay less than 3 days before arrival, it is necessary to use only immediate payment by credit card. When paying by credit card, you will be redirected to a secure payment gateway, through which the deposit will be deducted from your card.

b) Payment by transfer of deposit to the account: you can use the payment of deposit by transfer only 7 or more days before arrival, the payment must be made within 24 hours from the date of the reservation, otherwise it will be cancelled.

Payments in CZK:

Bank: Oberbank AG

To account number: 2031111626/8040

SWIFT code: OBKLCZ2X

IBAN:CZ57 8040 0000 0020 3111 1626

Payments in EUR:

Bank: Oberbank AG

To account number: 2031134131/8040

SWIFT code: OBKLCZ2X

IBAN: CZ30 8040 0000 0020 3113 4131

2. RIGHTS AND OBLIGATIONS OF GUESTS:

- The guest is entitled to use the reserved premises and equipment thereof, as well as equipment of the common premises
- The guest is liable for any damage caused in the room during their stay and agrees to pay any possible costs for repairs, replacement or special cleaning; the amount of compensation will be determined by the Hotel
- The guest is entitled to claim all defects and possible shortcomings during their stay at the Hotel to allow the Hotel to rectify them
- The guest is entitled to pay the costs associated with using the Hotel's services, including the auxiliary services on the day of their departure at the latest, unless agreed otherwise; in case of failure to pay the sum owed the Hotel is entitled to bill (charge) the corresponding sum from the submitted guest's payment card after their departure
- The guest may withdraw from the agreement based on the cancellation terms or in case the Hotel failed to provide them the services agreed on in advance corresponding to the Hotel's standards
- Check-in time to the Hotel is 14:00 on the day of arrival; sooner check in is possible only after agreement with the Hotel and for a possible fee
- Check-out time is until 10:00 on the day of departure; late check-out is possible after agreement with the Hotel and for a fee
- There is no smoking in the whole Hotel; violation of this regulation and smoking in the Hotel premises entitles the Hotel to charge a penalty to the guest in the sum of 200 EUR for cleaning the room or Hotel premises; the prohibition of smoking and therewith associated penalty also apply to smoking electronic cigarettes; smoking is possible only in front of the Hotel in designated area/s
- The time between 22:00 and 6:00 is the quiet hours; conduct disturbing other guests during quiet hours is strictly prohibited (it includes loud music, TV, shouting in rooms, hallways and

other disturbing conduct); in case of serious breach of this rule the Hotel may charge the guests a financial penalty of up to 400 EUR or in necessary cases to call the police
- Dogs may be accommodated based on the Hotel's confirmation for a fee of 15 EUR/day

3. RIGHTS AND OBLIGATIONS OF THE HOTEL:

- The Hotel is obliged to secure accommodation for the guest based on the services agreed on in advance, which correspond to the Hotel's standards
- In case the Hotel cannot accommodate a guest based on a previously made and confirmed reservation, it is obliged to secure adequate accommodation for the guest in another facility

4. DISPUTE RESOLUTION:

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

Česká obchodní inspekce
Central inspectorate – department ADR
Štěpánská 1
5120 00 Praha
Email: adr@coi.cz
Web: adr.coi.cz
<http://ec.europa.eu/consumers/odr/>

5. FINAL PROVISIONS:

- These terms and conditions are effective as of 1. 4. 2023 and the Hotel reserves the right to amend them and the guests are obliged to comply with the up to date version of these terms and conditions
- The Hotel collects personal data of guests only for the necessary time until the end of provision of the agreed services and it does not provide this data to third parties