

GB GENERAL TERMS AND CONDITIONS

Penzion U Hánů

Meclov 237, 345 21 Meclov, Czech Republic

Michal Hána

ID: 04674111

I. Introductory Provisions

1. These General Terms and Conditions (hereinafter referred to as the “GTC”) govern the contractual relationship between the accommodation provider Penzion U Hánů (hereinafter referred to as the “Provider”) and the guest (hereinafter referred to as the “Client”).
 2. Legal relations are governed in particular by Sections 2326–2331 of Act No. 89/2012 Coll., Civil Code, and consumer protection provisions.
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II. Conclusion of Accommodation Contract

1. The accommodation contract is concluded upon confirmation of the reservation (e.g. by email or via the Previo booking system).
 2. The reservation confirmation (voucher) is binding with regard to the scope and price of services and prevails over these GTC.
 3. These GTC supplement the conditions of the Previo booking system. In case of discrepancy, the reservation confirmation shall prevail.
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III. Prices and Payment Terms

1. Prices are listed in the current price list or booking system.
2. The Provider may require:
 - a deposit of up to 100% of the total price,
 - payment of the remaining balance upon arrival.
3. Payment terms may vary depending on the booking channel (e.g. Previo).
4. In case of non-payment within the due date, the Provider reserves the right to cancel the reservation.

IV. Cancellation Policy

1. The Client may cancel the reservation at any time prior to arrival by email.
2. The decisive moment is the date and time the email is sent.
3. Cancellation fees:
 - more than 14 days before arrival: free of charge
 - less than 14 days: 30% of total price
 - less than 7 days: 100% of total price
 - no-show: 100%
4. Individual conditions may apply to group bookings.
5. The Provider may waive cancellation fees in justified cases (e.g. illness, hospitalization, death in family) upon submission of relevant proof.

V. Rights and Obligations of the Client

The Client shall:

- comply with accommodation rules,
- use premises properly,
- prevent damages,
- compensate for damages caused,
- observe quiet hours (10:00 PM – 6:00 AM).

VI. Rights and Obligations of the Provider

The Provider shall:

- provide services as agreed,
- remedy defects without undue delay.

The Provider may:

- refuse accommodation to persons under the influence of alcohol or drugs,
- terminate the stay in case of serious breach of obligations without compensation.

VII. Complaints

1. Complaints must be raised without undue delay on site.

2. Complaints will be resolved immediately or within 30 days.
 3. In case of justified complaints, the Client is entitled to:
 - remedy,
 - reasonable discount,
 - substitute performance.
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VIII. Liability

1. The Provider is liable for items brought in according to applicable law.
 2. Damage must be reported without delay.
 3. Liability cannot be excluded beyond legal limits.
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IX. Force Majeure

1. The Provider is not liable for failure due to force majeure (e.g. natural disasters, epidemics, government measures).
 2. In such cases, the Provider may:
 - modify conditions, or
 - withdraw from the contract.
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X. Personal Data Protection

1. Personal data are processed in accordance with GDPR.
 2. Data may be processed via the Previo booking system as a processor.
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XI. Alternative Dispute Resolution

Consumers may contact:
Czech Trade Inspection Authority (www.coi.cz)

XII. Final Provisions

1. These GTC form part of the reservation and voucher.
2. The Provider reserves the right to amend them.
3. Effective upon publication.

