

GENERAL TERMS AND CONDITIONS

The accommodated clients are governed by the laws of the Czech Republic on the basis of Czech law and the accommodation rules of Pension Dvur Liskovy vrch. The accommodated guest accepts the accommodation rules as a contractual condition of accommodation and is obliged to observe its provisions.

Each guest is obliged to familiarize themselves with these accommodation rules, his ignorance will not be taken into account. The accommodation rules are published on the website of Pension Dvur Liskovy vrch.

General Terms and Conditions (hereinafter referred to as "Terms") of Gabreta spol .s r.o., based Koryto 1 Zbytiny 383 01, ID: 26082292, VAT: CZ26082292 govern the mutual contractual relationship between Gabreta spol.s r.o. and the natural person who orders the stay (hereinafter referred to as the "client").

Article I. - Subject matter of the contractual relationship

These Terms and Conditions regulate the rights and obligations of the contractual parties when renting pension rooms for accommodation and other pension services as individual services according to the individual customer's request.

Article II. - Establishment of a contractual relationship

The contractual relationship between the client and the pension arises upon the confirmation of the pension's order of stay. The pension undertakes to provide the client with a stay and provide the agreed scope and quality of the agreed service (hereinafter referred to as "stay") and the client is obliged to pay the pension the agreed price.

Article III. - Order of stay, price and payment

3.1 Order of stay

- by phone: +420 775 604 191
- by e-mail: recepce@dvurliskovyvrch.cz
- via the reservation form on the website: www.dvurliskovyvrch.cz
- through sales portals with which the pension has a cooperation

3.2 The guest is obliged to pay the agreed contractual prices of the pension for the accommodation and other services he / she uses based on the stated pension price list.

Prices of provided services are stated in the online booking form on the website: www.dvurliskovyvrch.cz Price per room includes VAT of 10%, breakfast and stay fee.

3.3 The client pays for the services ordered and confirmed by the pension in cash or by credit card upon arrival.

The pension requires the right to temporarily withhold the amount (so-called credit card pre-authorization) before the guest's arrival as a guarantee of the reservation.

Article IV. - Customer's basic rights and obligations

4.1 Customer's rights: a) the right to properly provide contractually agreed and paid services, b) the right to be aware of any changes in the contracted services, c) the right to withdraw from the contract at any time prior to the start of the stay or to claim defects.

4.2 Obligations of the customer: a) to provide the pension with the assistance required to properly secure and provide services, in particular truthfully and completely state the required information in the order, incl. reporting any changes to such data, b) to inform the pension without undue delay about any changes in the terms and conditions of the agreed services, c) to receive the documents necessary for the services from the pension and to arrive at the specified time at the specified time d) of the contract, the customer is obliged to notify the pension of such withdrawal from the contract and to pay the severance pay according to the cancellation conditions.

Article V. - Basic obligations of the pension

a) provide the client with all information about the stay b) secure the client's stay on the basis of a confirmed order and in accordance with generally binding legal regulations c) in the case of withdrawal from the contract by the client pay no later than 14 days after the written receipt of cancellation stay and applicable cancellation fees.

Article VI. - Withdrawal and cancellation conditions

The client has the right to cancel the stay at any time, ie to withdraw from the contract. The contractual relationship is terminated and participation is canceled on the day when the written notice of withdrawal (cancellation of stay) is notified to the pension. Such withdrawal must be made in writing and notice of withdrawal must be demonstrably delivered. In this case, the pension has the right to charge severance / cancellation fees (contractual penalty). The severance pay is payable immediately. After deducting severance pay from the total price of the stay, the customer will receive the rest of the amount paid. If the severance payment (cancellation fees) is higher than the advance payment, the client is obliged to pay an amount equal to the severance payment (cancellation fees).

Cancellation fees

The client can cancel the reservation free of charge more than 14 days before arrival.

In case of cancellation less than 14 days before arrival, the pension will charge the client 100% of the total price of the reservation.

Article VII. - Use of personal data

See separate document Information on Personal Data Processing.

Article VIII. - Final Provisions

The General Terms and Conditions come into effect on 1 June 2021.

The accommodated guest has the right to file an out-of-court settlement of such a dispute to a designated subject of out-of-court settlement of consumer disputes:

The Czech Trade Inspection

Central Inspectorate - ADR Unit

Štěpánská 15

120 00 Prague 2

Email: adr@coi.cz

Web: <https://adr.coi.cz>

The Czech Trade Inspection Authority is a supervisory body supervising consumer protection, proceeding pursuant to Act No. 64/1986 Coll., On the Czech Trade Inspection Authority, as amended, and other legal regulations. The website of the Czech Trade Inspection Authority is www.coi.cz.

Pursuant to Section 1837 (j) of Act No. 89/2012 Coll., The Civil Code accommodated as a consumer, the right to withdraw from the accommodation contract does not arise if the accommodation facility provides performance within the stipulated deadline.