

## General Terms and Conditions

### General business and cancellation conditions – Jedlová Apartments

General business and cancellation conditions (hereinafter referred to as the "conditions") of Jedlová Apartments (hereinafter referred to as the "accommodation provider") regulate the mutual contractual relationship between the operator of the guesthouse – Jedlová Apartments, s. r. o., IČ:11941073, (hereinafter referred to as the "operator") and the client – a natural or legal person ordering a stay in the apartment as the applicant (hereinafter referred to as the "client").

#### I. Booking a stay, establishment of a contractual relationship

Book and reserve with us by phone at +420 606 938 210 or by email: nadrazi@apartmany-jedlova.cz. The client orders the services of the accommodation provider by written order or reservation request, which is submitted to the accommodation provider by email, through the reservation interface on the website, or in person. The essential details establishing a properly issued order or reservation request are: the client's name and surname, permanent address, contact information (phone, email), in the case of legal persons, business name, IČ (Identification Number), DIČ (Tax Identification Number), date of service utilization. The personal data of the client provided in the order or reservation of the stay will only be used by the accommodation provider for the concluded contractual relationship between the guesthouse and the client.

Upon properly issued and submitted order or reservation request, the client is bound by this document. Confirmation of the order or reservation request by the accommodation provider (according to Article IV of these conditions) establishes a contractual relationship between the client and the accommodation provider. The accommodation provider undertakes to provide services to the client to the extent and quality confirmed and the client agrees to pay the agreed price to the accommodation provider. The conditions of the contractual relationship apply to all persons listed in the order/reservation request submitted by the client and confirmed by the accommodation provider.

#### II. Rights and obligations of the client

The client has the right to: Be sufficiently and fully informed by the accommodation provider about the ordered services, i.e., their scope, terms, and price, to receive the ordered and confirmed (deposit paid) services properly before the start of the stay, to cancel the confirmed order/reservation request subject to compliance with the cancellation conditions in accordance with Article VII, to complain about defects in the provided services.

The client is obliged to: Completely and correctly provide all essential details of the order/reservation request, pay the accommodation provider the full price for the stay by the required deadline, respect

the regulations of the facilities whose services they use, carefully check the accommodation voucher issued by the accommodation provider and, in case of any discrepancies, contact the accommodation provider immediately.

### III. Obligations of the accommodation provider to the client

Jedlová Apartments are obliged to: Provide the client with important information about the ordered services, confirm to the client the properly ordered services. In the case of a binding reservation or confirmed order, ensure services to the client to the confirmed extent and quality.

In the event of cancellation of the confirmed service reservation/binding reservation by the client, the accommodation provider shall refund the deposit paid for the services no later than 14 days after receiving the written cancellation. However, if the accommodation provider is entitled to cancellation fees, the accommodation provider shall reimburse the client for the difference between the deposit already paid and the relevant cancellation fees.

### IV. Service prices and payment

Prices of services provided by the accommodation provider are listed on: [www.apartmany-jedlova.cz](http://www.apartmany-jedlova.cz), under the "Price List" tab.

### V. Confirmation of stay

The confirmation issued by the accommodation provider (by email or in writing) entitles the client to use the paid services. The client is required to verify the accuracy of the information provided on the confirmation. In case of any discrepancies, the client must contact the accommodation provider immediately by email at [nadrazi@aparmany-jedlova.cz](mailto:nadrazi@aparmany-jedlova.cz) or by phone at +420 606 938 210.

The accommodation provider reserves the right to request a deposit payment of up to 50% of the price of the ordered services according to the previously confirmed order.

### VI. Check-in, deposit

Upon check-in, the client shall present an identity card, passport, or other identification document to the accommodation provider. We will accommodate you from 2:00 PM unless otherwise agreed. After completing the formalities, the reception will accommodate the client and provide further information regarding the stay or other ordered services.

## VII. Cancellation conditions

The client has the right to cancel the stay at any time, i.e., to withdraw from the confirmed order/reservation request for the stay under the conditions stated below. This cancellation by the client (hereinafter referred to as "cancellation") must be made in writing and delivered to Jedlová Apartments s. r. o. in a verifiable manner. Cancellation conditions apply to the cancellation of accommodation, catering, and other services by the client. A cancellation fee is charged due to the unused reservation capacity.

The guest undertakes to pay the deposit within 5 days of sending the accommodation voucher to confirm the reservation. In case of cancellation of the reservation from the date it was entered by the guest, up to 14 days before the expected start of service utilization, the accommodation provider does not charge a cancellation fee. In case of cancellation of the reservation from 13 to 7 days before the expected start of service utilization according to the confirmed order, the accommodation provider is entitled to charge a cancellation fee of 50% of the ordered services according to the confirmed order (if the term is resold, the full amount will be refunded). In case of cancellation of the reservation 6 days or less before the expected start of service utilization according to the confirmed order and in case of non-arrival, the accommodation provider is entitled to charge a cancellation fee of 100% of the ordered services according to the confirmed order.

## VIII. Final provisions

These business and cancellation conditions are an integral part of the service order.

The total price for the provided services will be paid based on the issued accounting document (receipt, invoice), according to the conditions stated therein. Payment for accommodation can only be made in cash or by invoice (by prior agreement). The update of the General Terms and Conditions enters into force on January 1, 2024. Changes and additions to these conditions may be individually adjusted between the accommodation provider and the client solely in writing.

The customer expressly agrees that Jedlová Apartments are authorized to process and retain all information and data provided by the customer for the purpose of processing the order in accordance with the relevant generally applicable legal regulations, especially Act No. 101/2000 Coll., on the Protection of Personal Data. By ordering and paying for the stay, the customer consents to receive commercial communications from Jedlová Apartments at their email address. This consent may be revoked at any time.