

GENERAL BOOKING AND CANCELLATION TERMS

1. SCOPE AND SPECIAL CONDITIONS

These terms apply to individual accommodation bookings, unless a special agreement has been made. However, these terms do not apply to bookings made by individual persons if the booking is made for a group of more than 9 people. These terms apply to all accommodation bookings.

The hotel has the right to use special conditions that deviate from these terms if the use of special conditions is justifiable due to public holidays, hotel-specific special events, seasonal variations, or related ancillary accommodation services.

2. BOOKING AND CONFIRMATION

When making a booking, the guest must provide their name, address, arrival and departure times, and payment method.

The booking binds the hotel when it has been confirmed orally, in writing, or by email, and when the guest has received a confirmation number. The hotel may set conditions for the booking, such as payment of a booking fee or confirmation of the booking with a credit card, as a condition for the booking's validity.

3. ARRIVAL AND DEPARTURE

The room is usually available on the arrival day no later than 3 pm and must be vacated by 12 pm on the departure day. The hotel may have different arrival and departure times, which are indicated in the booking confirmation.

If nothing else has been agreed upon at the time of booking, or there are no other terms associated with the chosen price or booking time, the room will be held until 6 pm on the scheduled arrival day. If the guest arrives later than this, the late arrival time must be confirmed with a credit card. Otherwise, the hotel may sell the room to someone else. Deviations from this general rule are indicated in the booking confirmation.

If the guest arrives at the hotel following the scheduled arrival time indicated in the booking confirmation, but the reserved room is not available, the hotel must provide, at no additional cost, the nearest possible room of comparable quality.

4. BOOKING GUARANTEE

A credit card is required to confirm the booking. A room reservation confirmed with a credit card is valid in case of late arrival, without separate notice being required.

The following information is required to confirm a room reservation: the name of the cardholder, the card number and expiration date, address, phone number, and email address. This information is requested in writing or orally.

5. CANCELLATION, MODIFICATION, AND NO-SHOW

Cancellations must be made by the time specified in the booking confirmation. The cancellation policy also applies to bookings lasting several days.

If the guest fails to show up, the hotel has the right to charge one night's price plus any other additional services related to the booking.

If the question concerns accommodation lasting for several nights, the guest must pay the agreed price for the unused period. Departure before the agreed-upon time may also result in a change in the total price of the accommodation.

6. PAYMENTS

The hotel accepts the most common payment cards. However, the hotel is not obliged to accept foreign currency, coupons, cheques, or payment cards if the hotel has not offered to do so.

If the room has not been paid in advance, the hotel room must be paid in cash or by credit card upon arrival at the hotel. The hotel has the right to charge and pre-authorize the credit card of international credit card holders upon reservation. As a deposit, a reservation fee determined by the hotel may be charged to the credit card at the time of booking, which will be deducted from the final bill. If the hotel has not pre-authorized your credit card, the hotel has the right to request a cash deposit for additional services such as opening a room charge upon check-in.

7. CUSTOMER BEHAVIOR IN THE ACCOMMODATION ESTABLISHMENT

We adhere to good manners and house rules in the hotel. If the guest violates these rules, they may be immediately removed from the hotel. However, the guest must pay for the accommodation and the price of the ordered additional services, and the paid amount cannot be refunded.

8. HOTEL'S LIABILITY FOR THE GUEST'S PROPERTY

The guest may keep valuables in the room or the hotel may keep the guest's valuables upon request. The hotel has the right to charge a fee for storing items.

If the property to be kept is exceptionally valuable, the guest must notify the hotel before leaving it for storage. The hotel may refuse to store such property.

The guest is responsible for their own luggage unless the hotel has taken it for storage. If the hotel is not responsible for the stored luggage, the hotel must inform the guest separately.

The hotel is not responsible for damage to or loss of a vehicle or property inside the vehicle in the hotel's parking area. The hotel must clearly indicate in its parking area that it is an unsupervised area and that the hotel is not responsible for the guest's property there.

9. CUSTOMER LIABILITY FOR DAMAGES

The guest is liable for damages (such as smoking in the room) caused intentionally or negligently by the guest, the guest's visitors, or the guest's pets to the room, other areas of the hotel, furniture or equipment in the hotel, or to other guests or their property.

The liability for damages is determined according to the general principles of compensation for damages.

10. DISPUTES

11.

In case of a contradiction between the customer-specific agreement and its appendices, the agreement shall be applied primarily.