

## General Terms and Conditions

### 1) BOOKING, PAYMENT AND CANCELLATION POLICY

#### ***Payment processing information:***

Under the Sales Records Act, the seller is required to issue a receipt to the buyer. At the same time, he is required to register the received revenue with the tax administrator online; in the event of a technical problems, at the latest within 48 hours.

#### ***Flexible booking conditions:***

Flexible reservations must be guaranteed by a valid credit card. The credit card holder must be one of the arriving guests or must fill out an authorization form sent to him by hotel booking department (reservation@hotel-golf.cz).

The card provided as a booking guarantee may be pre-authorized to an amount up to the total cost of the reservation in order to verify the validity of the card and sufficient funds to cover the cost of the reservation. Pre-authorization is not a final payment and will be released at a time determined by the issuing bank. For more informations about the pre-authorization rules, please contact the bank that issued your card.

Cancellations must be made according to the conditions in the confirmation e-mail you receive, when your booking is complete.

#### ***Non refundable booking conditions:***

The terms of the pre-payment non refundable reservations require full payment to be made at the time of booking. Payment will be processed and debited from the authorized credit card account.

No refund will be offered for cancellations, no-shows and early departures. By confirming a non refundable booking, the client acknowledges that there is no legal claim for refund.

## **2) PROVIDING SERVICES IN THE WELLNESS CENTRE**

The customer orders the selected services online or directly at the reception (in person, by phone, by email).

The customer undertakes to pay the stated price of the services or certificates and chooses one of the offered payment types (online payment in the e-shop, cash or card at the reception).

The contract for the provision of services as amended by these GTC is concluded at the moment of registration of the customer through the online booking system on the website or by placing an order at the reception in person, by phone or by email.

The Provider is obliged, after payment for the ordered Services, to provide the Services in the agreed scope, quality and within the time specified in the Order.

Reservation of Services made by the Customer in person, by telephone or through the online reservation system on the Website is binding and subject to cancellation terms. If the Customer cancels the service booking less than 24 hours before the start of the service or fails to turn up for the service, the Provider may charge a cancellation fee of 100% of the price of the service, unless otherwise agreed with the Customer.

## **INFORMATION ON THE CONSUMER'S RIGHT TO WITHDRAW FROM THE CONTRACT**

The consumer has the right to withdraw from the Contract (Purchase or Service Contract) without giving any reason within a period of fourteen days if it was concluded by remote access (on the Internet). This period runs from the date of receipt of the goods, i.e. the Certificate.

It is not possible to withdraw from the Contract if the Services in question have already been provided.

The Consumer is entitled to withdraw from the Contract if the Provider breaches the Contract in a material way, in which case the Consumer must withdraw from the Contract without undue delay after becoming aware of the breach.

For the purpose of exercising the right to withdraw from the Contract, the Consumer must demonstrably inform the Provider of his/her withdrawal from the Contract in writing at Hotel Golf-Thai Massage, s.r.o., Plzeňská 103/215 a, 150 00 Prague 5 or by email at: [wellness@hotel-golf.cz](mailto:wellness@hotel-golf.cz).

The Customer is obliged to send the Certificate or the Goods back to the Provider's address within 14 days of withdrawal. The Customer, as a Consumer, shall bear the costs associated with the return of the Certificate or Goods in the event of withdrawal from the Contract without giving any reason.

The Provider shall return all monies received from the Consumer within 14 days of withdrawal from the Contract without cause (but not before the Consumer has handed back the Goods or a valid Certificate).

**3) BY LAW NO. 634/1992 COLL. ABOUT THE CONSUMER PROTECTION WE ARE REQUIRED TO INFORM OUR GUESTS ABOUT THE POSSIBILITY OF OUT-OF-COURT SETTLEMENT OF CONSUMER DISPUTES.**

The accommodated guest has the right to make a proposal for out-of-court settlement of such a dispute to a designated extrajudicial dispute solution authority, which is

Česká obchodní inspekce  
Ústřední inspektorát - oddělení ADR  
Štěpánská 15  
120 00 Praha 2

Email: [adr@coi.cz](mailto:adr@coi.cz)

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

The Czech Trade Inspection Authority is an authority supervising consumer protection, proceeding pursuant to Act No. 64/1986 Coll., about the Czech Trade Inspection, as amended, and other legal regulations. The website of the Czech Trade Inspection is [www.coi.cz](http://www.coi.cz).

In accordance with the provisions of Section 1837, letter j) of Act No. 89/2012 Coll., The Civil Code, a consumer can not terminate the contract of accommodation, if the hotel provides rooms within a specified time.

## ACCOMMODATION RULES

1. According to Act No. 326/1999 Coll., § 103, the foreigner is obliged to submit a travel document, residence permit or residence permit for a member of the European Communities upon request and fill in and sign the application form in person (§ 97). A guest who refuses to provide proof of identity and fill in the registration form, can not be accommodated. The obligation to fill in and sign the registration form does not apply to foreigners under 15 years of age.
2. Pursuant to the provisions of Section 5 (2) e) of Act No. 101/2000 Coll., on the Protection of Personal Data, as amended, the accommodation provider as the personal data controller is authorized to process personal data of the guests, if it is necessary for the protection of the rights of the accommodation provider. For this purpose, guests are required to present their valid ID or passport upon request. By concluding a contract with the accommodation provider, the guest at the same time agrees to provide a valid ID. Guests who refuse to provide proof of their identity will not be accommodated.
3. Personal informations provided by the guest upon check-in, is subject to legal protection. Collected data will be archived and processed to the extent provided by the guest, except for the correspondence between the guest and the hotel. The data are processed mainly at the headquarters of the business of the hotel, they are only accessible to persons designated by a special internal regulation of the hotel and are not provided to third persons without the consent of the guest. A guest has access to his/her personal data that the hotel has. The protection of guest data (hotel questionnaires etc.) is governed by internal rules based on the law.
4. The guest upon arrival will receive a hotel card, indicating the room number, the arrival – departure date and the key card from the room. Only this guest (guests) can access this room from this moment. The access of the hotel staff to the rented room is limited to the extent necessary to meet the conditions of accommodation agreed between the guest and the hotel.
5. The guest or the hotel are not entitled to allow the use of the room to other persons. In order to ensure the maximum privacy of the guest, it is possible to negotiate that no hotel staff will enter the room.
6. The accommodation is not possible until 15:00.
7. The guest will leave the room no later than 11.30 am. If the guest fails to do so within a specified time, the hotel may also charge him/her for the next day.
8. From 22.00 to 06.00 hours, the guest respects the night's rest. Disturbance may be penalized.
9. If a guest asks for an extension of the accommodation, the hotel may offer him a different room than that in which the guest was originally accommodated.
10. Dogs, cats and other animals may only be placed in the hotel with the hotel's consent and only in certain room categories. A fee is charged when placing the animals in the hotel room.
11. The hotel will provide medical assistance or transportation to the hospital in the event of illness or injury of the guest. The guest pays for the treatment and the transfer himself.
12. Do not move furniture and do not do any repairs without the permission of the hotel management.

13. In the hotel and especially in the room, guests are not allowed to use their own electrical appliances, except for electric appliances for personal hygiene.
14. All equipment and facilities of the room are only for the guest's use.
15. The guest is obliged to close the windows, the faucets and lock the doors, when they leave the room. At the end of the stay, the guest will leave the key card at the reception.
16. For safety reasons, children under the age of 10 are not allowed to stay in the rooms and other hotel areas without adult supervision.
17. The guest is responsible for damages caused to the hotel's property in accordance with applicable regulations.
18. The hotel provides services under the conditions established by the Civil Code.
19. Guests are advised to lock all valuables in the hotel's room safe.
20. Upon arrival, guests are required to provide a credit card or make a prepayment in cash as a guarantee of payment.
21. The whole hotel is non-smoking. Violation is penalized by a fine of 100 EUR.
22. The hotel guest is obliged to observe these accommodation rules. In the event of a gross breach, the management of the hotel has the right to withdraw from the contract before the expiry of the agreed time.

*The accommodation rules are valid from 1.3.2019.*  
Applies to the Hotel Golf and Hotel Golf Depandance