

GENERAL TERMS AND CONDITIONS FOR CUSTOMERS OF ACCOMMODATION SERVICES IN TEYTZ APARTMENTS

The General Terms and Conditions of Business and Cancellation (hereinafter referred to as the Terms and Conditions) of Teytz apartments regulate the mutual contractual relationship between the owner Kateřina Novotná, with registered office at Nová 1065/17, Dolní Chabry, 184 00 ID No.: 76534448 (hereinafter referred to as the operator) and the client, a natural or legal person who orders a stay in the accommodation facility as a client (hereinafter referred to as the client).

1. Ordering a stay, establishment of a contractual relationship

The Client orders services from the accommodation facility by means of a written order or reservation request submitted to the accommodation facility by e-mail, via the booking interface on the website or via a third-party booking interface (e.g. Booking). Reservation (Order) must include: – name and surname of the client (in case of legal entities, business name, ID number, VAT number) – date of stay – contact details: telephone number, address of the client, e-mail contact – preferred method of payment for services – number of persons ordered in the structure of adults x children (age of children) – second number of additional services ordered (especially extra beds, parking) The accommodation provider registers and usually processes preliminary reservations within 48 hours. Confirms tentative bookings, rejects tentative bookings, or suggests another date to the client. The personal data provided by the client in the order or reservation will be used by the accommodation facility only for the contractual relationship between the accommodation facility and the client. The personal data transmitted will be processed in accordance with Art. 6 para. 1 lit. (a) and Art. 7 Regulation (EU) 2016/679 of the European Parliament and of the Council of 27. April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation). After a duly issued and submitted order or a binding reservation request, the client is bound by this document. The confirmation of the order or the request for a binding reservation by the accommodation facility (according to point 4. of these conditions) creates a contractual relationship between the client and the accommodation facility. The accommodation facility undertakes to provide the client with services in the confirmed scope and quality and the client shall pay the accommodation facility the agreed price. The terms and conditions of the contractual relationship apply to all persons specified in the order or booking request submitted by the client and confirmed by the accommodation establishment.

2. Client's rights and obligations

The client has the right: To be sufficiently and fully informed by the accommodation establishment about the services ordered, i.e. their scope, date and price; to the proper provision of the services ordered by him/her, confirmed by the accommodation facility (paid in advance); to cancel a confirmed order or a reservation request before the start of the stay, provided that the cancellation conditions are observed in accordance with point 7; to claim defects in the services provided. The client is obliged to: fully and correctly state all the essential details of the order or reservation request; pay the accommodation facility the deposit and the additional payment for the stay or the full price for the stay in accordance with the specific terms of the order; respect the regulations of the accommodation facility whose services are used; carefully check the confirmation of the stay (accommodation voucher) issued by the accommodation facility and contact the accommodation facility immediately in case of any discrepancies.

3. Obligations of the accommodation facility

The accommodation facility is obliged to: Provide the client with important information on the services ordered and confirm to the client the services duly ordered. Upon a binding reservation or confirmed order, to provide the client with services in the confirmed scope and quality. In the event of cancellation of a confirmed service order or a binding reservation by the client, refund the deposit paid for the services within 30 days of written receipt of the cancellation. However, if the property is entitled to cancellation fees, it will pay the client the difference between the deposit already paid and the applicable cancellation fees.

4. Prices of services and their payment

The prices of services provided by the accommodation facility are listed on www.justjimramov.cz. The client will be sent, after making the reservation, the invoice for the stay in the accommodation facility in the amount of 100% of the total amount of the order, unless otherwise agreed between the accommodation provider and the client. The client is obliged to pay the payment properly, i.e. in the amount and on the due date stated on the document. If payment is not made by the client on time, the reservation is automatically cancelled. The client can transfer the price of the stay before arrival by bank transfer to the operator's account or online through the payment gateway. Any discrepancies in the tax document (invoice) must be complained by the client in writing within 5 days from the date of receipt. In the event that the accommodation provider accepts the claim of the tax document (invoice) as justified, the due date of the tax document (invoice) in question is postponed and the amount stated in the claimed tax document (invoice) will be due within the due date stated in the newly issued tax document (invoice). A claimed tax document (invoice) for which the accommodation provider finds the claim to be unjustified, the amount in question is due on the due date stated on the claimed tax document (invoice).

5. Confirmation of stay

The client is entitled to use the services paid for by a confirmation issued by the accommodation establishment by e-mail. The client is obliged to double-check the accuracy of the data on the confirmation. In case of any irregularities, the client shall immediately contact the accommodation facility by email to: info@teytz.com

6. Access

Upon arrival, the client must present his/her ID card, passport or other identification. Once the above has been fulfilled, the accommodation provider will accommodate the client and provide further information about the stay. At the discretion of the accommodation provider, the client can be accommodated via a telephone call, where all information including instructions for key collection are given to the client without personal assistance. In this case, the client is informed of this procedure in advance and the information from the ID cards is sent by the client to the accommodation provider via SMS or other communication media. No other visitors are allowed on the premises.

7. Cancellation Policy

Cancellation conditions are an integral part of the business contract between the client and the accommodation facility. The client has the right to cancel the stay at any time, i.e. withdraw from a confirmed booking or reservation request for a stay under the conditions set out below. This cancellation by the client (hereinafter referred to as cancellation) must be made in writing and demonstrably delivered to the accommodation facility. The cancellation policy applies to cancellations made by the client. The cancellation fee is charged on the total amount of services booked. The fee represents compensation for damages caused to the accommodation provider. When cancelling a reservation from the date it was made by the guest, there is a cancellation fee:

Free cancellation 10 days before arrival

50 % of the booking price for cancellations made less than 10 days before arrival

100 % of the booking price for cancellations made less than 7 days before arrival

In the event of cancellation of a stay for which payment has already been made, the accommodation provider is obliged to refund to the client the amount exceeding the cancellation fee. In the event of early termination or interruption of the stay without the fault of the accommodation provider, the accommodation provider shall not be obliged to refund the paid price of the stay or its proportional part to the client. If the length of stay is shortened, the same cancellation fees apply as for cancellations. In case of cancellation due to serious unavoidable events, a change of date is possible by mutual agreement. The host will decide whether a cancellation fee will be charged. If the client has booked via Booking, the cancellation policy on Booking applies. Unless specified herein, the accommodation provider is governed by the General Terms and Conditions.

8. Claims

The client is obliged to make a complaint about the services provided by the accommodation provider in writing. This claim must be made immediately after the discovery of the deficiencies in the services, but no later than the day following the last day on which the services in question were provided to the client. Claims for

tax documents are governed by the paragraph Prices and payment terms. Later claims will not be taken into account.

9. Liability for damages

The client is responsible for all damages caused by them during their stay. In the event that the damage is caused by a child, the liability is borne by the legal guardian, as well as any injuries to the child on the premises of the accommodation provider. The client is obliged to reimburse the accommodation provider for damage to property. The accommodation provider is entitled to terminate the contract with immediate effect if the client, despite the warning, grossly violates the obligations under the contract or good morals, in particular: – The client conceals the actual number of persons or animals in the room during the reservation and subsequent arrival – The client intentionally or negligently damages the property of the accommodation provider, the Client's health condition endangers the health of other guests – the Client does not act in accordance with the accommodation provider's rules and regulations – the Client or the persons registered with the Client for the stay do not respect the night-time regime between 10 pm and 7 am, thus disturbing and harassing other guests. If the accommodation provider discovers that the client grossly violates the obligations under the contract or good manners (faulty behaviour), it shall immediately call the client to remedy the situation and at the same time warn him/her of the possibility of immediate termination of the accommodation contract. In the event that the client continues to act in a defective manner or repeats the defective conduct or commits other defective conduct, the accommodation provider shall terminate the contract with immediate effect. The landlord can also give immediate notice verbally and make a record of it. In the event of immediate termination, the client is obliged to vacate the accommodation facility and terminate the accommodation without delay. If immediate notice is given between 10 pm and 7 am, the client is obliged to vacate the premises and terminate the accommodation no later than 10 am. In the event that the client does not vacate the premises within the specified time and does not terminate the accommodation, the accommodation provider is entitled to vacate the accommodation facility without delay. The landlord will make a record of the landlord's eviction. The accommodation provider will store the client's belongings in a designated place and invite the client to take them. If the client grossly violates the obligations under the contract or good manners and is given immediate notice by the accommodation provider, the accommodation provider is entitled to pay a contractual penalty. The contractual penalty is set at the difference between the price paid for the total stay of the client and the price of the exhausted period of stay before the notice is given. Guests are not allowed to use their own electrical appliances in the apartments. This ban does not apply to personal hygiene appliances (hair dryers, shavers, etc.), computer equipment (laptop) and computer chargers (laptop, camera). Pets are not allowed except in Apartment I. – Apartment. For safety reasons, minors under the age of 18 should be supervised by an adult. The adult is fully responsible for the minor and any damage he/she causes. From 22:00 to 7:30, persons using the premises are obliged to respect the night-time quiet. Persons using the premises must turn off water taps, close windows and doors, turn off electrical appliances, and turn off lights when leaving the room. The interior of the apartment, as well as the entire complex, is non-smoking. Smoking in these areas is subject to a fine of CZK 5,000 (five thousand Czech crowns).

10. Privacy Policy

The protection of personal data of the client, who is a natural person, is provided by Act No. 101/2000 Coll., on the Protection of Personal Data, as amended. The client agrees to the processing of the following personal data: name and surname, home address, e-mail address, telephone number. In the case of a client and entrepreneur, also identification number, tax identification number (hereinafter collectively referred to as "personal data"). The client agrees to the processing of personal data by the accommodation provider for the purposes of exercising the rights and obligations under the accommodation contract, for the purposes of maintaining the user account and for the purposes of sending information and commercial communications. The Client's data is stored in a secure database and is not disclosed to third parties, unless the Client has made a reservation or other action in connection with the contract through a third party. Personal data will be processed for an indefinite period of time. Personal data will be processed in electronic form in an automated manner or in hard copy in a non-automated manner. The Client confirms that the personal data provided is accurate and that he/she has been informed that this is a voluntary provision of personal data. The Client agrees to receive information related to the services or business of the accommodation provider

by e-mail. The Client may withdraw his/her consent to the storage and processing of personal data or to the sending of commercial communications at any time in writing by sending an email to: info@teytz.com

11. Final provisions

The General Terms and Conditions come into force on 1.1. 2022. Changes and additions to these terms and conditions may be individually regulated between the accommodation provider and the client exclusively in writing. The personal data provided by the client in the order of stay will be used by the accommodation provider only for the contractual relationship between the operator and the client.

