

## **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 Hotel Garni VŠB Ostrava. 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 Hotel Garni VŠB Ostrava.

General Terms and Conditions (hereinafter referred to as "Terms") of Vysoká škola báňská - Technická univerzita Ostrava based at 17. listopadu 2172/15, Ostrava 708 00, ID: 61989100, VAT: CZ61989100 govern the mutual contractual relationship between Vysoká škola báňská - Technická univerzita Ostrava 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 hotel rooms for accommodation and other hotel 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 hotel arises upon the confirmation of the hotel's order of stay. The hotel 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 hotel the agreed price.

### **Article III. - Order of stay, price and payment**

#### **3.1 Order of stay**

- by phone: +420 596 991 211
- by e-mail: [hotel@vsb.cz](mailto:hotel@vsb.cz)
- via the electronic form on the website: <https://hotel.vsb.cz>
- through sales portals with which the hotel has a cooperation

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

Prices of provided services are stated in the booking form or on the hotel website: <https://hotel.vsb.cz>. Price per room includes VAT of 12 % and breakfast. The price does not include the stay fee in the amount of 45 CZK / person / night.

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

The hotel 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 hotel 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 hotel 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 hotel and to arrive at the specified time at the specified time d) of the contract, the customer is obliged to notify the hotel of such withdrawal from the contract and to pay the severance pay according to the cancellation conditions.

**Article V. - Basic obligations of the hotel**

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 withdraw from the contract. The contractual relationship is canceled and the participation is canceled as of the date when the hotel is notified in writing or orally (cancellation). In this case, the hotel 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****Cancellation policy for individuals**

Number of days before arrival	Cancellation fee from the total price of the reservation
more than 3 days	0 %
3 - 0 days	100 %

**Cancellation policy for groups (5 or more rooms)**

Number of days before arrival	Cancellation fee from the total price of the reservation
20 - 10 days	25 %
9 - 5 days	50 %
4 - 0 days	100 %

**Cancellation policy for non-refundable bookings**

In case of cancellation or change of the reservation at any time, the client will be charged a cancellation fee of 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 15 December 2022.

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](mailto: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](http://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.