

# EN: Business and Cancellation Policy

středa 31. ledna 2024

## 1. Provider of the accommodation services is company

SLAVÍČEK s.r.o., Karlovarská 326/43, 163 00 Praha 6, CRN 64945596, VAT ID CZ64945596

## 2. Location of the accommodation services is

Apartmány Barto21, č.p. 21, 517 63 Bartošovice v Orlických horách, tel: +420 602 121 221, mail: apartmany@barto21.cz, [www.barto21.cz](http://www.barto21.cz)

## 3. Prices and Services

Prices of accommodation and other services are published in the presentation materials of the accommodation provider (web pages, leaflets etc.). However, the price stated in the accommodation voucher (hereinafter referred to as the voucher) is binding for the customer. For a range of contracted services and their prices, the listing in the voucher is binding. The accommodation provider is entitled to change the agreed conditions of stay in cases that are beyond their control (eg. Force majeure). The accommodation provider reserves the right to change the quadruple apartment booked by the guest for a double apartment if the quadruple apartment is booked for only two people. The accommodation provider reserves the right to change the apartment booked by the guest for a different apartment of equal or better standard of accommodation.

**On the day of ordering the customer is issued a proof of deposit of 50% of the total price with a three-day maturity.**

**In the case of ordering a stay at prices in the "Non-refundable price" category, the customer is issued a deposit voucher in the amount of 100% of the total price with a three-day maturity.**

## 4. Cancellation by the customer

The customer is entitled to cancel the order at any time before arriving. The cancellation must be sent in an electronic form to the e-mail address apartmany@barto21.cz. The date and time of sending the email is crucial for determining the cancellation period.

Cancellation fees for canceling the stay:

- up to 30 days prior to the day of arrival - no cancellation fee
- 1-29 days prior to the day of arrival - 50% of the price of the ordered services
- when purchasing "Non-refundable deposit" - 100% of the paid deposit

**The deposit will be used to pay the cancellation fee.** The accommodation provider will not charge the cancellation fee if the customer could not use the contracted services for serious reasons: death in the family, hospitalization of the customer or a family member, serious illness, induction order, natural disaster. The customer must provide written proof within 3 days in case of the events listed above.

## 5. Validity

This business and cancellation policy are an integral part of the order of the accommodation and the voucher.

## 6. Dispute resolution

In the event of a consumer dispute, the consumer may apply to the subject of out-of-court settlement of consumer disputes. The subject of out-of-court settlement of consumer disputes is in this case the Czech Trade Inspection. Contact information: Česká obchodní inspekce, Ústřední inspektorát - oddělení ADR, Štěpánská 15, 120 00 Praha 2, Web: <https://adr.coi.cz/cs>.