

EN: Business and Cancellation Policy

čtvrtek 23. března 2017

Business and Cancellation Policy

1. Provider of accommodation services is company:

SLAVÍČEK s.r.o., Karlovarská 326/43, 163 00 Praha 6, IČO 64945596, DIČ CZ64945596

2. Location of 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

3. Prices and Services

Prices of accommodation and other services are published in the presentation materials of the accommodation provider (web pages, leaflets etc.). For the customer, the price that is obligatory is the one listed on the voucher. For a range of contracted services and 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 its control (eg. Force majeure). The accommodation provider reserves the right to change the quadruple suite booked by the guest for a double suite if the quadruple suite is booked for only two persons.

On the day of ordering the stay, a document on a deposit of 50% of the total price is issued to the customer.

4. Customer canceled

The customer is entitled to cancel the order anytime before arriving. The cancellation should be written in electronic form (e-mail with a return receipt) to the address apartmany@barto21.cz. The date and time of sending the email is crucial for determining the date of the cancellation.

Cancellation fees when canceling your stay:

- up to 30 days prior to arrival - no cancellation fee
- 15-29 days prior to arrival date - 25% of the ordered services
- 14 days prior to arrival date - 50% of the ordered services

The accommodation provider will not charge the cancellation fee if he could draw contracted services for serious reasons: bereavement, hospitalization of the customer or a family member, serious illness, military call up, disaster. The customer must provide written proof within 3 days of the events listed above.

5. Validity

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