

## **GENERAL TERMS AND ACCOMMODATION RULES**

1) According to Act No. 634/1992 SB. We are committed to consumer protection inform your guests of the following arrangements. The accommodated guest has the right submit a proposal for an out-of-court settlement of such a dispute to a designated entity out-of-court settlement of consumer disputes, which is Česká obchodní inspection Central inspectorate - ADR department Štěpánská 1512000 Prague 2 The Czech Trade Inspection is a supervisory body that supervises consumer protection, proceeding according to Act No. 64/1986 Coll. About the Czech Republic trade inspection, as amended, and other legal regulations. [www.coi.cz](http://www.coi.cz)

## **2) RESERVATION PAYMENT AND CANCELLATION TERMS INFORMATION ABOUT PAYMENT PROCESSING**

According to the Sales Registration Act, the seller is obliged to issue to the buyer the receipt. At the same time, he is obliged to register the received sales with the tax administrator online, in the event of a technical failure, then within 48 hours at the latest.

### **PAYMENT BY PAYMENT GATEWAY**

Using a secure payment gateway, the customer is redirected directly to internet banking of your bank, where it is pre-filled after logging in a payment order that just needs to be confirmed.

In the event of an erroneous transaction made through the payment gateway a if the complaint is proved to be justified, the amount will be refunded in full to the sender back to his bank account from which the amount was sent.

### **Hotel conditions**

#### **Canceling a confirmed reservation.**

In case of cancellation of your confirmed reservation a week or less before the planned arrival, we charge a cancellation fee of 50% of the room price, if you use a gift certificate, it becomes invalid.

#### **How to cancel**

In the email confirming your reservation, you received all the details on how to cancel the reservation correctly. Please direct all complaints and questions about problem solving to [info@cattaleya.cz](mailto:info@cattaleya.cz)

#### **Consent to the processing of personal data for marketing purposes**

By submitting an order, you agree to the processing of personal data and the receipt of marketing materials. You can revoke this consent at any time.

The processor of personal data is Bookolo system s.r.o., which processes reservations through the Booking Engine application and provides the data to the Administrator.

### **CONDITIONS FOR FLEXIBLE RESERVATIONS**

Flexible booking must be guaranteed with a valid payment card number.

The payment card holder must be one of the arriving guests or must fill out the form the authorization form sent to him by the reservation department for that purpose ([info@cattaleya.cz](mailto:info@cattaleya.cz)) and return it duly signed and with a photocopy of both sides  
Credit cards.

Cards provided as a guarantee for a reservation may be pre-authorized on an amount up to the total price of the reservation in order to verify the validity of the card a sufficient funds to cover the cost of the reservation.

The pre-authorization is not the final payment and will be released at the time you specify issuing bank. For more information on preauthorization rules please contact the bank that issued your card. Cancellation of the reservation must be made at least 72 hours before the expected time of arrival.

Estimated time of arrival is 14:00 local time on the day of arrival.

In case of later cancellation of the reservation or in case of no-show (guest does not cancel the reservation and does not inform the hotel of a later arrival), is the hotel entitled to charge the cost of the first night in the accommodation facility as a fee for cancellation.

Contact details for changing and canceling a reservation are also available at confirmation email you will receive after completing your reservation.

### **TERMS FOR NON-REFUNDABLE RESERVATIONS**

It is always required when booking with non-refundable conditions a deposit in the amount of 100% of the reservation amount, which is charged to the payment card client on the day of the reservation and charged during the stay.

In case of cancellation, modification or no-show, the total amount is as a fee for cancellation of the reservation and no part of the payment will be refunded under any circumstances.

The reservation is final. By confirming the reservation with non-refundable conditions the client acknowledges that there is no legal claim for compensation, nor in in case of change of plans or in case of force majeure.

### **3) ACCOMMODATION ORDER**

- Check-out time from the hotel is 11:00 a.m. on the day of departure. Late checkout is possible only by agreement with the hotel and for a fee.
  - Hotel check-in time is from 2:00 p.m. to 6:00 p.m. on the day of arrival. Former registration is possible by agreement
  - The entire hotel is non-smoking. Violation of this regulation and smoking in the room, restaurant, wine bar or wellness center, the hotel is entitled to charge the guest a penalty fee in the amount of CZK 5,000 for cleaning the room. Smoking is only allowed in outdoor areas premises. Cigar smoking is allowed in the wine bar.
  - The guest is responsible for all damages caused in the room during the stay and agrees to pay any costs of repairs, replacements or special cleaning. In case the guest discovers any damage in the room at upon arrival is obliged to report this fact to the hotel staff immediately.
  - Guest is responsible for paying all additional service charges and goods that occur during the stay, unless otherwise stated. By signature registration form, the guest authorizes Resort Cattaleya to make a preliminary authorization (blocking) of the relevant amount on his payment card to cover fees, which may remain unpaid after departure from the hotel - consumption of the minibar, room damage etc.
  - Resort Cattaleya provides its guests with temporary accommodation in the hotel room or accommodation unit rental, the room/unit number is specified on the registration form. Total costs and rental/accommodation conditions were agreed upon in the written reservation documents.
  - Between 10:00 p.m. and 06:00 a.m. is the time of night peace and quiet in Resort. We ask all guests to in the event of a serious breach of this rules, the hotel can penalize guests with a fine of up to NOK 10,000 CZK or, in necessary cases, call the police.
- Dogs and other pets cannot be accommodated at Resort Cattaleya.

#### **4) PRINCIPLES OF PROTECTION OF PERSONAL DATA**

Private data about guests will be processed and stored in the hotel in accordance with Act 101/2000Coll. And a copy of the completed and signed registration form the forms are sent to the foreign police department, in accordance with the law No. 326/1999 Coll. And later regulations and Act No. 314/2015 Coll.

#### **5) Company contact information**

REGÁLY-NET s.r.o.

ID: 29452341

VAT number: CZ29452341

HEAD OFFICE ADDRESS:

Věšínova 2877/7a Ostrava-Zábřeh

The company is registered at the Regional Court in Ostrava, section C, insert no. 54424

RESORT ADDRESS

Čeladná 510, 739 12 Čeladná

Contact:

email: [info@cattaleya.cz](mailto:info@cattaleya.cz)