

GENERAL TERMS AND CONDITIONS

PARTIES TO THE CONTRACTUAL RELATIONSHIP

1. the Accommodation operator Ritchie's H&H, s. r. o., with registered office at Karlova 167/9, Prague 1, 110 00 ID No.: 24846937, VAT No. CZ24846937, registered in the Commercial Register kept at the Regional Court in Prague under file No. C 179914 (hereinafter referred to as "Accommodation")

2. the Client - as a natural or legal person (hereinafter referred to as "Guest")
These terms and conditions apply generally to all hotel Guests and Agencies with whom a written contract for the provision of services has not been agreed.

RESERVATION OF ACCOMMODATION AND SERVICES:

1. Reservation of accommodation and other services in the Accommodation and confirmation of such reservation by the Hotel is possible in writing, i.e. by email or by telephone.

2. a reservation shall be deemed valid and binding if the Accommodation confirms the reservation to the Guest in writing i.e. by email or by an automatic email confirmation generated by the relevant online reservation system.

3. The reservation is completed by credit card or by payment of a deposit in the amount of the accommodation and services ordered. Individual conditions may be set.

4. In the event that the Accommodation or the Guest fails to comply with the conditions set out in point 3, the Accommodation may not provide the accommodation and services.

5. the information provided on the booking confirmation is binding on both parties

PRICES, CANCELLATION AND PAYMENT TERMS:

1. The price is per room per night.

2. The price includes VAT at the rate of 12%.

3. Cancellation of a confirmed reservation can only be made in writing, i.e. by email. The exact method of cancellation is given by the reservation system which was used to create the reservation

4. When cancelling a booking that has been made through an external provider (e.g. booking.com), the booking must also be cancelled through that provider in the manner required by the provider and subject to the terms and conditions of the booking.

5. Changing the booking, i.e. moving the booked services to another date, is

considered a cancellation of the original booking and follows the same procedure as cancellation.

6. The accommodation can be paid in cash, we accept CZK and EUR currency. In case of payment by credit/debit card the amount in CZK currency will be charged.

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

8. The accommodation reserves the right to pre-authorise the Guest Card up to the total amount of the accommodation.

9. In the event of a non-refundable booking option, the Hotel has the right to charge 100% of the accommodation price at any time after the booking has been made.

10. In the event of non-arrival of the Guest, the reservation is cancelled and the Hotel is entitled to charge the cost of the Guest's entire stay.

11:

Free cancellation 16 days prior to arrival.

- 30% of the reservation price for cancellations made less than 16 days prior to arrival.

- 40% of the booking price for cancellations made less than 7 days before arrival

- 80 % of the booking price for cancellations made less than 3 days before arrival

- 100 % of the booking price for cancellations made less than 1 day before arrival

PAYMENT

1. Online payments are handled for us by Comgate payment gateway. The service provider, ComGate Payments, a. s., is a licensed Payment Institution operating under the supervision of the Czech National Bank. Payments made through the payment gateway are fully secured and all information is encrypted. For more information and contacts, please visit www.comgate.cz.

2. If you want to pay by card, select Payment by card as the payment method, fill in the card number, its validity and the CVC/CVV security code, which can be found on the back of the card, and click on pay. The gateway will then contact your bank and process the payment.

<https://www.comgate.cz/cz/platebni-brana>

<https://help.comgate.cz/v1/docs/cs/platby-kartou>

<https://help.comgate.cz/docs/bankovni-prevody>

3. In case of complaints or questions about payments, please contact:
ComGate Payments, Inc.
Gočárova třída 1754 / 48b, Hradec Králové
E-mail: platby-podpora@comgate.cz
Tel: +420 228 224 267

GUEST RIGHTS AND OBLIGATIONS:

1. The guest has the right to use the reserved premises and their facilities, as well as the facilities of the common areas.
2. The guest is responsible for any damages caused to the room during the stay and agrees to pay for any costs of repairs, replacements or special cleaning. The amount of reimbursement will be determined by the hotel.
3. The guest is obliged to complain about any defects or deficiencies during his/her stay at the hotel so that a remedy can be arranged.
4. The guest is obliged to pay the costs associated with the use of accommodation services of the Accommodation no later than on the day of arrival, and the guest is obliged to pay other costs - additional services (restaurant services and other hotel services) no later than on the day of departure, unless otherwise agreed. In the event of non-payment, the Hotel is entitled to charge the corresponding amount to the guest's credit card after departure.
5. The Guest may withdraw from the contract on the basis of the cancellation policy or in the event that the Accommodation has not provided the Guest with the services agreed in advance, corresponding to the standard of the Hotel
6. Check-in time is from 15:00 on the day of arrival. Earlier or later check-in is only possible by agreement with the Accommodation and may incur a charge.
7. Check-out time is 11:00 on the day of departure. Late check-out is possible by arrangement with the hotel and may incur a fee.
8. The entire hotel and apartments are non-smoking. Violation of this regulation and smoking in the room or premises will entitle the Accommodation to charge the Guest a penalty of EUR 300 or more for cleaning the room or premises. Smoking is only allowed outside the Accommodation.
9. Between 22:00 and 6:00 is the night time. Behaviour that leads to disturbance of other guests during the night time is strictly prohibited (includes loud music, television, shouting in rooms, corridors and other disturbing behaviour). In the event of a serious violation of this rule, the hotel may penalize guests with a financial penalty and up to EUR 400 or, if necessary, call the police.

RIGHTS AND OBLIGATIONS OF THE HOTEL:

1. The Accommodation is obliged to provide accommodation for the Guest on the basis of pre-agreed services that correspond to the standard of the Accommodation.

2. In the event that the Accommodation cannot accommodate the Guest on the basis of a pre-arranged and confirmed reservation, the Accommodation is obliged to arrange adequate accommodation for the Guest in another facility.

FINAL PROVISIONS:

1. These terms and conditions are valid from 1st Nov 2024 and the Accommodation reserves the right to change them and the Guest is obliged to comply with these current terms and conditions.

2. The Accommodation collects the Guest's personal data only for the period of time necessary until the termination of the provision of the agreed services and does not provide such data to other persons.