

PAYMENT CONDITIONS

Stays during the following dates 28.12. - 8.1. /21.4.-13.5. (season III) in the room category SUITE	100% payment 31 days prior to arrival at the latest
Stays during the following dates 28.12. - 8.1. /21.4.-13.5. (season III) in the room category DBL and SGL	100% payment 15 days prior to arrival at the latest
Stays during the following dates 25.2.- 20.4. /14.5.-25.11. (season II)	100% payment 8 days prior to arrival at the latest
Short-term stays with max. 3 nights during the dates 25.2.-20.4. /14.5.-25.11. (season II) in all room categories except the Presidential Suite, Moser Crystal Suite, Majestic Medical Suite, Premier Suite Garden View, Exclusive Suite, Wellness Suite, Junior Suite Family, Business	100% payment 3 days prior to arrival at the latest
Stays during the following dates 9.1.-24.2. /26.11.-27.12. (season I) in all room categories except the Presidential Suite, Moser Crystal Suite, Majestic Medical Suite, Premier Suite Garden View, Exclusive Suite, Wellness Suite, Junior Suite Family, Business	100% payment 3 days prior to arrival at the latest
Stays during the following dates 9.1.-24.2. /26.11.-27.12. (season I) in the rooms Presidential Suite, Moser Crystal Suite, Majestic Medical Suite, Premier Suite Garden View, Exclusive Suite, Wellness Suite, Junior Suite Family, Business	100% payment 8 days prior to arrival at the latest
Stays exceeding a total volume of over EUR 15.000,-	25% payment 61 days prior to arrival at the latest 100% payment 31 days prior to arrival at the latest
Package FIRST MINUTE	100% payment 91 days prior to arrival and the payment is non-refundable



Subject to confirmation of reservations made after the date of payment is full payment on the day of booking
 Subject to confirmation of any reservation is the provision of a guarantee by credit card or advance payment

CONSUMER PROTECTION

The accommodated guest has the right to file a petition for an extrajudicial resolution of consumer disputes designated to the subject for extrajudicial resolution of consumer disputes, which is:

Česká obchodní inspekce (Czech Trade Inspection)
 Ústřední inspektorát - oddělení ADR (Central Inspectorate - Department of ADR)
 Štěpánská 15 120 00 Praha 2
 Email: adr@coi.cz Web: <https://adr.coi.cz>

The Czech Trade Inspection is a supervisory authority supervising consumer protection, advancing under the Act no. 64/1986 Coll., about the Czech Trade Inspection, as amended, and other legislation. The website of the Czech Trade Inspection is www.coi.cz.

In accordance with § 1837 letter j) of Act no. 89/2012 Coll., Civil Code, the accommodated as a consumer is not entitled to withdraw from the contract if the accommodation provides performance within the specified time.

CANCELLATION POLICIES

Stays during the dates 28.12. -8.1. /21.4.-13.5. (season III) in the room category SUITE	<ul style="list-style-type: none"> ● Cancellations made 30 or fewer days prior to arrival =100% of ordered services ● No-show =100% of ordered services ● Cancellations (shortening of the stay) made during the stay =100% reservation price
Stays during the dates 28.12. -8.1. /21.4.-13.5. (season III) in the room categories DBL and SGL	<ul style="list-style-type: none"> ● Cancellations made 14 or fewer days prior to arrival =100% of ordered services ● No-show =100% of ordered services ● Cancellations (shortening of the stay) made during the stay =100% reservation price
Stays during the dates 25.2.-20.4. /14.5.-25.11. (season II)	<ul style="list-style-type: none"> ● Cancellations made 7 or fewer days prior to arrival =100% of ordered services ● No-show =100% of ordered services ● Cancellations (shortening of the stay) made during the stay =100% reservation price
Short-term stays with max. 3 nights during the dates 25.2.-20.4. /14.5.-25.11. (season II) in all room categories except the Presidential Suite, Moser Crystal Suite, Majestic Medical Suite, Premier Suite Garden View, Exclusive Suite, Wellness Suite, Junior Suite Family, Business	<ul style="list-style-type: none"> ● Cancellations made 48 hours and fewer hours prior to arrival =100% of ordered services ● No-show =100% of ordered services ● Cancellations (shortening of the stay) made during the stay =100% reservation price
Stays during the dates 9.1.-24.2. /26.11.-27.12. (season I) in all room categories except the Presidential Suite, Moser Crystal Suite, Majestic Medical Suite, Premier Suite Garden View, Exclusive Suite, Wellness Suite, Junior Suite Family, Business	<ul style="list-style-type: none"> ● Cancellations made 48 hours and fewer hours prior to arrival =100% of ordered services ● No-show =100% of ordered services ● Cancellations (shortening of the stay) made during the stay =100% reservation price
Stays during the dates 9.1.-24.2. /26.11.-27.12. (season I) in the room categories Presidential Suite, Moser Crystal Suite, Majestic Medical Suite, Premier Suite Garden View, Exclusive Suite, Wellness Suite, Junior Suite Family, Business	<ul style="list-style-type: none"> ● Cancellations made 7 or fewer days prior to arrival =100% of ordered services ● No-show =100% of ordered services ● Cancellations (shortening of the stay) made during the stay =100% reservation price
Stays exceeding a total volume of over EUR 15.000,-	<ul style="list-style-type: none"> ● Cancellations made 60 or fewer days prior to arrival =25% of ordered services ● Cancellations made 30 or fewer days prior to arrival =100% of ordered services ● No-show =100% of ordered services ● Cancellations (shortening of the stay) made during the stay =100% reservation price
Reservation of the package FIRST MINUTE	<ul style="list-style-type: none"> ● Cancellations made 90 or fewer days prior to arrival =100% of ordered services ● No-show =100% of ordered services ● Cancellations (shortening of the stay) made during the stay =100% reservation price
Transfer cancellation policy	<ul style="list-style-type: none"> ● Ordered transfers (airport pick-ups) can be cancelled free of charge up to 24 hours before the scheduled client pick up. ● If the transfer is cancelled less than 24 hours before the scheduled client pick up, a 100% cancellation fee is required.



Cancellations must be communicated directly to the hotel's reservations department in written form by email to reservation@carlsbadplaza.cz
 Client medical reports are not accepted as justification for cancellation.