

STANDARD PAYMENT CONDITIONS

Hotel accommodation	Prepayment in the amount of the price for the 1st night at the latest 7 days prior to arrival. Surcharge upon check-in
Medical and wellness packages	Prepayment in the amount of 50 % of the total price of the reservation at the latest 7 days prior to arrival. Surcharge upon check-in.

PAYMENT CONDITIONS – ONLY FOR VIP PRESTIGE CLUB MEMBERS

Prestige Club Silver card holder	According to the Standard payment conditions
Prestige Club Gold card holder	All bookings in Single and Double rooms without prepayment. Payment at the hotel upon check-in. All bookings in Suites with prepayment according to the Standard payment conditions.
Prestige Club Diamond card holder	All bookings without prepayment. Payment at the hotel upon check-in.

CANCELLATION POLICY

Hotel accommodation	Cancellation 7-0 days prior to arrival / No-show: cancellation fee equal to 100 % of the price for the 1st night Shortening the length of accommodation during the stay: cancellation fee equal to 100 % of the price for the following night
Medical and wellness packages	Cancellation 7-0 days prior to arrival / No-show: cancellation fee equal to 50 % of the total price of the reservation Shortening the length of accommodation during the stay: cancellation fee equal to 100 % of the total price of the reservation
Transfers	Cancellation less than 24 hours before the scheduled client pick up: cancellation fee equal to 100% of the transfer price

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.