

Terms and conditions

The mutual contractual relationship between the participant of the stay (hereinafter referred to as the customer) and the KUPEC Residence, 382 79, is governed by the provisions of the Civil and Commercial Code and is governed by these general terms and conditions.

1. Identity and contact details of the accommodation provider

Marina FRYMBURK s.r.o. Přemyslova 2801/16
370 06 České Budějovice
Czech Republic

ICN:02356651

2. Formation of a contractual relationship

The contractual relationship between the customer and the KUPEC Residence is established on the basis of a written contract (i.e. a properly completed order or request from the hotel's website or an order sent by e-mail, fax or letter). The request form or written order must be confirmed back by the apartment reception by fax, letter or e-mail.

The exception is stays whose start date is 2 or less days from the date of the order, here also a phone order is considered a binding order.

3. Payment card guarantee

Online booking is guaranteed by payment card.

We require a valid credit card to cover the reservation in case of late cancellation or no-show. We reserve the right to decide to pre-authorize your credit card to verify that the card is valid and has sufficient funds.

In case of cancellation of the reservation by the customer during the period to which cancellation fees apply, the hotel reserves the right to charge cancellation fees even without the presence of the customer.

4. Payment

The residence reserves the right to require full payment before the stay takes place. The amount of the payment is 100% and its maturity is one week, unless otherwise agreed.

5. Surcharges

Additional payment for utilities, services provided (rental of boat, bikes, etc.) and city tax will be required in cash on the day of departure.

6. Payment in advance

At any time after the reservation is made, the guest will be charged an advance payment of 100% of the total price.

7. Cancellation of stay by the customer

The customer is entitled to withdraw from the contract with the Residence at any time before departure for the stay. Cancellation of stay is required in writing. Any cancellation fees are calculated from the total amount for the stay, not from the amount of any advance payment.

8. Cancel fees

We only accept cancellations sent in writing.

Standard cancellation conditions:

Cancellation of stay more than 30 days before the start date - free of charge

In case of cancellation less than 30 days before arrival, the guest will pay 100% of the total price, including a handling fee of 1.5% of the amount.

The date of delivery of the written notification to the Residence is decisive for determining the cancellation period.

The residence will not charge cancellation fees in case of cancellation of the stay order or non-appearance of the client only in case of serious illness or death of the resident.

9. Conditions for damage

Guests pay a damage deposit of €130.

Method of paying the damage deposit on the day of arrival in cash. Return of the deposit on the day of departure in cash.

10. Cancellation of stay by the Residence

The residence is entitled to cancel the stay if the completion of the stay is specifically made difficult or threatened or as a result of unforeseeable extraordinary circumstances that could not be foreseen when concluding the contract (sending the binding order). The Residence is obliged to notify the customer of the cancellation of the stay without undue delay, and the customer will receive the money for the agreed services back in full. At the same time, the customer is not entitled to any other compensation.

11. Early termination of stay

In the event of early termination or interruption of the stay without fault on the part of the Residence, the Residence is not obliged to refund the paid price of the stay or to reduce the price of the ordered stay, or its proportional part.

12. Prices and services

Approximate prices for accommodation and any other services are listed in the accommodation provider's presentation materials (website, brochures, etc.). However, the price stated in the accommodation voucher (hereinafter referred to as the voucher) is binding for the customer. For the range of contractually agreed services and prices, their breakdown in the voucher is binding.

13. Discounts, last minute offers, coupons

Discounts and discount coupons cannot be combined, the Residence will always apply the discount that is most advantageous for the guest. Last minute offers cannot be combined with any other discount or coupon.

14. Children's prices

Children's prices are calculated according to the current price list / offer.

1 child under 1.99 years old is free, without the right to own bed. Children of any age can stay. The maximum number of cots is 1.

15. Fee for unoccupied bed

If the guest requests a room with more beds than the expected number of people accommodated, he will be charged a fee for the unoccupied bed.

16. Gift vouchers

There are no refunds for paid gift vouchers. However, the validity of the voucher can be extended by agreement.

17. Parking

Private parking for 1 car is possible free of charge in the hotel area. Another car for a fee according to the price list. (reservation is not necessary)

18. Pets

Pets are not allowed.

19. Groups

There are no special conditions for groups.

20. Internet Access

Wireless internet is available throughout the hotel free of charge.

21. Out-of-court dispute resolution

The accommodated guest has the right to submit a proposal for an out-of-court settlement of such a dispute to the designated entity for out-of-court settlement of consumer disputes, which is:

Czech Trade Inspection
Central inspectorate - ADR department 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, proceeding in accordance with Act No. 64/1986 Coll., on the Czech Trade Inspection, as amended, and other legal regulations. The website of the Czech Trade Inspection is www.coi.cz.

Or

In accordance with the provisions of § 1837 letter j) of Act No. 89/2012 Coll., the Civil Code, the person staying as a consumer does not have the right to withdraw from the accommodation contract if the accommodation facility provides performance within the specified time.

22. Validity

These "General Terms and Conditions" apply to participants staying at the KUPEC Residence, Frymburk 382 79, and enter into force on May 1, 2023, and apply to ordered services and stays after this date.

We recommend taking out domestic travel insurance, which also includes insurance for trip cancellation or trip interruption.