



General contract terms

Hotel BELASSI ****, Sládkovičova 46, 972 01 Bojnice

Valid since **1. 1. 2017**

Trade name: **RELAS, s.r.o.**, Vinohradnícka 6, 971 01 Prievidza
Reg. no.: 36 342 157
VAT no: SK2021953736
Registered in the Commercial Register of Trenčín
District Council Section Sro, no. 15402/R

1. Contracting parties

Provider: Hotel BELASSI, operation office RELAS s.r.o. - Provider of accommodation, catering and congress services to the Purchaser (Guest) against payment (further referred as the Hotel).

Purchaser: Customer who concludes a contract with the hotel, with subject of accommodation, catering or other services whose are part of the hotel (further referred as the customer, purchaser or guest).

These General Terms and Conditions become mandatory for the hotel and the guest by concluding a contract, and are part of the concluded contract.

2. Reservation of services

Reservation is made by the client on his own name or in favor of a third party.
After receiving the guest's reservation, reservation is confirmed to the guest by the hotel by phone, mail or e-mail.

Reservation must contain:

- First name and surname of the Guest, in case of company, company's name and Reg. no.,
- Exact date of provided services,
- contact information: phone number or email address of the Guest and credit card information due to guaranty,
- Type of payment, and billing information in case of legal person
- Number and type of provided services

The hotel is obliged to process the order within 24 hours, or the next working day for group bookings by approval or rejection.

Having confirmed the order, the hotel shall issue confirmation of the reservation stating the extent of services and send it in written form or electronically. The contract between the Hotel and the Purchaser (Guest) becomes effective after confirmation of the order by the Hotel.

By online reservation the client is able to look for currently available accommodation capacities in the hotel according to the requirements specified in the reservation form (arrival, departure date, room type, etc.).

By online reservation, after selecting all the data for the beginning and the end of the stay, room type, and additional services, the client has completed all the required data.

After completing all the required data, after the implementation of payments pursuant to these GTC and after the verification of data, the client will immediately be sent a specified e-mail confirmation of booking and reservation number. The assigned reservation number is used for confirmation, as contact details for the implementation of any changes or cancellation of a reservation confirmation upon arrival. For this reason, the client is obliged to keep the reservation number secure.

3. Payment conditions

- Hotel shall charge prices according to the current pricelist.
- Hotel reserves the right to change the price of the services provided during the calendar year.
- The price quoted in the reservation confirmation is definite.
- The Guest shall not demand reduction of price if the reduced price was published after the confirmation of reservation.
- Discounts and special offers are non-cumulative.
- The Guest shall pay for the provided services and accommodation when checking out on the reception in cash, by credit or debit card.
- Method of payment shall be agreed in advance.
- Any agreements in different extent than those regulated in these General Contract Terms shall be agreed in advanced by General Manager of the Hotel and both contracting parties and confirmed in written form in a separate Framework Agreement.

The purchaser is obligated to pay the full amount for the stay booked by the client through the online reservations via credit card. For this reason, when booking online and paying by card, credit / debit card the number is required from client. By confirming the reservation, the client gives consent to implement the payment for the booked stay in full for the benefit of the hotel operator (withdraw price of your stay) and entitles the hotel operator to implement this payment. The total price of the stay is immediately debited on the bank account of the hotel.

The policies and actions of the hotel operator are based on ethical principles and respect the privacy of the client. The reservation system currently uses the most modern system of encryption for sensitive data and guarantees full safety of the data provided for the implementation of clients' payments.

The client authorizes the hotel operator to verify the information provided by credit / debit card in the corresponding bank call-center or company that has issued the credit / debit card.

Any changes to online reservations made by the client can be done electronically by e-mail or by telephone.

If the client requires changes to an already made online reservation, to which it is impossible to satisfy due to capacity or other operational reasons, the hotel operator will take all necessary steps in order to comply with the requirements of the client, but the hotel operator is not obliged to fulfil the request of change to an online reservations already made by the client and the client is not entitled to any compensation for damages or any other performance by the hotel operator due to the failure to change already made online reservations.

Advanced payment for groups and events

For special groups or events, the advance invoice is issued in agreement with the client for estimated and agreed price for all accommodation, catering and additional services according to the order in a pre-agreed amount with an invoice maturity of 14 days. No later than 3 days before the use of services, advance payment of 100% of the total cost of services shall be made to the Hotel's account.

The advance payment shall be made by the following means:

- on the reception in cash or by credit card,
- by bank transfer to the account: Tatra banka, a.s. IBAN: SK14 1100 0000 0029 4103 2783, SWIFT: TATRSKBX, variable symbol is the number of invoice.

Cancellation policy

The hotel is entitled to request the cancellation fee from the client if he cancels his reservation by phone, mail or e-mail. Please see below the cancellation condition, depending on type of accommodation booked:

General cancellation policy

- reservation can be cancelled free of charge until 48 hours before the reservation is valid (check-in 2:00 p.m.). You will be charged 100% of the first night price in case of later reservation cancellation. In the case the stay is shortened by the guest, the hotel reserves the right to ask for the full payment of the booking.

Cancellation policy for packages

- reservation can be cancelled free of charge until 7 days before the reservation is valid. In case it is less than 7 days we apply 50% cancellation policy for the whole stay. In the case it is less than 2 days we do apply 100% cancellation policy for the whole stay. In the case the stay is shortened by the guest, the reserves the right to ask for the full payment of the booking.

Cancellation for special prices

- the guest will be charged the total price of the reservation if they cancel at any time. In the case the stay is shortened by the guest, the hotel reserves the right to ask for the full payment of the booking.

4. Provided services

The Guest shall be accommodated on the day of check-in at the earliest at 2 pm, unless agreed differently in advance.

If the Guest makes advance payment, the hotel shall hold his reservation until 10 pm. If the Guest does not make a claim for reserved services after this time, the Hotel is not obliged to refund him the advance payment.

If the Guest does not have a written confirmation, he shall arrive up to 2 hours from phone confirmation or personal confirmation of the reservation. If the Guest does not appear in 2 hours, the Hotel claim this room as available for other guests.

If the Guest wishes to be accommodated before 6 am on day of check-in, the Hotel shall charge an additional night.

The Guest shall vacate the room until 10 am on the day of check-out. In case that the Guest fails to do so, the Hotel shall charge him additional night, if it was not agreed otherwise.

If a reservation was confirmed to the Guest, he made advance payment and the Hotel vis maior cannot provide him the accommodation, the Hotel shall arrange convenient alternative accommodation at the Hotel's expense.

In exceptional cases, the hotel reserves the right to offer the Guest a different accommodation than it was formerly agreed, if it does not substantially differ from the original one.

The Hotel shall not take any responsibility for jewelry, money and other valuables stored outside the safe. The Hotel recommends storing your valuables in room safe or on the reception.

The Guest has right to all the services agreed in the confirmed order. If half board is ordered, the dinner is served on the day of check-in from 5:30 pm.

The Guests shall not eat their own food inside the hotel area. Eating own food and drinks is considered as a violation of General Contract Terms which can lead to cancellation of contract (withdrawal from the contract) without the Guest's claim to a refund if not agreed otherwise.

The Guests shall not use their own electrical devices except for razors, hair-dryers and other personal hygiene devices.

Small pets shall be brought in only after a written agreement from the Hotel's direction. The price of the accommodation is stated in the current pricelist. The Guest takes responsibility for all damages caused by the pet during the stay. It is not allowed to leave the pet unattended in the room. The Guest shall respect instructions for the stay with a dog or with a pet.

The Hotel shall only extend the stay if it has free capacity.

On request of the Guest, the reception shall call Emergency Medical Service. The Hotel shall demand a refund for the expenses related to the Guest's medical treatment.

The contract between the Guest and the Hotel shall terminate on the day of departure by paying the final bill. The Guest shall settle the bill in cash or by credit card.

In case of earlier termination of the stay than it was agreed in the reservation, the Hotel shall charge the Guest the total price of stay as formerly agreed.

The guest is responsible for all damages caused by him during his stay. In the event taht the damage was caused by the child, his parent or legal representative shall take the responsibility.

The Hotel shall seize things the Guest brought in the hotel, if the Guest do not settle the final bill.

The Hotel shall terminate the stay of the Guest and withdraw from the contract with immediate effect and with no claim for refund if:

- The Guest deliberately causes damage of the hotel's property, behave against the morals and good manners,
- He disturbs other Guests by his behavior,
- The Guest's state of health presents a danger for other Guests and the staff.

If the Guest has a reason to raise a complaint, he shall report it immediately. The complaints are settled in accordance with the current Complaints Policy.

The Hotel shall check the room of the Guest during his/her stay and provide the cleaning services according to hygiene standards. If there is a dog or a pet left alone in the room, maids claim the right to not clean the room.

If the Hotel discovers after check-out of The Guest a damage of hotel equipment, unnoticed consumption or a theft, the Hotel shall bill the charge for it additionally by debiting the Guest's credit card or sending a bill to his/her address after reporting him/her these facts.

The Guest shall follow the current accommodation policy.

5. Ticket for the event

The ticket can be purchased at the hotel reception.

EVENT; An event is a public performance, concert or social event of a cultural or sporting nature (eg. theatrical, drama, music, audio-visual, film, sports performance) which is organized by the hotel as organizer and is sold by the hotel.

TICKET; A ticket is a voucher and a confirmation allowing the holder to enter the event for which it was purchased (usually a one-time fee). The ticket cannot be offered for resale, returned to sale, exchanged or arbitrarily printed a duplicate. The ticket is in the form of a classic paper ticket sold at the hotel. Modifying, falsifying or copying tickets is in violation of these General Terms and Conditions as well as the applicable law and may cause administrative, as well as criminal consequences. The ticket is valid without modification and damage, for a one-time entry to the event for which it was purchased and cannot be used to enter another Event.

TICKET HOLDER; The Ticket Holder is the person who has purchased the Ticket or who has the Ticket in his possession. The Ticket Holder acknowledges that at the event or in connection with it, the hotel or third parties (personal data processors) may produce various forms of recordings (pictures, images and sound recordings) eg. for artistic purposes and for press, film, radio and television news.

Event change - a reduction in the scope of services provided, unless otherwise specified by the hotel, funds representing part of the Ticket price or the Ticket price, to the extent specified by the Hotel, are generally returned within five business days after the Event. The place, time and method of returning part of the entrance fee will be determined by the hotel and will be notified to the Ticket Holders by announcement on the hotel premises and via the website www.hotelbelassi.sk.

Upon CANCELLATION of the Event, the funds representing the price of the Ticket shall be returned without undue delay after the announcement of the cancellation of the Event by the hotel. Ticket Owners are entitled to claim their tickets within 3 years of the planned event at the latest. The place, time and manner of the refund of the entrance fee will be determined by the hotel and will be announced to the Ticket Holders by a notice on the hotel premises and through the website www.hotelbelassi.sk.

The hotel is not responsible:

- for delayed delivery of ordered Tickets caused by mail, by express delivery service or any other entity providing Ticket transportation, provided the hotel has provided it for transportation in time,
- for delayed delivery of ordered Tickets caused by the Ticket Owner, who does not respect the delivery conditions of the post office, resp. who did not pick up their Tickets in time,
- for delayed acceptance of the Ticket by the Ticket Holder at the hotel reception and thus delayed arrival at the Event,
- for failure to deliver Tickets caused by incomplete, outdated or in any way incorrectly entered postal address by the Ticket Holder,
- for not using the Event Ticket,
- for failure to check the Ticket at the hotel reception by the Ticket Owner,
- for damage and loss of consignment caused by mail, respectively. express delivery service or any other entity providing transportation of Tickets.

The Ticket Owner is obliged to notify the hotel of loss, theft or damage of the Ticket by sending an e-mail to recepia@hotelbelassi.sk or by phone [+421 46 5198 097](tel:+421465198097).

In the event of a change or cancellation of the Event, the Ticket Owner is obliged to inquire about the manner, place and time of the refund of the admission on the website www.hotelbelassi.sk.

6. Liability for damages

The Hotel is responsible for damage caused on items that have been brought to the Hotel by or for Clients unless the damage has been caused otherwise. The same applies to items that have been stored in the Hotel premises which were designated as accommodation facilities or storage facilities, or items that have been given to any member of the Hotel staff for the above-mentioned purpose.

The Hotel is liable for the total damage caused on items including jewels, money and other valuables to a maximum value specified by the implementing regulation related to Act No. 40/1964 Coll. Civil Code as subsequently amended. The liability shall be unlimited only if the respective items are given to the Hotel for safekeeping. Every Client is obliged to exercise his/her right to compensation without undue delay. This right shall expire if not executed within 15 (fifteen) days after the day the respective Client found out about the damage.

Providing space for parking a vehicle/vehicles in the Hotel garage or at a car park shall not be considered a safekeeping or storing agreement. The Hotel is not liable for stolen or damaged vehicles (and their accessories) if parked outside the Hotel premises.

7. Other sanctions and fines

If fire alarm is activated due to disrespecting fire regulations such as:

- smoking inside the hotel,
- using smoke machine during events,
- using open fire inside the hotel,

Person responsible for it shall be charged up to 50 EUR.

8. Personal data protection policy

The Purchaser in compliance with Regulation 2016/678 of the European Parliament and the Council of April 27, 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data (General Data Protection Regulation) and with Personal Data Protection Act 18/2018 shall make all necessary steps to ensure compliance with here above regulations and declares to be acquainted with rights and duties concerning collection and processing of personal data according to this Act. The purchaser also gives to the Provider the consent to process his personal data stated in the order for the purpose of fulfilment of services and duties put by the above mentioned Act for the period necessary to secure the rights and duties resulting from legal relationship between the Purchaser and the Provider.

Withdrawal of the consent shall be realized in written form with or without giving a reason. The Purchaser as affected person declares to be aware of his rights.

The rights of the Purchaser in relation to the protection of personal data can be found at <https://hotelbelassi.sk/gdpr/>.

9. Final Regulations

Should individual provisions of these General Terms and Conditions be or become ineffective or invalid, this shall not affect the validity or effectiveness of the other provisions of these General Terms and Conditions.

When confirming an online reservation, the Client agrees with these General Terms and Conditions and undertakes to comply with them. The hotel operator reserves the right to change these General Terms and Conditions. The obligation to notify the change of the General Terms and Conditions in writing is fulfilled by placing the amended General Terms and Conditions on the website of the hotel operator.

1 January 2017 in Bojnice.