

# PORT HOTEL BUSINESS AND CANCELLATION TERMS

## Doksy u Máchova jezera

### Payment conditions:

- an advance of 50% of the accommodation price is due when booking the stay;
- If booking a stay less than 7 days before arrival (inclusive), the booking must be guaranteed with a credit card;
- The balance of the price for accommodation is paid in cash or card upon arrival;
- For "non-refundable payment" or "non-refundable price" bookings, if this type of stay is offered, the stay must be paid for in advance on the date of booking (order of hotel services). In this case, bookings (orders of hotel services) cannot be altered or cancelled free of charge. In the case of a change or cancellation of the booking (order of hotel services), the hotel will bill the client a cancellation fee equal to 100% of the respective value of ordered hotel services, which the client is obliged to pay;
- For group bookings, an advance of 50% of the accommodation price is required, whereas the hotel invoices the balance at the end of the stay.

### Cancellation conditions:

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|---|--|
| • 90 to 61 days before arrival (applies to group reservations of 10 or more rooms): | 10% of the price of ordered services;  |
| • 60 to 6 days before arrival (applies to group reservations of 10 or more rooms):  | 50% of the price of ordered services;  |
| • 60 to 21 days before arrival:   | 15% of the price of ordered services;  |
| • 20 to 6 days before arrival:  | 50% of the price of ordered services;  |
| • 5 or less days before arrival:  | 100% of the price of ordered services; |
| • No-show at the hotel:   | 100% of the price of ordered services. |

Cancellation / alteration of the given booking (order of hotel services) must be carried out by the client in writing, either as a written request from the client delivered to the hotel's address or an e-mail delivered to the hotel's e-mail address [hotel@hotelhorizont.cz](mailto:hotel@hotelhorizont.cz). The document of cancellation or alteration of the booking (order of hotel services) is the written confirmation of booking (order of hotel services) cancellation or alteration from the hotel.

### Prices for extra beds in double rooms (with two full-paying adults):

- free child bed at request;
- children under the age of 3 without free extra bed;
- every third person (inclusive children) that require an extra bed 30% of room price.

### Information about solving consumer disputes:

The guest is entitled to out-of-court resolution of consumer disputes by the out-of-court consumer dispute resolution authority, that being the Czech Trade Inspection, Central Inspectorate - ADR Department, Štěpánská 15, Prague 2, e-mail: [adr@coi.cz](mailto:adr@coi.cz), [www.coi.cz](http://www.coi.cz).