BUSINESS AND CANCELLATION CONDITIONS OF HOTEL PORT Doksy u Máchova jezera

Business conditions for individual reservations

- for binding reservations of stays for individual guests, a deposit of 50% of the price of the stay is required;
- for individual reservations, if the stay is booked less than 7 days before arrival, the reservation must be guaranteed by credit card;
- the additional payment of the price of the stay for individual reservations is paid in cash or by credit card upon arrival;
- for non-refundable reservations, if this type of stay is offered, it is necessary to pay 100% of the stay including the ordered hotel services on the day of booking (hotel service order). In this case, the reservation cannot be changed or canceled;
- reservations without a deposit (ad hoc) are guaranteed until 6 p.m. on the day of arrival;

Cancellation conditions for individual reservations

60 to 41 days before arrival	15% of the price of the ordered services;
40 to 21 days before arrival	50% of the price of the ordered services;
20 to 6 days before arrival	75% of the price of the ordered services;
5 or less days before arrival	100% of the price of the ordered services;

Business conditions for group and corporate reservations for group reservations

- a deposit of at least 30% of the ordered services is required in the form of an advance invoice;
- the hotel will charge the remaining amount of the stay after the end of the stay according to the previously agreed payment terms;
- the invoice is due 14 calendar days from the end of the event, unless otherwise agreed (order)

Cancellation conditions for group and corporate reservations

Applies to group reservations of 5 or more rooms

90 to 61 days before arrival	30% of the price of the ordered services;
60 to 31 days before arrival	50% of the price of the ordered services;
30 to 6 days before arrival	75% of the price of the ordered services;
5 or less days before arrival	100% of the price of the ordered services;

Cancellation or change of the relevant reservation must always be made by the client in writing, by e-mail delivered to the hotel's e-mail address hotel@hotelport.cz. The proof of cancellation or change of the reservation is a written confirmation of cancellation or change of the relevant reservation from the hotel.

Information on the resolution of consumer disputes

The guest has the right to an out-of-court resolution of a consumer dispute by the entity of out-of-court resolution of consumer disputes, which is the Czech Trade Inspection, Central Inspectorate - ADR Department, Štěpánská 15, Prague 2, e-mail: adr@coi.cz, www.coi.cz.