

GENERAL TERMS AND CONDITIONS

SLOVAKIA REAL – IN a.s. Hotel PARK**

1. By confirming the order, the customer and City Hotel Group a.s., as the operator of the hotel (hereinafter referred to as the "Hotel"), conclude a contract pursuant to Section 269(2) of the Commercial Code, under which the Hotel undertakes to provide the customer or persons covered by the customer with temporary accommodation and other ordered services (hereinafter referred to as "additional services"), and the customer undertakes to use the accommodation and additional services and pay the agreed remuneration.
2. After concluding the contract, the Hotel issues an advance invoice to the customer for a deposit of 50-80% of the total price of the agreed accommodation and additional services, payable 3 days before the first day of their provision. If the customer fails to pay the deposit properly and on time, the Hotel is entitled to refuse accommodation and additional services. The payment date is the day the funds are credited to the Hotel's account or deposited in the Hotel's cash register. Bank charges are borne by the customer.
3. The Hotel issues an invoice for the provided accommodation and additional services within 3 days from the last day of their provision. The invoice is due within 10 days, and for foreign customers, within 14 days from the date of issue. If the customer delays payment of the invoice, they are obliged to pay the Hotel late payment interest of 0.05% of the unpaid amount per day.
4. The customer is required to notify the Hotel of the exact number of meals ordered no later than 9:30 AM on the day the catering services are to be provided. The calculation of the final payment is based on the number of actually consumed meals in connection with points 6 and 8 of these terms and conditions.
5. The customer is entitled to cancel the agreed accommodation and additional services in advance in writing. The Hotel is required to confirm receipt of the cancellation.
6. If the customer cancels the agreed accommodation and/or additional services in full or in part, they are obliged to pay the Hotel the following cancellation fees:

a) Cancellation of accommodation services

- 30 – 21 days before arrival – 40% of the deposit amount,
- 20 – 14 days before arrival – 60% of the deposit amount,
- 13 – 7 days before arrival – 80% of the deposit amount,
- 6 – 1 day before arrival – 90% of the deposit amount,
- On the day of arrival – 100% of the deposit amount.
 - For group cancellations up to 10% of accommodation services: 0% fee (beyond this, 100% applies). This does not apply on the day of arrival.

b) Cancellation of catering services

- On the day of the event – 100% of the price of the canceled meals.

c) Cancellation of meeting room rental

- 45 days in advance – 50% of the rental price.
 - On the day of the event – 100% of the rental price.
7. If the customer does not use the agreed accommodation and/or additional services, the unused services are considered properly canceled on the day they were to be provided. If the Hotel provides the unused services to a third party or if the non-utilization of services is due to force majeure, the obligation to pay the cancellation fee does not apply. The customer must provide written proof of the existence of force majeure.
 8. The legal relationship between the Hotel and the customer arising from the contract is governed by the Commercial Code and other legal regulations of the Slovak Republic in accordance with Section 262(1) of the Commercial Code. The district court has jurisdiction over disputes arising from the contract.
 9. a) An integral part of these terms and conditions are the Accommodation Regulations and Complaints Policies related to the services provided by the Hotel.

b) Accommodation in hotel rooms is determined by the number of beds. A child aged 0 – 3 years can be accommodated free of charge without a bed, or the Hotel can provide a baby cot free of charge upon request. The number of guests in a room must not exceed the number of beds.

c) For student groups, the Hotel reserves the right to charge a deposit upon arrival. The deposit is determined by the Hotel when confirming the booking.

10. Any deviations from these terms and conditions must be agreed upon in writing and signed by the customer and an authorized representative of the Hotel. Any agreement on services beyond the original confirmed order or changes in the scope of services constitutes an amendment to the contract.
11. The contracting parties agree that these general terms and conditions, in their valid version, become part of their future contracts for the provision of accommodation services from the date such contracts are concluded.