



## **General Terms and Conditions (GTC)**

These General Terms and Conditions ("GTC") govern the contractual relationship between **Hotel Macocha**, located at Nádražní 1010/13, 678 01 Blansko, operated by **Hotel Hlaváč, s.r.o.** ("Provider" or "Company"), and the **Client**, whether a natural or legal person, who orders accommodation at the hotel ("Client" or "Booking Party").

In the event of discrepancies between provisions in individual contracts and these GTC, the contractual provisions take precedence.

These GTC become part of pre-contractual arrangements as soon as negotiations commence, and form part of the contract upon its conclusion.

### ***Article I — Pre-Contractual Arrangements***

1. Pre-contractual arrangements include booking services, negotiating terms, and final confirmation by the Provider.
2. Service orders must be in written form and clearly state the ordering party and service details (type, date, price, etc.), and must be sent to the relevant department of the Company.
3. By signing the order or confirming via email, the Provider accepts the service request, and the contract becomes binding.
4. If additional services are later ordered, both parties must follow the same process. The Provider will make reasonable efforts to accommodate, but cannot guarantee availability.

### ***Article II — Obligations of the Parties***

1. Upon conclusion of the contract, the Provider is obligated to supply the agreed services, and the Client is obligated to accept and pay for them in full.

### ***Article III — Check-in Procedure***

1. Upon arrival, each guest must present a valid ID (passport or ID card). After registration (including foreign police reporting if required), the guest is checked in.
2. The House Rules are considered an integral part of these General Terms and Conditions.

### ***Article IV — Payment Terms***

1. If the Provider requires an advance payment, the Client must pay it properly and by the agreed deadline. Non-payment entitles the Provider to cancel the reservation and apply cancellation fees per Article V.
2. The Client must pay for accommodation in full, by card or cash upon checkout, or by the invoice due date (standard 14 days unless otherwise agreed). Discrepancies in invoices must be reported in writing within 5 calendar days.
3. A payment is deemed completed when the amount is credited to the Provider's bank account.



4. For late payment, the Provider is entitled to charge 0.5% interest per day on the outstanding amount.
5. Any payment received will be applied to the oldest outstanding debt. Pre-authorized funds may be used to settle unpaid charges even after departure (e.g. minibar, restaurant, smoking fee).

#### **Article V — Cancellation Terms**

1. “Cancellation” includes any cancellation, delay, or change to a confirmed order.
2. Cancellations must be submitted in writing to the relevant contact or facility manager.
3. Cancellation fees are as follows:

For Individual Reservations:

- Up to 7 days before arrival: **free of charge**
- 6–2 days before arrival: **100 % of the first night**
- Less than 2 days or no-show: **100 % of the total stay**

For Group Reservations (4 rooms or more):

- Up to 15 days before arrival: **free of charge**
- 14–7 days before arrival: **25 % of total reservation price**
- 6–4 days before arrival: **50 % of total reservation price**
- 3 days or less (or no-show): **100 % of total reservation price**

4. The “room price” includes breakfast, local accommodation tax, and VAT.
5. Cancellation charges are invoiced with a 14-day payment term. Late payment will incur 0.5% daily interest from the original due date.

#### **Article VI — Service Complaints**

1. Complaints must be submitted in writing to the responsible contact or facility manager no later than the day after the last day of service. Later complaints will not be accepted.

#### **Article VII — Termination of Contract**

1. Both parties may terminate the contract in accordance with legal or contractual provisions.
2. The Provider may immediately terminate the contract (in full or part) if the Client materially breaches it, repeatedly violates obligations, or is more than 10 days late with payment.

#### **Article VIII — Jurisdiction**

1. Guests may pursue out-of-court resolution through the Czech Trade Inspection Authority ([www.coi.cz](http://www.coi.cz)): ADR Department, Štěpánská 15, 120 00 Prague 2, email: [adr@coi.cz](mailto:adr@coi.cz)



2. Pursuant to Section 1837(j) of Act No. 89/2012 Coll., the Civil Code, the guest as a consumer is not entitled to withdraw from the accommodation contract if performance is scheduled for a specific date.

#### ***Article IX — Consent to Receive Marketing***

1. The Client consents to receiving marketing offers in accordance with Act No. 480/2004 Coll. Sending a booking form constitutes this consent, which can be withdrawn at any time.

#### ***Article X — Force Majeure***

1. In the event of force majeure (e.g. natural disaster), the Provider may withdraw from the contract without penalty. No compensation is owed.

#### ***Article XI — Other Provisions***

1. Liability is governed by Sections 2894 et seq. of the Civil Code. If damages are caused by the Client's guests, the Client is liable.
2. The Provider may require a security deposit upon check-in (pre-authorization or cash), which is refunded after settlement of all charges.
3. In cases of gross breach of House Rules, the Provider may terminate accommodation without refund.
4. The Client consents to the Provider processing all personal data provided for the purpose of booking.
5. Valuables should be stored in the reception safe. The hotel is not liable for loss or damage of items left elsewhere.
6. Smoking is prohibited in all areas except designated zones. Violation may incur a fine of CZK 9,000.
7. Lost and found items will be shipped COD via Czech Post, at the guest's expense.
8. All invoices are issued in CZK. Exchange rates follow the daily CNB rate; card issuer rates may differ.
9. Pre-authorized funds may be used to settle any unpaid charges after check-out.

#### ***Article XII — Final Provisions***

1. These Terms and Conditions come into force on **1 July 2025**.

Blansko, 1 July 2025