

GENERAL TERMS AND CONDITIONS

Hotel U Milína

Operator:

PARK Milín a.s.

Milín 354

262 31 Milín

Company ID No.: 25133217

VAT ID No.: 25133217

Registered in the Commercial Register maintained by the Municipal Court in Prague, Section B, File No. 14253

(hereinafter referred to as the "Hotel")

1. Introductory Provisions

1.1. These General Terms and Conditions (hereinafter referred to as the "GTC") govern the rights and obligations between PARK Milín a.s., as the operator of Hotel U Milína, and the person booking accommodation or other hotel services with the Hotel (hereinafter referred to as the "Guest").

1.2. These GTC apply to reservations and the provision of accommodation and related services at Hotel U Milína, unless otherwise stated in a specific offer, reservation confirmation, agreement or special terms and conditions.

1.3. In addition to these General Terms and Conditions, the Guest's rights and obligations during their stay at the Hotel are also governed by the separate Accommodation Rules of Hotel U Milína, which the Guest is obliged to comply with.

1.4. The current version of these GTC is published on the Hotel's website.

2. Reservations and Formation of the Accommodation Agreement

2.1. Accommodation may be reserved through the Hotel's website, by telephone, by e-mail or through contracted booking platforms.

2.2. The accommodation agreement is concluded upon confirmation of the reservation by the Hotel or upon conclusion of the agreement through the reservation system.

2.3. The reservation confirmation may be sent to the Guest electronically to the e-mail address provided when making the reservation.

2.4. The Hotel reserves the right to require an advance payment or reservation guarantee by credit card prior to arrival, provided that such condition is stated at the time of booking.

2.5. The terms and conditions for changing or cancelling a reservation are governed by the terms applicable to the specific reservation at the time it is made.

2.6. Reservations made through contracted booking platforms may also be subject to the terms and conditions of the respective booking platform. In the event of any discrepancy, the terms stated for the specific reservation, which the Guest was informed of before completing the reservation, shall apply.

3. Prices and Payment Terms

3.1. The price of accommodation and other ordered services is stated in the Hotel's offer, reservation confirmation, price list or the relevant booking system.

3.2. Accommodation shall always be paid for in advance, in the manner and within the time limit specified at the time of booking or in the reservation confirmation.

3.3. By paying the price of the stay, the Guest confirms their reservation and agrees to the terms of the specific selected rate and the cancellation policy applicable at the time of booking.

3.4. Unless otherwise stated for a specific reservation, the amount paid shall be considered an advance payment for the ordered accommodation and related services. Any refundability thereof shall be governed by the cancellation policy applicable to the specific reservation.

3.5. The price of additional services ordered during the stay shall be payable prior to the provision of such services or in accordance with the terms and conditions specified by the Hotel.

3.6. If the Guest fails to pay the reservation price within the specified time limit, the Hotel shall be entitled to cancel the reservation, unless otherwise agreed with the Hotel.

4. Cancellation Policy

4.1. General Provisions

4.1.1. The cancellation policy governs the terms and conditions for cancelling confirmed accommodation reservations and related services.

4.1.2. Unless otherwise stated for a specific reservation, selected rate or through the relevant booking platform, the cancellation policy set out in this Article shall apply.

4.2. Individual Reservations

4.2.1. The following cancellation policy applies to individual reservations:

- Cancellation is free of charge up to **29 days prior to the scheduled arrival date**.
- If the reservation is cancelled **28 to 8 days prior to the scheduled arrival date**, a cancellation fee of **10% of the price of the cancelled accommodation services** shall apply.
- If the reservation is cancelled **7 to 4 days prior to the scheduled arrival date**, a cancellation fee of **30% of the price of the cancelled accommodation services** shall apply.
- If the reservation is cancelled **3 days or less prior to the scheduled arrival date**, a cancellation fee of **100% of the price of the cancelled accommodation services** shall apply.

4.2.2. The cancellation fee applies to the price of the cancelled accommodation services. Other ordered services may be subject to separate cancellation policies.

4.3. Group Reservations and Reservations of Multiple Rooms

4.3.1. The following conditions apply to group reservations and reservations of multiple rooms:

- Free cancellation is permitted for up to **10% of the total number of booked room nights**, provided that such cancellation is made **no later than 29 days prior to the scheduled arrival date**.

- If the reservation is cancelled **28 to 8 days prior to the scheduled arrival date**, a cancellation fee of **10% of the price of the cancelled accommodation services** shall apply.
- If the reservation is cancelled **7 to 4 days prior to the scheduled arrival date**, a cancellation fee of **30% of the price of the cancelled accommodation services** shall apply.
- If the reservation is cancelled **3 days or less prior to the scheduled arrival date**, a cancellation fee of **100% of the price of the cancelled accommodation services** shall apply.

4.3.2. For the purposes of this cancellation policy, a room night means one booked room for one night.

4.3.3. The number of room nights eligible for free cancellation shall be calculated from the total number of booked room nights and shall always be rounded down to the nearest whole room night.

4.3.4. Free cancellation under this Article applies exclusively to accommodation services. Costs of other ordered services, in particular meals, catering, conference services, venue rental, technical equipment or other additional services, are not automatically covered by the free cancellation and may be subject to separate cancellation policies.

4.4. Cancellation of a Reservation

4.4.1. Cancellation of a reservation must be notified to the Hotel in writing, in particular by e-mail, or via the reservation system if this option is available.

4.4.2. The reservation shall be deemed cancelled at the date and time when the written cancellation notice is delivered to the Hotel or when the cancellation is confirmed through the relevant reservation system.

4.4.3. For the purpose of determining the applicable cancellation fee, the date and time at which the cancellation notice is delivered shall be decisive in relation to the scheduled arrival date.

4.5. No-Show

4.5.1. If the Guest fails to cancel the reservation and does not arrive for the stay without prior agreement with the Hotel, the reservation shall be considered a no-show.

4.5.2. In the event of a no-show, the Hotel shall be entitled to charge a cancellation fee of **100% of the price of the ordered accommodation services**, unless otherwise stated for the specific reservation.

4.5.3. If the reservation has been paid for in advance, the Hotel shall be entitled to retain from the amount paid the amount corresponding to the applicable cancellation fee.

4.6. Changes to a Reservation and Early Departure

4.6.1. A change to the dates of stay, number of guests, number of rooms or length of stay is possible only upon prior agreement with the Hotel and subject to current availability.

4.6.2. A change to a reservation may affect the price of the stay and the application of the cancellation policy.

4.6.3. The Guest shall notify the Hotel of any early departure without undue delay.

4.6.4. In the event of early termination of the stay, the unused portion of the price of the stay shall not be refunded unless otherwise stated in the terms of the specific reservation or otherwise agreed between the Hotel and the Guest.

4.7. Individual Consideration

4.7.1. In justified cases, particularly for reasons deserving special consideration, the Hotel may decide to reduce or waive the cancellation fee.

4.7.2. Any individual consideration of a cancellation fee shall be at the sole discretion of the Hotel and shall not establish any right of the Guest to the same consideration in another case.

5. Arrival, Departure and Provision of Accommodation

5.1. Standard check-in and check-out times are stated in the Hotel's information materials or, where applicable, in the reservation confirmation.

5.2. Individual requests for early check-in or late check-out may be accommodated by prior agreement with the Hotel and subject to its current availability and operational capacity.

5.3. The Hotel shall provide the Guest with accommodation in a room corresponding to the agreed room category.

5.4. In the event that it is objectively impossible to provide the agreed room, the Hotel shall be entitled to offer the Guest alternative accommodation of the same or higher category, or another reasonable solution.

5.5. The Hotel will endeavour to accommodate individual Guest requests, such as requests for a specific bed configuration, room location or additional services. However, such requests are not guaranteed unless expressly confirmed as part of the reservation.

6. Liability for Damage

6.1. The Hotel shall be liable for damage to items brought by the Guest into the accommodation premises to the extent provided by applicable law.

6.2. The Guest shall be liable for any damage caused to the Hotel or its equipment as a result of a breach of applicable law, these GTC, the Accommodation Rules or other obligations applicable during the stay.

6.3. The Guest shall also be liable for damage caused by persons whom the Guest has allowed to enter the Hotel or the hotel room, to the extent that the Guest is liable for such damage under applicable law.

6.4. In the event of damage to or destruction of the Hotel's equipment or property, the Guest shall notify the Hotel without undue delay.

6.5. The Hotel shall be entitled to claim compensation for the actual damage incurred in accordance with applicable law.

7. Complaints and Defects in Services Provided

7.1. The Guest shall notify the Hotel of any defects in the accommodation or services provided without undue delay after discovering them.

7.2. The Hotel shall deal with the complaint without undue delay and, depending on the nature of the defect, shall endeavour to remedy it or offer an appropriate solution.

7.3. The Guest's rights arising from defective performance shall be governed by the relevant provisions of applicable law.

7.4. A complaint may be submitted in person at the Hotel reception or in writing using the Hotel's contact details.

7.5. Details concerning the procedure for submitting and handling complaints may be set out in a separate Complaints Procedure of the Hotel.

8. Pets

8.1. Pets may stay at the Hotel only subject to the conditions set by the Hotel and depending on the current availability of suitable rooms.

8.2. The Guest is required to state at the time of booking that they are travelling with a pet.

8.3. The Hotel may charge a fee for a pet in accordance with the current price list.

8.4. The Guest is responsible for the behaviour of their pet and for any damage caused by the pet.

8.5. More detailed rules governing stays with pets may be set out in the Accommodation Rules.

9. Smoking

9.1. Smoking is prohibited in guest rooms and throughout all indoor areas of the Hotel.

9.2. The prohibition also applies to the use of electronic cigarettes and similar devices unless otherwise specified by the Hotel.

9.3. The Guest is required to comply with the Hotel's signs and instructions concerning designated smoking areas.

9.4. A breach of the smoking prohibition may be considered a breach of the Guest's contractual obligations and may result in a claim for reimbursement of costs incurred in remedying the consequences of such breach, where such costs arise.

10. Personal Data Protection

10.1. The Hotel processes Guests' personal data in accordance with applicable legislation, in particular the relevant provisions of the General Data Protection Regulation (GDPR) and related legislation of the Czech Republic.

10.2. Information concerning the processing of personal data, the purposes of processing, legal bases, retention periods and the rights of data subjects is provided in a separate Hotel document concerning personal data protection.

10.3. The Hotel may process personal data in particular for the purpose of processing reservations, entering into and performing contracts, complying with legal obligations and protecting the legitimate interests of the Hotel.

11. Reservations Made Through Third Parties

11.1. If the Guest makes a reservation through a booking platform or another intermediary, the operator of the relevant system may also be the Guest's contractual partner in certain matters.

11.2. The Hotel shall be responsible for the proper provision of the services provided by the Hotel to the Guest.

11.3. Terms relating to payment, modification or cancellation of a reservation made through a third party may also be governed by the terms and conditions of the relevant intermediary, which were presented to the Guest at the time of booking.

12. Force Majeure

12.1. The Hotel shall not be liable for the inability to provide the agreed services or for delays caused by circumstances that the Hotel could not reasonably have foreseen or prevented, or the consequences of which it could not reasonably have avoided, to the extent permitted by applicable law.

12.2. In the event of extraordinary circumstances, the Hotel and the Guest undertake to communicate with each other and seek a reasonable solution to the situation.

13. Alternative Dispute Resolution for Consumers

13.1. In the event that a consumer dispute arises between the Hotel and the consumer from a contract for the provision of services that cannot be resolved by mutual agreement, the consumer may submit a proposal for out-of-court resolution of such a dispute to the competent body for out-of-court resolution of consumer disputes.

13.2. The body for out-of-court resolution of consumer disputes is:

Czech Trade Inspectorate

Central Inspectorate – ADR Department

Gorazdova 1969/24

120 00 Prague 2

E-mail: adr@coi.gov.cz

Website: <https://coi.gov.cz/informace-o-adr/>

13.3. More detailed information on out-of-court resolution of consumer disputes is available on the website of the Czech Trade Inspectorate.

13.4. This does not affect the right of either party to turn to the competent court in the event of a dispute.

14. Final provisions

14.1. These GTC are governed by the legal order of the Czech Republic.

14.2. If any provision of these GTC becomes invalid or ineffective, this fact shall not affect the validity and effectiveness of the other provisions, if permitted by law.

14.3. Relations between the Hotel and the Guest that are not regulated by these GTC are governed by the relevant provisions of the applicable legal regulations of the Czech Republic.

14.4. The Hotel is entitled to change and update these GTC accordingly. For a specific reservation, the GTC effective at the time of its execution are decisive, unless otherwise provided by law.

14.5. These GTC form part of the conditions for providing services of the Hotel U Milína and are published on the Hotel's website.

These General Terms and Conditions shall enter into force on 1.9.2026.

In Milín on 1.9.2026

PARK Milín a.s.

operator of the Hotel U Milína