

# Business terms and conditions

## Payment conditions:

- ✓ An advance of 50 % of the accommodation price is required when booking the stay.
- ✓ If booking a stay less than two days before arrival (inclusive), the payment 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 RATE" bookings, a 100% deposit is required on the date of booking, payable by card or bank transfer. This deposit is non-refundable. This rate cannot be combined with any other discounts, nor can it be paid using vouchers.

## Cancellation conditions for individual bookings of up to 5 rooms:

For stays starting between 15 March and 20 December

- ✓ Cancellation or change of dates up to 3 days prior to arrival: No cancellation fee applies, and the deposit will be refunded or transferred to a new date
- ✓ Cancellation 3 days or less prior to arrival: A cancellation fee of 100% of the paid deposit will apply.

For stays starting between 21 December and 14 March

- ✓ Cancellation or change of dates up to 5 days prior to arrival: No cancellation fee applies, and the deposit will be refunded or transferred to a new date
- ✓ Cancellation 5 days or less prior to arrival: A cancellation fee of 100% of the paid deposit will apply.

For "NON-REFUNDABLE RATE" bookings

- ✓ The booking cannot be cancelled free of charge. In the event of booking cancellation, a cancellation fee of 100% of the paid deposit will apply.

## Prices:

- ✓ The prices are listed per room and night and include accommodation, VAT and buffet breakfast (except the Firm\*\*\*Apartments), free admission to the pool, sauna, jacuzzi and gym.
- ✓ Accommodation fee is not include.
- ✓ Children under 2,9 years of age are entitled to all services without an extra bed, and unless stated otherwise you can have only one child under the age of 2,9 in the room for free.
- ✓ A children's bed is prepared in the room free of charge upon request.
- ✓ Buffet breakfast 280 CZK / person (50 % discount for children aged 3 – 9,9)
- ✓ Buffet dinner 440 CZK / person (50 % discount for children aged 3 – 9,9)
- ✓ Guarded parking lot next to Horizont Hotel 100 CZK / car / night.  
(Firm apartments – free unguarded parking lot)
- ✓ Pets 450 CZK / first night,  
100 CZK / each additional night.
- ✓ Earlier check in 50 % of room rate.
- ✓ Late check out 11:00 – 12:00 500 CZK  
12:00 – 13:00 500 CZK  
after 13:00 the price for the next night.

## Information about solving consumer disputes

Accommodated guests have the right to submit a proposal for out-of-court settlement of such disputes to the designated entity for out-of-court settlement of consumer disputes, that being:

Czech Trade Inspection Office, Central Inspectorate – ADR Department, Štěpánská 15, 12000 Prague  
Email: [adr@coi.cz](mailto:adr@coi.cz) / Web: <https://adr.coi.cz>

The Czech Trade Inspection Office is the overseeing authority which oversees the protection of consumer rights, and proceeds pursuant to Act No. 64/1986 Coll., on the Czech Trade Inspection Office, as amended, and other legal regulations. The website of the Czech Trade Inspection Office is [www.coi.cz](http://www.coi.cz).

In accordance with Section 1837(i) of Act No. 89/2012 Coll., Civil Code, the guest as a consumer is not entitled to withdraw from the accommodation contract, if the accommodation facility provides fulfilment within the designated deadline.