

Business terms and conditions

Payment conditions:

- ✓ An advance of 20% - 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;

Cancellation conditions for individual bookings of up to 5 rooms:

For stays starting between 1 April and 19 December

- ✓ up to 5 days before arrival cancellation without a fee
- ✓ 5 or less days before arrival: 70% of the price of ordered services.

For stays starting between 20 December and 31 March

- ✓ up to 14 days before arrival cancellation without a fee
- ✓ 14 to 2 days before arrival 50% of the price of ordered services
- ✓ 2 or less days before arrival 100% of the price of ordered services.

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 6 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 6 in the room for free.
- ✓ A children's bed is prepared in the room free of charge upon request.
- ✓ Buffet breakfast 250 CZK / person (50% discount for children aged 6 - 12)
- ✓ Buffet dinner 400 CZK / person (50% discount for children aged 6 - 12)
- ✓ Guarded parking lot next to Horizont Hotel 100 CZK / car / night.
(Firm apartments - free unguarded parking lot)
- ✓ Pets 350 CZK / 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.
- ✓ A refundable security deposit of 2000 CZK per apartment is required upon handover of the keys to the Firm***Apartments.

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, 120 00 Prague
Email: 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. In accordance with Section 1837(j) 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.