

BUSINESS AND CANCELLATION TERMS AND CONDITIONS

1. These business and cancellation conditions apply to the cancellation of the stay arranged according to the accommodation contract concluded between the guest and ISMM Restaurants & Hotels s.r.o., company ID number 03776859, having its registered office at Zauličí 410, 742 66 Štramberk, listed in the Commercial Register maintained by the Regional Court in Ostrava, Section C, Insert No. 61202 (hereinafter "accommodation provider").
2. In the case of booking (reservation) of a stay during peak season and on culturally important days (Christmas, Easter, NATO days, etc.) more than one month before the date of the start of the stay, the accommodation provider will make a reservation for the requested period, with the guest being obliged to confirm the reservation within 5 days and, if applicable, pay a deposit of 50% of the total price of accommodation.
3. If a guest books an out-of-season stay more than one month before the date of the start of the stay, he/she is obliged to confirm his/her reservation within 10 days and, if applicable, pay a deposit of 50% of the total price of the accommodation.
4. In case the guest books a stay less than one month before the start date of the stay, then the accommodation provider will set the conditions for the confirmation of the reservation, the amount and due date of the deposit of the total price of accommodation according to the hotel's current occupancy.
5. The guest is entitled to cancel the stay (withdraw from the contract) at any time before arrival. Cancellation of the stay is required in written electronic form (e-mail with delivery receipt) to info@hotel-gong.cz. The date and time of the e-mail delivery is decisive for determining the time of the cancellation of the stay.
6. In the event of cancellation, the guest is obliged to pay the accommodation provider a cancellation fee in the amount set out below in these terms and conditions.
7. The cancellation fee is calculated from the total price agreed in the accommodation contract.
8. The cancellation fee is a contractual penalty.
9. In case of cancellation of a stay for which an advance payment has already been made and according to the cancellation terms and conditions the amount of the advance payment is higher than the cancellation fee, the accommodation provider is obliged to refund the amount exceeding the cancellation fee to the client.
10. Cancellation of the reservation – withdrawal from the contract – can be made by the accommodation provider and the guest only in written or electronic form (e-mail).
11. In the event of early termination or interruption of the stay which is not the fault of the accommodation provider, the accommodation provider is not obliged to refund the guest the paid price of the stay or its proportional part.
12. The accommodation provider will not charge the guest cancellation fees if he/she could not use the services as agreed in the contract for the following reasons: death in the family, hospitalization of the customer or a member of his/her family, serious illness, call-up order, natural disaster. The guest is obliged to provide written proof of

- the above to the accommodation provider within 3 days of their occurrence.
13. The accommodation provider is entitled to change the agreed conditions of stay in cases beyond its control (e.g. force majeure).

BUSINESS AND CANCELLATION TERMS AND CONDITIONS APPLICABLE TO CANCELLATIONS OF LARGE ACCOMMODATION RESERVATIONS BY THE CUSTOMER

1. In the case of booking a stay directly at the hotel reception via telephone conversation, e-mail or contact form on the hotel's website to the value of more than CZK 10,000 for natural persons and more than CZK 5,000 for legal entities, the accommodation provider reserves the right to issue an advance invoice payable no later than 7 days before commencement of the stay. The advance payment is 50% of the total price according to the accommodation contract, unless the accommodation provider and the guest agree otherwise.
2. In the event of cancellation of the reservation referred to in the previous paragraph 1, the amount paid by the guest as a deposit of the total price of the stay according to the previous paragraph will be charged as a cancellation fee.
3. If the length of stay is shortened, the same cancellation periods apply as for cancellation of accommodation.
4. The cancellation fee is a contractual penalty.

CANCELLATION TERMS AND CONDITIONS APPLICABLE TO UNUSED ACCOMMODATION VOUCHERS, VOUCHERS ISSUED BY THIRD PARTIES AND CHANGES TO THE DURATION AND TYPE OF STAY THROUGH VOUCHERS

1. A voucher is a document used to pay for accommodation or services instead of an invoice, cash, or credit card.
2. The prices of accommodation and any other services given in the accommodation provider's presentation materials (website, brochures, etc.) are only indicative. For the guest, the price stated in the voucher is binding. For the scope of contractually agreed services and prices, the voucher is binding.
3. For voucher stays, the same conditions for cancellation or modification of the reservation before arrival as described in the paragraph apply, i.e.: Cancellation terms and conditions applicable to cancellations of large accommodation reservations by the guest.
4. The cancellation fee is a contractual penalty.
5. Unused vouchers will become void upon expiry.

FINAL PROVISIONS

1. These business and cancellation terms and conditions are valid and effective from 1 March 2022.