

GENERAL TERMS AND CANCELLATION TERMS

Operated by HeartLove s.r.o., based at Božejov 24, 394 61 Božejov. ID No.: 10916288.

Bookings

Booking requests are made online on this website. Only available dates can be booked. An available date is a date that has not been paid for. In the event of multiple bookings for the same date, the booking paid for first will be given precedence; other payments will be promptly refunded.

A booking is provisional and non-binding for us until the deposit has been paid and we have issued confirmation.

Cancellation terms

Fees charged upon the cancellation of a stay:

- **Cancellation free of charge** (no fee) **more than 30 days prior to arrival**
- **30 % of the booking price** if a stay is cancelled less than **30 days prior to arrival**
- **70 % of the booking price** if a stay is cancelled less than **14 days prior to arrival**
- **100 % of the booking price** if a stay is cancelled less than **7 days prior to arrival**

Additional terms and conditions

1. Price, payment and services

Indicative prices of accommodation and any other services are listed in the accommodation provider's presentation materials (website, brochures, etc.). However, the customer is bound by the price stated in the accommodation voucher (voucher) and which will be confirmed by email. The details stated in the voucher are binding for the scope of contractually agreed services and prices.

The price can be paid when making the booking, using the payment gateway in the booking form. The payment gateway is provided by ComGate Payments, a.s. <https://www.comgate.cz/cz/platebni-brana>. The individual payment methods and a description of how they work can be found at <https://help.comgate.cz/docs/platby-kartou>. Contact details for ComGate Payments, a.s., including telephone number and email address for claims or payment-related queries:

ComGate Payments, a.s.

Gočárova třída 1754 / 48b, Hradec Králové

E-mail: platby-podpora@comgate.cz

Tel: +420 228 224 267

If paying by bank transfer, pay the full price of the accommodation as a deposit to the current account specified in the email. When making the payment, state the variable symbol specified in the email.

We accept accommodation vouchers and certificates issued by us solely on condition that they have been paid in full in advance and the holder is able to provide proof of payment upon request.

The accommodation provider is entitled to change the agreed terms of the stay in cases beyond its control (e.g. force majeure).

2. Cancellation of a stay by the customer

The customer is entitled to cancel a booking at any time prior to arrival. A stay may only be cancelled by the person in whose name the booking is issued, in writing in electronic form (email with confirmation of delivery) at the address info@apartkvilda.cz. The date and time the email is sent are decisive for determining the time the stay is cancelled.

The accommodation provider will not charge the customer the above cancellation fees if the customer was unable to use the agreed services for the following reasons: a death in the family, hospitalisation of the customer or a member of the customer's family, serious illness, a summons order, natural disaster. The customer is obliged to provide the accommodation provider with written proof of the above facts no later than within 3 days of their occurrence.

3. House rules

Guests undertake to:

1. refrain from bothering other guests with excessive noise, odours or light
2. refrain from any noisy activity during night-time hours, particularly from 10:00 p.m. to 8:00 a.m.
3. refrain from damaging or removing furnishings and fixtures from the apartment
4. abide by the general hygiene, fire-prevention and safety regulations
5. refrain from providing accommodation to other persons for whom beds have not been booked

3. Validity

These General Terms and Cancellation Terms form an inseparable part of the accommodation booking and accommodation voucher.