

# GENERAL TERMS AND CONDITIONS

## 1. Contractual relationship

The general terms and conditions of the operator of the Recall Pension issued for the operation and provision of accommodation, catering and other agreed, ordered additional services, shall be governed by the contractual relationship between the operator of the Recall Guesthouse as a service provider and individual customers, natural or legal persons, as users of these services. The terms and conditions are binding on the parties involved.

## 2. Application and confirmation of stay

Stays and other services can be booked at [www.penzionrecall.cz](http://www.penzionrecall.cz), by e-mail at [recepc@penzionrecall.cz](mailto:recepc@penzionrecall.cz), by phone at +420 774 709 588.

After pre-ordering the scope of services, date, price and forwarding other information, the client will receive a confirmation of the reservation of services according to the order.

The binding order confirmation (accommodation contract) is created by mutual confirmation of the scope of services, date and price and, if issued advance invoice, then by its payment in the agreed manner (bank transfer, postal order, cash, etc.)

If the stay (advance payment, payment of the stay, supplementary payment) is not paid within the agreed time limit due date, the reservation is cancelled without refund.

A deposit of 50% of the accommodation price is payable at the time of booking by bank transfer (unless cash payment on the spot is not agreed in writing). A supplement of up to 100% of the room rate is payable no later than 21 days prior to arrival, also by bank transfer (unless written cash payment on the spot).

## 3. Client's rights and obligations

To use all services ordered and paid for by the Client.

To withdraw from the contract if the services used by the client do not correspond to their quality or scope of the offer on the basis of which they were ordered by the client.

To withdraw from the contract at any time prior to the performance of the services, subject to the following general conditions terms and conditions (see sections 5 and 6 - Cancellation Conditions).

To pay, at the required agreed time and amount, all services ordered.

Comply with the regulations in force for the operation of the premises (Accommodation and Operating Regulations), during the stay with follow the instructions of the staff of the guesthouse.

#### **4. Obligations and rights of the operator of Pension Recall**

They are determined in particular by the rights and obligations of the client

In cases that could not have been foreseen or influenced or in cases that otherwise prevent the provision of services according to the predetermined conditions, the operator is entitled to change the dates, prices, location of the services provided, cancel the accommodation contract. If the client does not agree to changes under this point, the client is entitled to cancel the contract within 48 hours after notification.

If the client has already paid for the services ordered, the operator is obliged to refund the amount for the unused services within 21 days after the expected termination of the services.

#### **5. General cancellation policy**

The client has the right to cancel the reservation without giving reasons, but within 91 days at the latest before the booked date, exclusively in writing. The one-off fee is 500 CZK.

In case of full or partial cancellation of the booked services, the client will be charged a cancellation fee of:

- (a) 10% of the total price if cancellation of the ordered services occurs between 90 and 61 days before from the start of the service
- b)30% of the total price if the cancellation of the ordered services takes place between 60 and 22 days before the start of the service
- c) 50% of the total price if the cancellation of the services ordered occurs between 21 and 8 days before the start of the service the start of the service
- d) 75% of the total price if the cancellation occurs between 7 and 1 day before the start of the service
- e) 90% of the price of the ordered services if the customer does not use the ordered services of his/her own free will, whether in whole or in part

In the case of a cancelled order, an accounting is made within 21 days and the refund is made of the services after deduction of cancellation fees.

#### **6. Cancellation conditions for group bookings (rental of the whole building)**

In the event of a full or partial cancellation of the ordered services, the client will be cancellation fee of:

- a) 25% of the total price if the ordered services are cancelled within the period from the binding reservation and payment of the deposit within 91 days before the start of the service
- b)35% of the total price if cancellation of the booked services occurs between 90 and 60 days prior to the start of the service
- (c) 60% of the total price if cancellation occurs between 59 and 22 days before the start of the service the start of the service
- d) 75% of the total price if the cancellation occurs between 21 days and 8 days before the start of the services the start of the service
- e) 90% of the total price if the cancellation occurs less than 7 days and if the customer does not use the ordered services of his/her own volition, either in whole or in part

In the case of a cancelled order, a billing is made within 21 days and a refund is made of the services after deduction of cancellation fees.

## **7. Complaints procedure**

In the event that the services included in the price of the stay have not been provided to the agreed extent or quality, the client has the right to make a complaint. The procedure for making a complaint is as follows Complaints Procedure of the Pension Recall, which is posted in the reception of the pension, or the operator.

The client is obliged to lodge any complaint immediately and without undue delay with the operator or another authorized employee so that the remedy can be implemented in a timely manner. In principle, if the complaint is to fulfil its purpose, it must be made as soon as the customer becomes aware of the facts that may be the subject of the complaint. Only in this way can the defective condition be rectified, the service completed or the service provided again in the event of a legitimate complaint.

In the event of a legitimate complaint (after discovery and assessment), the client is entitled to a reasonable discount on the price. Details of the complaint procedure are set out in the Complaints Procedure Recall Pension.

## **8. Insurance**

Insurance is not included in the price of the services. It is recommended to take out accident insurance from the insurance company insurance for travel and stay in the country, including insurance for costs related to cancellation of stay (trip).

## **9. Transitional and final provisions**

These General Terms and Conditions shall come into force on 1 January 2019. may be individually agreed between the client and the operator of Pension Recall can be individually modified exclusively in writing.

In Troskovice 01. 01. 2019

**Penzion Recall, Troskovice 64, 512 63 Rovensko pod Troskami Tel: 00420 774 709 588,  
e-mail: [recepce@penzionrecall.cz](mailto:recepce@penzionrecall.cz), [www.penzionrecall.cz](http://www.penzionrecall.cz)  
GPS: 50.5063500N, 15.2219939E**