

# General Terms and Conditions

**Hotel The Grand Vígľaš**

**Become effective at 1.9.2016**

**Business name: Zámok Vígľaš, s.r.o.**

**Address: Kremnická 24**

**851 01 Bratislava**

**IČO: 35967641**

**IČ DPH: SK2022099926**

**Entered in the Commercial Register: 08.12. 2005, section: Ltd., insert number: 38543/B**

**Operation: The Grand Vígľaš**

**Address: Vígľaš 602**

**962 02 Vígľaš**

## **1. The contractual partners**

**Contractor: Hotel The Grand Vígľaš, provider of accommodation, catering services, conference and wellness services to the purchaser.**

**Purchaser: The client (individual or legal person)**

## **2. Ordering of the services**

**2.1 The purchaser can make an order in his name or in the name of a third party.**

**2.2 After receiving an order the Hotel confirms order of the services to the Client by these ways:**

- **Via post**
- **Via mail**
- **By phone call.**

**2.3 The order must contain**

- **Name and surname of the Client or the name of company,**
- **Dates of ordered services**
- **Number of guests (number of adults and number of children with their age)**
- **Contact details (phone number, e-mail address)**
- **Address of the guest or company**
- **Range and type of ordered services**
- **Way of the payment for ordered services (in case of group reservations)**

**2.4 Based on the order, the hotel will issue a booking confirmation including an advanced payment invoice in written or electronically.**

### **3. Prices and payment conditions**

**3.1** The prices are based on currently valid price lists. The price lists are published on website [www.grandviglas.com](http://www.grandviglas.com) and they are available at the reception of the hotel.

**3.2** The price agreed at the booking confirmation is final.

**3.3** No reduction of the price is due to the Client if the discount price of the accommodation was published after booking confirmation.

**3.4** Special offers and discounts cannot be combined or cumulated.

**3.5** At the last day of termination of stay, the Client is obliged to pay the hotel the price of the accommodation and all ordered and used services at the front office desk by credit card or cash.

**3.6** On the basis of written confirmed order, corporate Clients can pay for submitted services and accommodation by invoice.

#### **3.7 Advanced payments:**

The hotel is entitled to require advance payment from the Client up to 50-80 % of the price of the ordered services within 7 days of booking confirmation. The reservation will become binding on the day of payment of the advance payment to the hotel's account. You can make advanced payment by following ways:

Cash or by credit card at the front office desk of the hotel in the statutory value.

By bank transfer to the hotel's bank account. As a variable symbol use the reservation number.

Bank: Slovenská sporiteľňa, a.s.

Account number: 5059828390/0900

IBAN: SK31 09000000005059828390

BIC SWIFT: GIBASKBX

All payment charges are paid by the purchaser.

#### **3.8 Cancellation conditions**

In case of a free cancellation of mass events and ordered services for groups the hotel applies the following conditions:

- Cancellation within 41 days before the service is provided – free of charge
- Cancellation from 21 to 40 working days before the event is started 30% of the price of the agreed services.
- Cancellation from 14 to 20 working days before the event is started 40 % of the price of the agreed services
- Cancellation from 7 to 13 working days before the event is started 50% of the price of the agreed services
- Cancellation from 6 to 3 working days before the event is started 70 % of the price of the agreed services
- Cancellation up to 2 working days before the event is started 100% of the price of the agreed services

In case of cancellation of ordered services for individual clients ( guests) the following conditions are applied:

- Cancellation from 7 to 13 working days before the service is provided 50 % of the price of the agreed services
- Cancellation from 6 to 3 working days before the service is provided 70% of the price of the agreed services
- Cancellation up to 2 working days before the service is provided 100% of the price of the agreed services

In case of package stays during Easter, Halloween and New Years Eve, the following cancellation conditions are applied:

- In case of cancellation 6 or less days before the starting date of the stay, 100% of the price of the agreed services.

Cancellation of package stay must be made in written by email and it must contain the following details:

- Name
- Contact details
- Dates of stay
- Reason for the cancellation of the stay

In case of serious reasons as death or serious health problem, no cancellation fee is charged. These serious reasons must be proved by an official document.

#### 4. Responsibility for damage:

4.1 The Client will be charged a fee of € 100 in case of pollution or smoking in rooms. If a false fire alarm is triggered, a fee of € 100 is charged. In case of damage, the Client will be charged an adequate compensation.

#### 5. Provided services

5.1. Unless there is no otherwise discerning agreement, the reserved rooms are available to the Client from 14.00 o'clock on the day of arrival.

5.2 In case of advanced payment, the hotel must keep the reservation for the Client until 22:00 o'clock, if wasn't agreed differently. If the Client doesn't apply reserved services even after this, The hotel is not required to return the prepayment to the Client.

5.3 The Client must release the room no later than 10 o'clock on the agreed day of departure. The hotel has a right to charge a fee for late check – out. Between 10.00 and 12.00 o'clock 20 €, between 12.00 and 14.00 o'clock 40 €, between 14.00 and 17.00 50 € and after 17.00 o'clock a full price for another day of stay will be charged.

5.4 Reserved room to which The Client did not arrive at latest by 6.00 p.m. on the day of arrival, the hotel may use for accommodation for another Client. In case of early check in, before 10.00 a.m., the hotel is entitled to charge extra day of stay to the Client, unless an early arrival has been agreed upon.

5.5 In case The Client finishes his stay earlier than it was previously agreed in the reservation, the hotel is entitled to charge The Client a full price for the stay.

5.6 The Client can request an extension of the accommodation. If the Hotel doesn't have the free capacity, it can refuse an extension of The Client's stay.

5.7 In exceptional circumstances due to the vis major, the hotel provides The Client with appropriate replacement accommodation at the hotel's cost.

5.8 When ordering meals, half board or full board starts on the day of arrival in the evening by dinner and ends on the day of departure by breakfast (half board) or lunch (full board).

5.9 The Hotel is not responding for jewellery, money or other valuable things unless they were stored at the hotel's safe at reception desk. On request, The Hotel provides safe at the reception desk.

5.10 It is prohibited to use own electrical devices except hair dryer, shaver or devices for personal hygiene in the premises of the Hotel.

5.11 Accommodation of small pets is allowed in reserved rooms and they are required to have a hotel reception staff approval. The person accompanying the pet is responsible for any damage caused by the pet to the property of The Hotel during the stay. The Client is not allowed to leave the animal without supervising in the hotel room or in other hotel's premises. The Client is obliged to respect the instructions for staying with a pet.

5.12 The client is obliged to check the room when moving into it properly and any deficiencies or inconsistencies immediately report at the hotel reception. This is also required in case of finding damage in the room or finding damage on its inventory.

5.13 The Client is responsible for damage to equipment and inventory of the Hotel. In case, the damage was caused by children, the responsibility is taken by the legal representative.

5.14 Own food and beverages are not allowed in the dining areas. Violation of this regulation may be the reason for terminating the Client's stay without being entitled to refund.

5.15 In case of request an medical assistance at the Client's request, the hotel is entitled to request the Client to cover the costs associated with the treatment of the Client.

5.16 The hotel is entitled to immediately terminate the stay of The Client and to withdraw from the contract without the Client's entitlement to refund in the following cases:

- deliberate or negligent damage to the property of the hotel,
- if The Client's behaviour is inconsistent with the principles of good social behaviour and morality,
- if The Client annoys by his behaviour other Clients
- if the health condition of the Client threatens the health of other Clients and staff,
- due to force majeure.

5.17 In case of complaints, the Client is obliged to notify this fact immediately. Complaints are governed by the hotel's valid Claims and Refund policy.

5.18 Staff members of the hotel have the right to check the Client's room during his/her stay and ensure the cleaning of the room in accordance with hygienic regulations.

5.19 In case that the hotel staff finds damage or destruction of the inventory after leaving the Client, or failure to reported consumption, the hotel is entitled to debit these receivables after notification the Client of his / her credit card or ask for an invoice payment and send to the Client's address.

5.20 Clients are required to follow the hotel's current hotel policies.

5.21 Outside the opening hours, the Hotel charges an extra charge of 80.00 € for every beginning hour. For closed events in the Congress Hall of the King Sigismud or in the

restaurant Anjou Court a charge of 80.00 €/per hour for extended operation is charged after 00:00 a.m.

**6. Protection of Personal Data Privacy Protection**

**6.1 Client in accordance with Act No.428 / 2002 Coll. about personal data protection declares that he has been made aware of the rights and obligations relating to the collection and processing of personal data under this Act. At the same time, The hotel as a vendor agrees to process the personal data listed in the order in order to secure and provide the ordered services and to fulfil the obligations imposed by the law for the period necessary to secure the rights and obligations arising from the business relations between The client and The hotel. The client grants consent to the collection and processing of the personal data in question, as well as to the needs of the hotel's marketing activities, in particular for participation in loyalty and similar programs of the Hotel during the period in which these activities are carried out. Revocation of consent may be done in writing, with or without indication. The client as the person concerned declares that he is aware of his / her rights.**

**In Víglaš 1.9.2016**