

General Terms and Conditions ("T&C's")

General terms and conditions (hereinafter referred to as "terms and conditions") of Hotel Anna operated by Hotelpro s.r.o., Budečská 796/17, 120 00 Prague 2, Company ID: 25649019, VAT number: CZ25649019, registered in the commercial register maintained by the Municipal Court in Prague, file number C 57981 (hereinafter referred to as the "provider"), regulate the mutual contractual relationship between the provider and the natural or legal person who orders the offered services (hereinafter referred to as the "client").

1. Subject of the contractual relationship

These conditions govern the provision of accommodation services and other offered services to clients of the Anna Hotel.

2. Formation of a contractual relationship

The contractual relationship between the provider and the client is established by confirmation of the order by the provider.

The order for services can be made in person at the hotel reception, by phone, by e-mail, through a service intermediary or through the online reservation system on the hotel's website.

3. Services offered

The hotel provides accommodation services, conference space rental and other related services. A description of the services offered, their availability and prices can be found on the hotel's website (www.hotelanna.cz/en).

4. Contact

The client can contact the hotel:

a) In **person**: at Budečská 796/17, 120 00 Prague

b) By **phone**: +420 222 513 111

c) or by **e-mail**: reception@hotelanna.cz

Current contact details are listed on the hotel's website (www.hotelanna.cz/en).

5. Price of ordered services, conditions and payment conditions

Approximate prices for accommodation and any other services are listed in the accommodation provider's presentation materials (website, printed documents, etc.). However, the customer is bound by the price stated in the Booking Confirmation, which he will receive by e-mail immediately after completing the online booking process (hereinafter referred to as the "Confirmation"). For the range of contractually agreed services and prices, their breakdown in the "Confirmation" is binding. The host is entitled to change the agreed conditions of stay in cases beyond his control (e.g. force majeure).

The order for services can be made in person at the hotel reception, by phone, by e-mail, through a service intermediary or through the online reservation system on the hotel's website.

The guest is obliged to pay for the ordered services according to the stated cancellation conditions.

The client is informed of the cancellation / payment terms before sending the binding reservation. A valid payment/credit card is required to guarantee the reservation. The provider reserves the right to pre-authorize the payment card.

Current cancellation conditions

a) Free cancellation

Cancellation fee equal to one night rate is charged in case of a cancellation 48 hours and less prior day of arrival or in case of no show.

b) Non-refundable

The payment must be done via the payment gateway after booking.. If the reservation is not paid, the hotel has the right to cancel the reservation. This reservation is not possible to cancel or change without 100% cancellation fee.

6. Protection of personal data

Information on the processing of personal data is available on the hotel's website:

<https://hotelanna.cz/en/data-protection>

7. Delivery conditions

The client draws the ordered services, according to the breakdown in the "Confirmation". This confirmation contains all important information regarding the reservation: date of arrival/departure, number of persons, type of room reserved. The "Confirmation" also contains the total price of the ordered services, payment and cancellation conditions.

8. Withdrawal from the contract and cancellation conditions

The client has the right to withdraw from the contract at any time before starting the accommodation. The terms of withdrawal and cancellation fees are governed by the rules stated in "Confirmation". The provider is entitled to charge cancellation fees according to the cancellation conditions stated in the "Confirmation". The client is informed of the cancellation / payment terms before sending the binding reservation.

9. Out-of-court settlements of customer disputes

The accommodated guest shall have the right to file a motion for out-of-court settlement of dispute with the designated entity in charge of out-of-court consumer dispute settlements, which is: The Czech Trade Inspection Authority (CTIA) Central Inspectorate - ADR Department Štěpánská 15 120 00 Praha 2 E-mail: adr@coi.cz Web: <https://adr.coi.cz> The Czech Trade Inspection Authority is a supervisory body monitoring consumer protection, acting in pursuance of Act No. 64/1986 Coll., The Czech Trade Inspection Authority Act as amended, and additional legal regulations. The Czech Trade Inspection Authority's website is www.coi.cz.

In conformity with the provision § 1837 item j) of the Act No. 89/2012 Coll., Civil Code, no right of withdrawal from the accommodation contract shall arise for the accommodated person as being a consumer as long as the accommodation facility provides the contractual performances within the designated deadlines.

10. Validity

These "T&C's" are an integral part of the Booking Order and Booking Confirmation.