

## **General Terms and Conditions**

**Hotel Academic \*\*\***

Hviezdoslavova 13, 960 01 Zvolen  
Stredná odborná škola hotelových služieb a obchodu  
Jabloňová 1351, 960 01 Zvolen  
Company Identification No.: 37890115  
Tax Registration No.: 2021683235  
Validas of 1 January 2019

### **1. Contracting parties**

Contractor:

Hotel Academic, Hviezdoslavova 13, 960 01 Zvolen  
The centre of vocational training of the Secondary Vocational School of Hotel Services and Business,  
Jabloňová 1351, Zvolen  
(here in after referred to as the "Contractor")

Customer:

A party ordering services  
(here in after referred to as the "Customer")

### **2. Reservation of services**

The reservation can be made by the Customer on his/her behalf or on behalf of a third person.  
The reservation of accommodation is possible by phone, via e-mail, in person or via the reservation system.

The reservation must include:

- ❖ the Customer's name and surname, or the company's name (in case of a firm),
- ❖ the designated period of room occupancy,
- ❖ contact details: telephone number, e-mail,
- ❖ the payment method for services, and invoice data(in case of a firm),
- ❖ the extent and type of ordered services.

The Contractor shall be obliged to handle a reservation with in the period of 24 hours or the earliest possible day by confirming or rejecting a reservation. The Contractor shall issue the confirmation of reservation in writing (via e-mail) by which the extent of the reserved services shall be confirmed for the Customer.

The Contractor shall provide accommodation only to the dully registered Customer. The Customer shall register at the reception desk on arrival at the hotel. The Customer shall be obliged to present his/her valid identification card, passport or other ID document as required by Act no. 253/1998 Coll. on Reporting the Residence of Citizens of the Slovak Republic and the Register of Inhabitants of the Slovak Republic as amended and in accordance with Regulation of the European Parliament and of the Council (EU) 2016/679 GDPR. The Customer who is not a citizen of the Slovak Republic (foreigner)

shall be obliged to fill in the notice of the stay given to him/her by the receptionist on arrival at the hotel in accordance with Act no. 404/2011 Coll. on Residence of Aliens and Amendment and Supplementation of Certain Acts. The Customer shall be obliged to fill in the notice of the stay truthfully and completely.

### **3. Prices and terms of payment**

- ❖ The Customer shall pay for accommodation and services provided in accordance with the applicable price list.
- ❖ The price stipulated in the confirmation of the reservation shall be considered as binding.
- ❖ The Contractor is not VAT registered / The Hotel Academic is an organisational part of the Secondary Vocational School of Hotel Services and Business in Zvolen, Banská Bystrica Self-Governing Region is a founder/.
- ❖ Tourist/City tax shall be charged extra /see the applicable price list/.
- ❖ At the stay longer than 3 nights the Customer shall be granted a 10 % discount on accommodation.
- ❖ Groups and travel agencies shall be granted a 10 % discount on accommodation.
- ❖ Children under 3 years (without an extra bed) shall be accommodated free of charge.
- ❖ Senior citizens and immobile guests shall be entitled to request a 10 % discount on accommodation.
- ❖ Price terms of long-term stays shall be agreed upon individually if required.
- ❖ Discounts cannot be combined and accumulated.
- ❖ The Customer shall not be entitled to request a discount in case the reduced price has been published after confirming the reservation.
- ❖ On the day of departure the Customer shall be obliged to pay for all used services provided by the hotel or its facilities.
- ❖ The room shall be vacated and made available to the hotel by 10 a.m. on the agreed departure day. In case of late check-out, an additional cost of 10 EUR per hour shall be charged unless other wise agreed.
- ❖ The full accommodation rate for the additional use of the room shall be charged in case of late check - out after 4 p.m.
- ❖ Smoking is strictly forbidden on the hotel premises and the breach of smoking ban shall be subject to a fine of 50,00 €.
- ❖ The method of payment shall be agreed upon in advance.
- ❖ Payments in cash or by card are accepted.
- ❖ The invoice with a 14-day maturity shall be issued only on the basis of the previous written order of services.
- ❖ The Contractor shall not return the advance payment to the Customer in case of no-show for any reasons (applicable to individual and group reservations).
- ❖ The accommodation of pets shall be charged 10,00 € per stay. The Customer shall be held liable for the damage to the hotel property caused by his/her pet. Pets are not allowed to be left unattended in the room.
- ❖ Other terms of payment which are not stated in the list shall be agreed upon individually.
- ❖ The Contractor reserves the right to alter the prices.

### **Advance payment**

The Contractor shall issue a pro forma invoice based on the expected and agreed price for accommodation, catering and add-on sin compliance with the order. The Contractor shall be entitled to require the advance payment up to 50 % of the full agreed price with a 30-day maturity prior arrival date. The reservation shall become binding when the advance payment is credited to the Contractor account. The covered advance payment shall be settled in a tax document (invoice) after the end of the stay. In case the Customer shall not pay the pro forma invoice the advance payment properly and in time, the Contractor shall be entitled to cancel the reservation.

The Contractor shall not return the advance payment to the Customer in case of no-show for any reasons.

Guaranteed reservations must be cancelled up to 2 weeks prior to arrival date in case of group reservations.

The advance payment shall be made as follows:

- in cash or by card at the hotel reception desk,
- by bank remittance to an account.

### **4. Cancellation policy**

The Customer shall be obliged to cancel the reservation via e-mail, in writing, or by phone. The Contractor shall be entitled to request the following cancellation fees unless there is the other written agreement of cancellation terms:

#### **Individual stays**

- ❖ The Customer shall be entitled to avail himself/herself of cost-free cancellation 24 hours prior to arrival date.
- ❖ The Contractor shall not return the advance payment to the Customer in case of no-show for any reasons.

#### **Group reservations (minimum 10 rooms)**

- ❖ The Customer shall be entitled to avail himself/herself of cost-free cancellation 2 weeks prior to arrival date.
- ❖ The Contractor shall be entitled to request 50 % of the full accommodation rate in case the Customer cancels the room reservation less than 2 weeks prior to arrival date.

The Contractor is entitled to re-let the reserved room after the cancellation or expiration of the agreed reservation.

## 5. Rights and obligations

- ❖ The Customer shall be entitled to check in on the day of arrival no later than by 2:00 p.m. unless otherwise agreed in advance. The Contractor shall be obliged to check in the Customer later than by 8.00 p.m. In case the Customer does not arrive by 8.00 p.m. the Contractor shall be entitled to re-let this room.
- ❖ Immediately upon moving into the room, the Customer shall be required to inspect the room and its inventory thoroughly. In case of any damage or inconsistencies found, the Customer shall be obliged to report it to the reception desk staff.
- ❖ If the Customer has paid the advance payment, the Contractor shall be obliged to keep the Customer's reservation by 10:00 p.m. If the Customer does not lay claim to the reserved services even after this time, the hotel shall not be obliged to return the advance payment to the Customer.
- ❖ The Customer shall be obligated to vacate the room by 10 a.m. on the on the agreed departure day. In case of late check-out, an additional cost of 10 EUR per hour shall be charged unless otherwise agreed.
- ❖ In exceptional circumstances the Contractor reserves the right to provide the Customer with alternative accommodation as originally agreed, provided that it is of similar standard.
- ❖ The Contractor shall be held liable for the damage to the items brought or put aside, whereas items brought into the hotel are those which have been handed over to the hotel staff for this purpose. The Contractor assumes no liability for jewellery, money and other valuables kept outside the hotel safe. The Contractor recommends using a built-in safe provided at the hotel reception desk.
- ❖ The Customer shall be entitled to avail himself/herself of services which have been agreed upon in the confirmed reservation. In case of half-board or full-board the use of these services begins pursuant to the mutual agreement between the Contractor and the Customer.
- ❖ The hotel services are charged in accordance with the applicable price list.
- ❖ Small pets are allowed to be accommodated only with the prior consent of the Contractor. The Customer assumes liability for the damage to the hotel property caused by his/her pet. Pets are not allowed to be left unattended in the room.
- ❖ The Contractor shall extend the Customer's stay only if there are any vacant rooms.
- ❖ The contractual relation between the Customer and the Contractor shall terminate on the day of departure by settling a bill. The Customer shall be obliged to settle the bill in cash or by card at the reception.
- ❖ If the Customer ends his/her stay earlier than agreed in the reservation, he/she shall be charged the full accommodation rate for the agreed period of the stay.
- ❖ The Customer shall be held liable for the damage caused by him/her during the stay in the hotel. In case of the damage caused by a child, his/her legal representative shall be held liable for the damage.
- ❖ If the Customer does not settle a bill, the Contractor shall be entitled to retain all belongings which have been brought into the hotel room.
- ❖ The Contractor shall be entitled to terminate and with draw from the Contract immediately and without the Customer's claim to refund if:
  - the Customer intentionally or due to negligence damages the hotel property or his/her conduct is contrary to basic principles of social behaviour and moral,

- the Customer's behaviour is inappropriate or unacceptable towards other guests,
  - the Customer's health condition jeopardises the health of other guests and hotel staff,
  - due to Force majeure.
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- ❖ In case of complaints the Customer shall be obliged to notify the Contractor immediately and without any delay. Complaints are governed by the Hotel Complaint Procedure.
  - ❖ The Contractor shall be entitled to inspect the Customer's room during his/her stay and provide cleaning services in accordance with sanitary requirements.
  - ❖ If the hotel staff finds the damaged inventory, unreported consumption of food or misappropriation of the hotel inventory after the Customer's departure, the hotel shall be entitled to debit the Customer's card, notifying him/her, or send an invoice payment to the Customer's address.
  - ❖ The Customer shall be obliged to follow the applicable hotel policy.

## **6. Liability for damage**

In case of the breach of the Contract the contracting party shall be obliged to compensate the other contracting party unless it proves that the breach of the Contract was caused by circumstances excluding liability.

The Customer is fully liable for the damage he/she caused by impairment or devastation of the hotel inventory and property.

## **7. Other sanctions and fines**

- ❖ Smoking is forbidden on the hotel premises.
- ❖ The Customer shall be charged for using open fire on the hotel premises in the extent of damage caused by the Customer.

## **8. Parking**

- ❖ Free car park is available in the courtyard of the hotel for hotel guests and clients.
- ❖ The Contractor shall not guarantee the Customer free parking place.
- ❖ The Contractor shall not be held liable for the theft or damage to the Customer's vehicle in the hotel car park or outside the hotel area. The Contractor shall not be held liable for any property left in the Customer's vehicle.
- ❖ Car park is monitored by CCTV.

## **9. Personal data protection**

All informations about personal data protection you can find on our link:  
<https://www.soshotel.sk/index.php/dokumenty/ochrana-osobnych-udajov>

In Zvolen, 01.01.2019

Jozef Weis  
Hotel Academic Manager