



Hotel U Malého Vítka

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Web: <http://www.vitekhotel.cz>

Business and cancellation policy

Terms and conditions of accommodation in accommodation facilities

Accommodation reservation is made through the Reception, in writing, by telephone, email or by filling in the reservation form on our website.

We encourage the Client to provide his/her telephone number so the Reception can contact him/her if necessary.

1. Reservation accepted and confirmed by the Reception is binding for both parties.
2. In order to accept the reservation, the Reception is entitled to ask the Client to guarantee a payment by an advance invoice amounting to the amount of the 1st night of the agreed amount of accommodation or a guarantee by credit card. In the case of the advance invoice guarantee, the Reception is entitled to charge a transaction fee.
3. The Client is obliged to pay the advance payment within the stated due date and send the proof of the payment to the Reception or to provide his/her credit card details upon request. If the Client fails to do so, the Reception is not bound by the reservation made and cannot guarantee the ordered capacity.
4. The price for accommodation is to be paid in cash at the Hotel Reception, by bank transfer (based on the issuance of an advance invoice, payment must be sufficiently identified by full name and surname, variable payment symbol, address or personal identification number) or by blocking the amount on the Client's account before authorizing the payment card (no amount will be deducted from the Client's card, the card serves only to guarantee the Client's binding reservation and will only be used if the Reception is entitled to charge the cancellation fee). The Client is obliged to send true and valid information about his/her credit card. If the bank refuses authorization without giving a reason or because of an uncovered account, the reservation is invalid. The Reception inform the Client about this within 24 hours by email.
5. The client is obliged to pay the price for accommodation in the Reception or its supplement upon arrival in cash. Accommodation can also be paid at the Reception by credit card.
6. Prices are per double room including breakfast city tax and VAT.

Cancellation policy:

1. The cancellation policy applies to the cancellation of the reservation by the Client.
2. The reception agrees not to charge cancellation fees in case of cancellation up to 30 days prior to the announced arrival.

a. Individual guests

Reception is entitled to charge cancellation fees for individual orders under the following conditions: reservations confirmed in writing or by email can be canceled without cancellation fee at least 7 days prior to arrival only in writing or by email, if canceled less than 7 days before arrival or no-show, 100 % of the first night will be charged.

b. Group Reservations

Reception is entitled to charge cancellation fees for groups of more than 10 persons (10 persons including) the following conditions:

from 29 to 7 days prior to arrival 100 % of the first night of the canceled amount is charged, if canceled less than 7 days before arrival, on the day of arrival or during the stay 100 % of the total price of the canceled capacity is charged as cancellation fee

3. For the payment of the cancellation fee, the Reception is entitled to set off the advance payment invoice already paid by the Client or to use the Client's credit card information to pay the cancellation fee.

Additional business conditions

1. Prices and services

Approximate prices of accommodation and any other services are listed in the presentation materials of the landlord (website, brochures, etc.). their breakdown in the voucher is binding. The landlord is entitled in cases beyond his control (eg force majeure) to change the agreed conditions of stay.

2. Cancellation of the stay by the customer

The customer is entitled to cancel the order at any time before arrival. Cancellation of the stay requires a written electronic form (email with delivery note) to the address info@vitekhotel.cz. Decisive for determining the time of cancellation is the date and time of sending the email.

Individual cancellation fees can be arranged for larger groups.

The landlord will not charge the customer the above cancellation fees if he could not use the agreed services for the following reasons: death in the family, hospitalization of the customer or a member of his family, serious illness, occupation order, natural disaster. The customer is obliged to document the above facts in writing to the landlord no later than 3 days after their occurrence.